

**Establish Case [Care Management]: Business Capabilities**

Establish Case				
Capability Question	Level 1	Level 2	Level 3	Level 4 & 5
<b>Business Capability Descriptions</b>				
<b>This Section provides general background on the Business Process at Level 1 – 3. It is used to identify the differences between Levels.</b>				
Is this business process primarily manual or automated?	The process consists primarily of manual compilation of data.	Mixes of manual and automated processes are used.	The process is fully automated to the extent possible. The Trigger establishing the case contains MITA standard interface data to populate the case record. Additional information is obtained via automated messaging. The process is fully automated with use of MITA definitions, standard definitions and Service-Oriented-Architecture concepts.	
VA As Is	<p><b>2010 MITA:</b> Most if not all agencies use a mixture of manual and automated processes.</p> <p><b>2007 MITA:</b> DMAS uses a mix of manual and automated processes particularly during the initial screening of a potential waiver case.</p>			
VA To Be		<b>2010 MITA:</b> The state agencies would like for the automated rules to apply to case management. The		

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		<p>agencies would like to move more towards using a one system methodology.</p> <p><b>2007 MITA:</b> DMAS would like for the automated rules to apply to case management.</p>		
Does this business process use standards?	Medicaid enterprise uses State specific data standards.	Case data may be a mixture of HIPAA data standards and State specific standards.	Case data meet MITA standard interface requirements.	
VA As Is	<b>2010 MITA:</b> The business rules are used as the standard in this process.			
VA To Be		<b>2010 MITA:</b> The agencies would like to move towards using HIPAA data standards as well as state and program specific standards.		
How does the Medicaid enterprise collaborate with other agencies or entities in performing this process?	The business process consists primarily of manual processes (e.g. telephone contacts, facsimile, letters) to gather and share information between social service agencies, physician offices and other provider types to establish cases.	Medicaid enterprise collaborates with other agencies. Authorized users are permitted to access other databases and retrieve pertinent information about the member (i.e. eligibility, claims history) improving over Level 1.	MITA data standard interfaces are used to exchange information between agencies and entities improving over Level 2.	
VA As Is	<b>2010 MITA:</b> Many agencies are at a level 1 with using			

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	manual processes to gather and share information in establishing cases.			
VA To Be		<b>2010 MITA:</b> Some agencies are meeting thresholds of collaborating with other agencies at a level 2. The state agencies would like to move towards meeting all thresholds at this level.		
Business Capability Quality: Timeliness of Process				
How timely is this end-to-end process?	Manual processes may adversely impact timeliness.	Introduction of automation increases timeliness over Level 1.	The use of MITA data definitions and standard interfaces improves the timelines over Level 2. The process can be completed, on the average, within 7 business days.	
VA As Is	<p><b>2010 MITA:</b> Business processes are monitored to ensure timeframes are being met.</p> <p><b>2007 MITA:</b> Business processes with thresholds or mandated requirements for timeliness (such as managed care assignment within 45 to 60 days) are monitored to ensure timeframes are being met.</p>			

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VA To Be		<p><b>2010 MITA:</b> Agencies are meeting some thresholds in level 2 and would like to continue to move towards meeting this level.</p> <p><b>2007 MITA:</b> DMAS would like to move towards a more direct link to case-making data, e.g., eligibility and disability; also having access to performance data such as the number of applications received and processed monthly.</p>		
<b>Business Capability Quality: Data Access and Accuracy</b>				
How accurate is the information used in this process?	Manual processes can adversely impact accuracy.	Automation improves accuracy and consistency of data used in this process over Level 1.	<p>Use of MITA standardized interfaces and data definitions ensures accuracy of information.</p> <p>Data accuracy is measured at 90% of total data collected.</p>	
VA As Is	<b>2010 MITA:</b> The <b>Establish Case</b> Business process is mostly manual during eligibility determination and initial screening input is non-standard across the business process.			

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	<p><b>2007 MITA:</b> The <b>Establish Case</b> Business process is mostly manual during eligibility determination and initial screening input is non-standard across the business process.</p>			
VA To Be		<p><b>2010 MITA:</b> The agencies would like to automate the application process. Not all member types (Aged/Blind/Disabled) are automated. This automation would improve interoperability between agencies.</p> <p><b>2007 MITA:</b> DMAS would like for automation and standardization of business process to improve and encourage interoperability between agencies.</p>		
How accessible is the information used in this process?	The access to non-standardized and/or state specific data is controlled manually and may take several business days.	A mix of manual and automated processes with the use of HIPAA standards provides immediate on-line data access for some information to authorized users improves over Level 1.	<p>Use of standardized MITA data definitions and interfaces allows immediate access to data with few exceptions.</p> <p>The process has immediate access to standardized real-time data. Data access takes no more than 3 seconds.</p>	

