

Enroll Member: Business Capabilities

Enroll Member				
Capability Question	Level 1	Level 2	Level 3	Levels 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.				
What Is the Access Channel for Receipt of Enrollment Application Form?	Applicants submit paper application forms to each program separately.	Application process is more automated. Some applications may be submitted on paper via telephone or, web-based.	Applicants may initiate an eligibility/enrollment application online from home or a community location receive some responses in real time. Paper applications are still an option for those without computer access.	
Va. As Is:		Virginia is at a level 2.		
Va. To Be:			Virginia is moving toward a citizen centric portal, a business rules engine and work flows that will take it to a level 3.	
What Is the Level of Collaboration with Other Programs?	There is no cross program coordination.	Staff collaborate within the agency.	Collaborating agencies use MITA standard interface for the enrollment data exchange. (“No Wrong Door”)	
Va. As Is:		Virginia is at a level 2.		
Va. To Be:			Virginia is moving toward a citizen centric portal, a business rules engine and work flows that will take it to a level 3.	
Are Verification and Validation Activities manual or automated?	Approximately 20% of the verification and validation of enrollment data is	Approximately 50% or more of the verification and validation of	90% of the verification and validation of enrollment data is automated and is	

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	performed automatically.	enrollment data is automated; some information requires manual processing.	based on MITA HL7 data standards. Some categories of eligibility may be exceptions.	
Va. As Is:	Virginia is mostly a level 1 with some level 2. Aspects still require manual processes.			
Va. To Be:	Virginia will work toward becoming a full level 2.			
How Are Business Rules Applied?	Enrollment policies, procedures, benefits and application forms are program specific and may be prone to error due to manual application of policies.	Some business rules are automated resulting in consistent application of these rules.	Maximizes number of automated business rules which accommodate business rules for multiple programs.	
Va. As Is:		Virginia is a level 2.		
Va. To Be:			Virginia is working on a rules engine that will help take it to level 3.	
BUSINESS CAPABILITY QUALITIES (Examples only excerpted from total list) [Qualities are capabilities that are measurable]				
Timeliness of Process				
What Is the Timeliness of End to End Process? Manual Process	From Mail Room In to Mail Room Out: Completion of the Enroll Member process is	From Mail Room In to Mail Room Out: Completion of the Enroll Member process is measured in weeks	Manual processes are the exception and do not significantly impact performance of the business process.	

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Electronic Process	measured in months.			
		From Electronic In to Out: No more than 14 days	From MITA Business Service Trigger to Result: timeliness improves over Level 2	
Va. As Is:		Virginia is level 2 for the manual process. Enrollment encompasses eligibility but it's not in real time. Even when enrollment information is submitted electronically, manual input is required.		
Va. To Be:			Virginia wants to move toward level 3 and an electronic process.	
Data Access and Accuracy				
Are data and format standardized?	Enrollment data and format are non-standard	Enrollment data are standardized. Enrollment applications are standardized and electronic. Data can be used to support HIPAA transaction needs without crosswalking.	Enrollment and exchange data use MITA standard interfaces, improving accuracy, reusability, and interoperability.	

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Va. As Is:	Virginia is a level 1. There is no standardization across the enterprise.	Some aspects of level 2 with Medicaid.		
Va. To Be:		Virginia will work toward level 2.		
How accurate is the data?	Data accuracy is measured as sufficient to support operation of the business process	Data accuracy is noticeably improved over level 1.	Data accuracy is measured as 98% of total data stored and 98% of occurrences of data accessed.	
Va. As Is:		Virginia is a level 2.		
Va. To Be:			Virginia will work toward level 3.	
Effort to Perform; Efficiency				
What Level of Effort is required?	The enrollment process required is labor intensive and inefficient due to manual processes.	The enrollment process requires less effort than at Level 1 due to increased efficiencies.	The enrollment process requires less effort than Level 2 due to increased efficiencies.	
Va. As Is:	Virginia is between a level 1 & 2. The process is still manual but it takes less effort. There are now 2 systems instead of 3.			
Va. To Be:	Virginia wants to move toward full automation for all categories.			
Cost-Effectiveness				
Is the cost of the enrollment process	No. Siloed and manual enrollment processes are	Fewer applicants and members are enrolled in	Shared services and inter-agency collaboration	

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balanced by the results?	expensive and result in redundant effort and costs.	the wrong program, reducing program costs and eliminating redundancy.	contribute to streamline the process.	
Va. As Is:	Requires a large staff to meet targets for manual enrollment of members. Siloed enrollment processes result in redundant infrastructure, effort and costs.			
Va. To Be:	DMAS wants to improve the processes using MITA standards and target level 3.			
Accuracy of Process Results				
What are acceptable Error Rates?	Much of the application information is manually validated may be difficult resulting in increased error rates and potential for fraud. Decisions may be inconsistent.	Automation of data edits and business rules improves accuracy of validation and verification. Automated application of enrollment business rules improves consistency.	Use of MITA standard interface and automation of enrollment and verification data interchange improves consistency and accuracy of enrollment results. Error rate is 0.5% or higher.	
Va. As Is:	Virginia is a level 1 but has some level 2 with the new PERM system.			
Va. To Be:	Virginia will work towards becoming a full level 2.			

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Stakeholder Satisfaction				
What is the level of stakeholder satisfaction?	Satisfaction level is described as adequate.	Satisfaction level is noticeably improved over level 1 and can be described as sufficient.	Satisfaction level is noticeably improved over level 2 and can be described as very good.	
Va. As Is:		DSS and Managed Care are at a level 2.		
Va. To Be:		Virginia wants to move toward a level 3 and be able to quantify satisfaction from phone calls and feedback.		