

Program Management (PM)

Develop and Maintain Program Policy				
Item	Details			
Description	The Develop and Maintain Program Policy business process responds to requests or needs for change in the agency's programs, services, or rules, based on federal or state statutes and regulations; governing board or commission directives; QIO findings; federal or state audits; agency decisions; and consumer and advocate pressure.			
MITA Reference	Source Process Name: <i>Develop and Maintain Program Policy</i> Source Process Business Area: <i>Program Management</i> References: Part 1 Appendix C, Business Process Model Details Part 1 Appendix D, Business Process Capability Matrix Details http://www.cms.hhs.gov/MedicaidInfoTechArch/04_MITAFramework.asp			
Sample Data	Operations Management Client Information Provider/Contractor Information	Program Information Service Information Reference Information		
Level 1	Level 2	Level 3	Level 4	Level 5
Policy development occurs in an ad hoc manner on an irregular basis. Policy is developed by obtaining staff and stakeholder input and building broad based consensus through a labor intensive process of in person meetings and iterative documents. The process is primarily informed by individual opinions and perspectives, not data. This Level complies with agency requirements.	Policy development occurs on a regularly scheduled basis using a systematic and welldefined process. The process uses the Web, video conferencing and other technologies to facilitate communications and process speed. The process is informed by a set of agency standardized data on clients and services. This Level includes additional data and quality edits.	The process uses networks or virtual connections to both internal and external stakeholders. Communications are standardized across agencies and coordination cross agency results in improved coordination for policy activities. The process is informed by nationally standardized, cross agency data accessible via interfaces that use BH-MITA standards compatible with Medicaid MITA. At this Level data is standardized against HL7 RIM.	Standardized client specific clinical data is accessible for policy development via state HIEs, and data for policy activities is automatically communicated. All health care agencies collaborate in policy communications between agencies and among all agency partners statewide. This Level adds clinical data.	Policy development protocols are integrated into HIEs on a national scale. Data pertinent to the policy process is analyzed and transmitted in real time, shortening development time. Nationwide collaborations streamline policy communications with agency stakeholders nationwide. This Level adds nationwide technical interoperability.
Automation				
Level 1	Level 2	Level 3	Level 4	Level 5
All/mostly paper	Internal processes mostly automated	Internal agency processes/interfaces mostly automated	External agency processes/interfaces mostly automated	Non-state entity processes/interfaces mostly automated
VA As Is:				
VA To Be:				
Standards				
Level 1	Level 2	Level 3	Level 4	Level 5
Use few or no national standards	Internal processes use national standards	Internal agency processes/interfaces mostly use national standards	External agency processes/interfaces mostly use national standards	Non-state entity processes/interfaces mostly use national standards

VA As Is:				
VA To Be:				
Cross Coordination				
Level 1	Level 2	Level 3	Level 4	Level 5
Little/no coordination across processes or with other programs	Internal agency operational processes coordinated	Internal agency program processes coordinated	External agency program and operational processes coordinated	Non-state entity program and operational processes coordinated
VA As Is:				
VA To Be:				
Client Data				
Level 1	Level 2	Level 3	Level 4	Level 5
Little/no access to client specific data	Internal processes have access to client specific data	Internal agency processes have access to client specific data	External agency processes have access to client specific data	Non-state entity processes have access to client specific data
VA As Is:				
VA To Be:				
Interoperability				
Level 1	Level 2	Level 3	Level 4	Level 5
None	Limited interoperability internally or limited to claims processing systems	Interoperability with internal agency systems other than claims processing	Interoperability with external agency systems other than claims processing	Interoperability with non-state entity systems
VA As Is:				
VA To Be:				