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VA As Is	<b>2010 MITA:</b> Most agencies are at a level 1. There are no HIPAA data standards being used at this level and most activities are manual.			
VA To Be		<b>2010 MITA:</b> The agencies would like to automate processes with the use of HIPAA standards (HL7) for immediate data access.		
Business Capability Quality: Cost Effectiveness				
What is the ratio of the cost to perform this process compared to the benefits of the results?	It is difficult to determine the cost-effectiveness.	The process meets Medicaid enterprise budget guidelines with focus on cost containment and improvement of effectiveness.	The process demonstrates the value projected by the Medicaid enterprise with staff focused on ensuring quality of case information and driving positive health outcomes.	
VA As Is	<b>2010 MITA:</b> The process requires a sizeable staff because of limitations in accessing eligibility determination and maintenance information for members.  <b>2007 MITA:</b> The process requires a sizeable staff			

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	because of limitations in accessing eligibility determination and maintenance information for members.			
VA To Be		<p><b>2010 MITA:</b> The agencies would seek automation to help minimize the impact of a large staff dedicated to manual processes like screening and continued eligibility re-certification and verification.</p> <p><b>2007 MITA:</b> DMAS would seek automation to help minimize the impact of a large staff dedicated to manual processes like screening and continued eligibility re-certification and verification.</p>		
Business Capability Quality: Effort to Perform; Efficiency				
How efficient is this process?	The process relies primarily on manual and may be negatively impacted.	Combination of manual and automated processes results in increased efficiency over Level 1.	The process is automated to the extent possible. Optimal efficiency is achieved.	
VA As Is	<b>2010 MITA:</b> The initial steps of this process are labor-intensive and “stove-piped” for all agencies.			

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	<b>2007 MITA:</b> For DMAS, the initial steps of this process are labor-intensive and “stove-piped.”			
VA To Be		<p><b>2010 MITA:</b> The agencies would like an automated process so that cases are established more easily and efficiently. (Example: A birth certificate would trigger an enrollment)</p> <p><b>2007 MITA:</b> DMAS would like an automated member profile so that cases are established more easily and efficiently.</p>		
<b>Business Capability Quality: Accuracy; Usefulness of Process Results</b>				
How accurate are the results of this process?	The manual process may adversely impact accuracy.	Increased automation improves accuracy over Level 1.	<p>The use of MITA standard interfaces and data definitions further improves accuracy over Level 2.</p> <p>The process produces measurable results most of the time and consistently applies business rules. Accuracy of results is at least 95%.</p>	
VA As Is	<b>2010 MITA:</b> The <b>Establish</b>			

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	<p><b>Case</b> Business process has steps that are labor-intensive and attempts to meet requirements for timeliness and accuracy. Not all enrollment requirements are met all of the time.</p> <p><b>2007 MITA:</b> The <b>Establish Case</b> Business process has steps that are labor-intensive but manages to meet requirements for timeliness and accuracy.</p>			
VA To Be		<p><b>2010 MITA:</b> All agencies seek automation to help improve timeliness and accuracy for establishing and maintaining cases.</p> <p><b>2007 MITA:</b> DMAS would seek automation to help improve timeliness and accuracy for establishing cases.</p>		
<b>Business Capability Quality: Utility or Value to Stakeholders</b>				

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How satisfied are the stakeholders?	Stakeholder satisfaction is negatively impacted by manual processes, with few resources dedicated to improvement and few measurements in place, e.g. reliance on complaints, legal mandates for action regarding improving stakeholder satisfaction.	Medicaid enterprise begins to identify gaps in levels of satisfaction and stakeholder expectations and priorities. Improvements are made strategically, increasing stakeholder satisfaction over Level 1.	Medicaid enterprise conducts internal and external audits/focus groups which take into consideration the results of its previous research along with other national standards to identify additional stakeholder expectations and priorities. Improvements are made based on national and MITA best practices, improving stakeholder satisfaction over Level 2.	
VA As Is	<p><b>2010 MITA:</b> Business process complies with agency and state requirements.</p> <p><b>2007 MITA:</b> Business process complies with agency and state requirements.</p>			

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VA To Be		<p><b>2010 MITA:</b> The agencies seek automation that is easy to modify and implement based on changing needs, polices and goals.</p> <p><b>2007 MITA:</b> DMAS would seek automation that is easy to modify and implement based on changing needs, polices and goals.</p>		