

Manage Member Information

Member Management: Manage Member Information: Business Capabilities				
Capability Question	Level 1	Level 2	Level 3	Level 4 & 5
Business Capability Descriptions				
The Section provides general background on the Business Process at Level 1 – 3. It is used to identify the differences between Levels.				
Does the process meet or exceed legal, regulatory, or agency requirements or expectations?	At this level, the Manage Member Information business process meets the needs of the FFS Medicaid program and MMIS certification requirements such as MARS and MSIS reporting and is validated via OIG reports, staffing and error reports	At this level, the Manage Member Information business process meets the needs of programs beyond FFS and continues to be validated by external measures	At this level, the Manage Member Information business process improves and benefits from member-centric, No Wrong Door initiatives, and will include things such as rules engines to enhance accuracy. Validation to external measures is automated.	
How do you handle updates of member information from different sources?	There are delays loading data generated from multiple sources and supplied by multiple media including hand delivery	Updates are automated; paper or hand-delivered files are the exception	Updates are fully automated with triggers from multiple sources.	
Can duplicate entries be detected?	Duplicate entries may go undetected	Better internal controls improve level of identification of duplicates	Use of national (ex:HL7) standards and vocabulary for entity identification improves ability to detect and handle duplicates	
Are eligible update notifications sent to stakeholders?	Irregular update notification to interested users and processes	Notification to interested users and processes is immediate (as soon as update occurs)	Standardized update notifications to stakeholders adheres with service level agreements and are sent	

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			via preferred communication method.	
Do you perform daily eligibility updates?	Legacy member files, lack of integration with the eligibility system, and mailing paper IDs limit Agencies to monthly eligibility periods vs. day-based eligibility/enrollment	Integration with eligibility system supports day based eligibility/enrollment	Daily eligibility updates are available in real time at point of service.	
Are there standard formats for updates?	Data updates are received from disparate sources in indeterminate formats	Data updates are standardized; requested and scheduled data extraction is increasingly automated	Member information is integrated via a Member Registry, which may either contain integrated records of member eligibility data or provide federated access to other Member Registries as appropriate	
Are the data updates accurate?	Validation of data is inconsistent and not rules-based	Rule-based validation and data reconciliation is more consistent and improves integrity of data repository	Standard interfaces (trigger event and results; messages to external entities), standardized data, consistent business rules and decisions, easy to change business logic	
Is there an audit trail for updates?	Updates are inconsistently tracked	Updates are automated with date stamp and audit trail	Manage Member Information is handled by a business service with built-in tracking	
Va. As Is:	At this level, the Manage Member Information business process is designed to serve FFS Medicaid programs and meet MMIS certification requirements such as	DMAS has level 2 rule-based validation and automated data reconciliation processes	Level 3 “no-wrong door” initiative is being participated in with Dept of Aging., e.g. http://www.vda.virginia.gov/nowrongdoor.as	

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	<p>MARS and MSIS reporting.</p> <p>Data requests are received from disparate sources in indeterminate formats. Data is shared in batch on a scheduled or ad hoc basis.</p> <p>Validation is inconsistent and not rules-based. There are delays in completing updates and loading member data generated from multiple sources. Duplicate entries may go undetected. Irregular update notification to interested users and processes.</p> <p>Legacy member files, lack of integration with the FAMIS and mailing paper ids may limit Agencies to monthly eligibility periods vs. day based eligibility/enrollment.</p>		p	
Va. To Be:				
Business Capability Quality: Timeliness of Process				
How timely are the member updates?	Manual and semi-automated steps delay updates; updates take from one week to one month	Update schedule improves over Level 1. On the average, updates occur daily (within 24 hours)	Updates and data extractions can be immediate	
How timely are the notifications regarding updates?	Notifications are inconsistent in regards to time, and in general, are not timely, i.e., 5 or more days later than the update	Timelier member updates and data extractions; available on the day of the update	Data exchange partners receive update notifications instantly	
Va. As Is:	Manual and semi-automated steps delay updates, maintenance processes and			

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	require system down-time. Inadequate audit trails.			
Va. To Be:	Need something practical for users to access and research audit trails.			
Business Capability Quality: Data Access and Accuracy				
How accurate are the updates?	Updates are made to individual files manually. Manual updates result in inconsistency and mistakes.	Automated updates are made to individual files and databases. Applied edits reduce inaccuracy.	Updates, notifications, and data extractions (e.g., MSIS eligibility reports and MCO enrollment rosters) are standardized	
How are records stored?	Data stores may be multiple; there are issues of duplicate identifiers, discrepancies between data stores, and information quality and completeness	Databases may be relational	Member records are stored in either a single Member Registry or federated Member Registries that can be accessed by all authorized applications	
Va. As Is:	Automated updates are made to files and relational databases. However, problems with Data issues: duplicate identifiers, discrepancies between data stores, and information quality and completeness exist.			
Va. To Be:				
Business Capability Quality: Cost-Effectiveness				
What is the ratio of level of effort to results achieved?	Requires numerous data entry staff to key new and updated information, and	Automation leads to greater productivity and cost effectiveness than at level	Distributed update notifications to federated member registries further	

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	reconcile duplicates and data inconsistencies; IT staff needed to load member information generated from other systems	1.	increases productivity and cost effectiveness over level 2.	
Va. As Is:	Requires numerous data entry staff to key new and updated information, and reconcile duplicates and data inconsistencies. IT staff needed to load member information generated from other systems.			
Va. To Be:				
Business Capability Quality: Effort to Perform; Efficiency				
What is the level of efficiency for this process?	Numerous staff required to support mostly manual processes. Staff must key new information; make updates manually; reconcile and validate data manually.	Automation results in improved process efficiency over level 1. Updates are automatically processed	Standardization adds to level of efficiency greater than level 2. Updates are distributed to data sharing partners immediately.	
Va. As Is:	Staff must key new information; make updates manually; reconcile and validate data manually. Legacy systems limit Agency's ability to start and end eligibility in MCOs within a month, thereby increasing cost of capitation premiums paid for members who become ineligible during the month.			

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	DMAS does process updates automatically and edits are consistent.			
Va. To Be:				
Business Capability Quality: Accuracy of Process Results				
Are the member update results consistent, accurate, and useful to users?	Member information is maintained and available, primarily on a scheduled or request basis to other business processes and users	Automated maintenance of member information ensures that timely, accurate data are available to support all processes needing member information	Use of national standards support federated access to data; business rules and standards result in high level of accuracy	
Va. As Is:	Updates and reconciliations must be manually validated. Process focus is on compliance with agency requirements and less on ensuring timely availability of quality/complete data for users.	DMAS has elements of level 2; automation and reconciliation of database updates.		
Va. To Be:				
Business Capability Quality: Utility or Value to Stakeholders				
What is the level of satisfaction of stakeholders regarding the Member Information update process?	Updates and reconciliations must be manually validated. Stakeholder satisfaction with results is low.	Automation improves accuracy of validation, verification, and reconciliation of database updates. Stakeholder satisfaction improves	Stakeholder satisfaction improves because data accessibility increases the efficiency, speed, and accuracy of member information management processes.	
Va. As Is:		Automated maintenance of member information ensures that timely, accurate data are available to support all		

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		<p>processes needing member information, e.g., MCO enrollment rosters, COB, adjudication, etc.</p> <p>However, Data is not available at all times or in an easily accessible manner for all processes.</p>		
Va. To Be:		DMAS wants to work on improving the availability and accessibility of data.		