

Manage Registry: Business Capabilities

Manage Registry				
Capability Question	Level 1	Level 2	Level 3	Level 4 & 5
Business Capability Descriptions				
This Section provides general background on the Business Process at Level 1 – 3. It is used to identify the differences between Levels.				
Is this business process primarily manual or automated?	This process consists primarily of manual, paper based steps. Information is keyed in manually in standard format and content.	This process uses a mix of manual and automated processes for data collection. Compiled data includes both information gathered manually and data entered into the registry and data files uploaded to the registry in standard data formats.	The process automates most activities in the workflow for data collection. Data is entered into standard Web forms and transmitted to the registry as data files or introduced from proprietary data sources using MITA standard interfaces.	
VA As Is	VA's repository of data is non standard and disjointed; data elements are duplicated. Data access is limited to specific classifications of employees.			
VA To Be		VA can see the benefits of having a well appointed registry and would like to begin with a data warehouse.		
Does this business process use standards?	The process uses minimal standards for collection of data into the registry and local data standards.	The process uses State and Federal standards for collection of data into the registry.	The process uses the MITA standard interfaces and data definitions for collection of data into the registry, updates, and changes.	
VA As Is				

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VA To Be				
Does the Medicaid enterprise collaborate with other agencies or entities in performing this process?	The Medicaid enterprise may collaborate with other entities but collaboration uses manual processes (e.g., telephone contacts, facsimile, letters) to gather and share information between social services agencies, physician offices, hospitals and other providers.	The process uses a mix of manual and automated processes to collect information from the Medicaid enterprise and social services agencies, physician offices, hospitals, and other providers. Parties agree on format and content, security and privacy, and how to access shared information.	The Medicaid enterprise, other agencies, and providers agree to use MITA standard interfaces and Service Level Agreements (SLA) for updates to registries and access to shared information.	
VA As Is				
VA To Be				
Business Capability Quality: Timeliness of Process				
How timely is this end-to-end process?	This process meets State and Federal guidelines for data collection timeliness for reporting to the Registry. The process can be completed, in many business days.	The process can be completed, in less time than at Level 1.	MITA standard interfaces and SLAs further reduce the time to complete the process than at Level 2.	
VA As Is	Claims, encounter and eligibility data is available immediately to users via MMIS. Accessing larger sets must be done manually.			
VA To Be		DMAS currently is participating in a transformation grant for the		

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		Dept of Aging regarding no wrong door. DMAS would like to expand on the no wrong door participation concept expanding into other populations.		
Business Capability Quality: Data Access and Accuracy				
How accurate is the information used in this process?	Data may be incomplete, inaccurate, irrelevant and untimely. Often additional information must be requested.	Accuracy and consistency of data improves over Level 1 due to increased use of automation and data standards.	Use of MITA standard interfaces and data definitions ensures accuracy of data. Data accuracy is higher than at Level 2.	
VA As Is	Accessing information is mostly a manual process. Updates are made to individual claims, encounter and enrollee eligibility records before they are stored to monthly extracts for users to access. Data elements are duplicated.	VaMMIS requires claims and encounter data to be in standard formats.		
VA To Be		Additional edits would improve data accuracy; data warehouse with an intuitive, user friendly front-end would improve access.		
How accessible is the information used in this process?	Access to data is controlled manually. Data access may take several business days.	The process uses on-line access to Registry data but compilation of the data is a mixture of manual and automated activities. Data	The process has immediate access to standardized data. Data access takes less time than at Level 2.	

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		access takes less time than Level 1.		
VA As Is				
VA To Be				
Business Capability Quality: Cost Effectiveness				
What is the ratio of the cost to perform this process compared to the benefits of the results?	The process meets State budget guidelines.	Cost effectiveness increases with automation and elimination of local standards.	The process demonstrates the improvement value projected by the Medicaid enterprise.	
VA As Is	VaMMIS processes the claims, encounter and eligibility data well. VA uses a prior authorization vendor key data into the system.			
VA To Be		VA would like to increase automation, data sharing and interfacing.		
Business Capability Quality: Effort to Perform; Efficiency				
How efficient is this process?	The process relies primarily on manual activities.	Efficiency increases with automation allowing staff to focus more on analyzing Registry data and issuing alerts when problems are detected.	Reaches maximum efficiency where alert messages are automatically sent to staff who can focus on resolutions of problems and future improvements.	
VA As Is	Claims, encounter and eligibility registries are separate and do not "talk" to each other.			
VA To Be	More data sharing internally and externally would improve efficiency.			
Business Capability Quality: Accuracy; Usefulness of Process Results				
How accurate are the results of this process?	Decisions are manual and based on non-standard	Decision making for the process is automated	The process consistently applies business rules	

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	information, which may result in inconsistent decisions.	based on Medicaid enterprise policy resulting in more uniform decisions than at Level 1.	resulting in more uniform decisions than at Level 2.	
VA As Is	VA has sufficient automation at this level.			
VA To Be		VA would like to validate encounters more frequently.		
Business Capability Quality: Utility or Value to Stakeholders				
How satisfied are the stakeholders?	There are issues regarding timeliness, accuracy, completeness of the Registry data and negatively impacting stakeholder satisfaction.	Satisfaction improves over Level 1 due to automation.	Satisfaction is higher than Level 2 due to improved access to timely and accurate data and automated reporting.	
VA As Is	VA has sufficient automation at this level.			
VA To Be		VA would like to have automated maintenance of claims, encounter and eligibility data. VA would also like for enrollees to have automated medical records that are portable.		