

Disenroll Member: Business Capabilities

Dis-enroll Member				
Capability Question	Level 1	Level 2	Level 3	Level 4 & 5
General Description				
Is this business process primarily manual or automated?	The process is primarily manual. Disenrollment information is manually entered and automatically updates to the eligibility/enrollment data store.	The process is a mix of manual and automated activities. Data may still be manually entered. Rules are automatically applied.	The process is primarily automated. Required data are delivered via MITA standard interface. Rules are configurable.	
Va. As Is:	Some processes still in a level 1.	Virginia has many processes in a level 2.		
Va. To Be:			Virginia's desire is to work toward level 3. Virginia will pursue the citizen portal for applicants to enter their own information to be considered for services. VA will be automating a Business Rules Engine as well as a Workflow Engine.	
Does this business process use standards?	Required data are entered into State-specific disenrollment forms. Rules are manually applied and verified.	Local standards based on HIPAA definitions are applied to the disenrollment process.	The process uses the MITA standard interface which is aligned with HIPAA and any other applicable standards.	
Va. As Is:	Virginia is at a level 1. Virginia doesn't have state specific standards, just	Some level 2 aspects.		

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	agency specific standards.			
Va. To Be:		Virginia will continue to work towards level 2 compliance.		
Does the Medicaid enterprise collaborate with other agencies or entities in performing this process?	Each agency manages its own disenrollment process. Member data, including ID, demographics and health status is not comparable across programs, reducing ability to monitor program outcomes or detect fraud and abuse.	Information on disenrollment is shared among agencies. Members are disenrolled based on State business rules or Federal regulations. Members are also disenrolled from Waiver and Managed Care programs.	There is collaboration across the Medicaid enterprise on the exchange of disenrollment information.	
Va. As Is:		Virginia is at a level 2.		
Va. To Be:			Virginia's desire is to work toward level 3 and collaborate on the exchange of disenrollment information.	
Business Capability Quality: Timeliness of Process				
How timely is this end-to-end process?	Disenrollments may take multiple business days.	Disenrollments are completed in 1 business day.	Turnaround time on disenrollment decision can be immediate. Average time to complete a disenrollment process is measured in seconds.	
Va. As Is:	Virginia is at level 1. Disenrollments take more than 1 day if eligibility determination is needed. Timelines are tied to system	Some level 2 is occurring.		

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	constraints and notification requirements.			
Va. To Be:		Virginia will work toward level 2.		
Business Capability Quality: Data Access and Accuracy				
How accurate is the information used in this process?	Disenrollment data and format are indeterminate. Disenrollment forms are not standardized and may be hard copy. Manual processes can adversely impact accuracy.	Disenrollment requests and exchange data use local versions of HIPAA standards, improving access and accuracy.	Disenrollment requests and exchange data use MITA standard interfaces, further improving access and accuracy to 90% or better.	
Va. As Is:	Virginia is mostly a level 1	Some level 2 being used with the 834 transaction.		
Va. To Be:		Virginia will continue working toward level 2.		
How accessible is the information used in this process?	Information may be stored in disparate systems and may need to be accessed manually.	Data may be stored separately but can be accessed and aggregated as needed.	Data may be stored in either a single member registry or federated Enterprise member registries that can be accessed by all applications. Providers, members, and state enrollment staff have secure access to appropriate and accurate data on demand.	
Va. As Is:	Virginia is at a Level 1. Data is stored in more than one place.			

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Va. To Be:		Virginia will work toward level 2.		
Business Capability Quality: Cost Effectiveness				
What is the ratio of the cost to perform this process compared to the benefits of the results?	Disenrollment occurs in silos without coordination, i.e., different processes and multiple pathways for each type of disenrollment. Considerable staff effort required to keep up with disenrollments within each month.	Cost-effectiveness improves with automation. The Disenroll Member process meets State cost containment guidelines.	Shared services, MITA standard interfaces, and inter-agency collaboration further improve cost-effectiveness over Level 2. The process demonstrates further improvement and value desired by the Medicaid enterprise.	
Va. As Is:	Process requires a sizeable staff.			
Va. To Be:	Virginia will try to keep the staff size aligned with current and future workflow needs.			
Business Capability Quality: Effort to Perform; Efficiency				
How efficient is this process?	Manual processes create inefficiencies.	Introduction of automation improves efficiency over Level 1.	Use of MITA standard interfaces further increases efficiency over Level 2.	
Va. As Is:	Most business processes are labor-intensive and “stovepiped”. However, there are some automated areas.			
Va. To Be:	Virginia will continue to work towards full automation.			
Business Capability Quality: Accuracy; Usefulness of Process Results				
How accurate are the results of this process?	Decision making for the process is manual and therefore may result in inconsistent decisions.	Automation of business rules and standardization of disenrollment data improves accuracy of	Adoption of MITA standard interface and Sharing of data with other agencies improves results.	

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	Complies with State guidelines for error rate.	results. Decision making for the process is based on Medicaid enterprise policy which has been partially automated resulting in uniform decisions most of the time.	The process consistently applies business rules resulting in uniform decisions.	
Va. As Is:	Business process is labor-intensive, but results meet requirements for timeliness and accuracy.	. Virginia has some elements of level 2.		
Va. To Be:	Virginia will work towards greater automation to improve timeliness and accuracy.			
Business Capability Quality: Utility or Value to Stakeholders				
How satisfied are the stakeholders?	Stakeholder satisfaction is low, with few resources dedicated to improvement and few measurements in place, e.g. reliance on complaints, legal mandates for action regarding improving stakeholder satisfaction.	States begin 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:	Virginia is at a level 1, though, satisfaction has never			

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	been measured.			
Va. To Be:		Virginia will work toward a level 2.		