

## Determine Eligibility Business Capabilities

<b>Member Management: Determine Eligibility: Business Capabilities</b>				
<b>Capability Question</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4 &amp; 5</b>
<b>Business Capability Descriptions</b> The Section provides general background on the Business Process at Level 1 – 3. It is used to identify the differences between Levels.				
How does the applicant complete and submit the application?	Applicant completes application on paper with submissions being faxed, hand-delivered, or mailed.	Applicant may use paper application but also has choices of data entry at government offices and kiosks. Electronic submissions are available and used.	Applicants may complete and submit electronic applications from any location that has internet access; there is a uniform application process for multiple programs, including Medicaid.	
Does the application use standardized format and data content?	Data and format are indeterminate. Requirements are locally defined.	Application data are standardized within the Medicaid enterprise.	Application data are standardized using MITA standard interface and data content specifications across multiple programs.	
How is application data validated?	Information is manually validated. Staff contact external and internal document verification sources via phone, fax, USPS. Decisions on data verifications take several days.	Many application data validations are automated (SSA, address, birth certificate, etc.).	Electronic messages and automatic data matching are sent to external entities such as banks for financial verification, employers for wage verification and employment dates, to state and federal tax authorities, insurance companies to verify TPL using MITA standard interfaces.	

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How consistent are the decisions?	Decisions have a degree of inconsistency due to individual interpretation and application of policies.	Consistency improves with the automation of some processes.	With increased automation, rules are consistently applied and decisions are uniform. Exceptions are minimal and reviewed for quality improvement to reduce future need.	
How integrated is the eligibility determination process?	There are many pathways for determining eligibility. Eligibility determination may occur in silos without sharing or coordination, i.e., different processes for each type of eligibility.	Eligibility determination is automated to assist staff in processes. For example, social services staff could access web portal to begin process of Medicaid application or single application form may be used across agencies.	Different types of eligibility pathways are merged into a single electronic standard process through interagency agreements for multiple benefit assistance programs.	
<b>Va. As Is:</b>		<p>At this level, the Determine Eligibility business process is extended by “work-arounds” to meet the needs of programs besides FFS.</p> <p>Benefit package selections may still be limited for traditional Medicaid programs. However, Waiver programs may be structured to permit more flexibility around selection of services and providers within a benefit package.</p> <p>Application data may be standardized within the state. Some applications still on</p>		

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		<p>paper. Verifications are a mix of manual and automated. Consistency is improved. Requires fewer staff. Process takes less time than Level 1. There are many pathways for determining eligibility for low income applicants.</p> <p>At Level 2, eligibility determination may still occur in silos without sharing or coordination. Some efforts are made toward standardizing eligibility determination data so that it is more easily shared and compared.</p> <p>Spend-down continues to be calculated manually.</p> <p>DMAS has some No Wrong Door initiatives, some electronic application capabilities, and some consumer driven health care choices.</p>		
<b>Va. To Be:</b>		<p>DMAS will expand its No Wrong Door initiative. Consumer directed services will also be expanding. For instance, a Money Follows the Person initiative is underway.</p>		
<b>Business Capability Quality: Timeliness of Process</b>				
How timely is the End to	The process can require	The process time is	The process time is	

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End process?	many days to receive the application, validate key data, determine eligibility and transfer information to the MMIS.	reduced due to applications being received on-line and some automation, but may continue to require many days to validate key data, determine eligibility and transfer information to the MMIS.	generally reduced to 24 hours due to on-line application processes using MITA standard interface and validations.	
<b>Va. As Is:</b>	Business processes do not meet thresholds for timeliness 100% of the time.			
<b>Va. To Be:</b>	DMAS would like to improve its timeliness and its data sharing.			
<b>Business Capability Quality: Data Access and Accuracy</b>				
How accurate is the information used in this process?	Data is entered by hand into the application and keyed in by staff. There are inconsistencies and errors that need correction.	Information in the member data store conforms to business rules. Information gathered externally is subject to errors.	Information conforms to MITA standards including interfaces with external data sources.	
How accessible is the information used in this process?	Access to bank account, residence requirements, citizenship information all require manual contact via phone, fax, or United States Postal Service (USPS).	Information in the member data store is instantly accessible. External validations may still be via phone, fax, or USPS.	Internal and external data is instantly available via messaging.	
<b>Va. As Is:</b>		DMAS has some automation and standardization that improves consistency and accuracy.		
<b>Va. To Be:</b>		DMAS is working toward total automation and		

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		standardization.		
<b>Business Capability Quality: Cost-Effectiveness</b>				
What is the ratio for the cost of eligibility determination compared to the value of the results?	Process is labor intensive and takes away from personal interactions with applicants.	Automation of business rules for eligibility determination improves the effectiveness of the process and allows staff to focus on difficult cases.	Use of MITA aligned business service interfaces and messaging with external entities streamlines this process allowing staff more time with applicants.	
<b>Va. As Is:</b>	The process requires a sizable staff, which is currently inadequate.			
<b>Va. To Be:</b>	DMAS will become more consistent and accurate through automation.			
<b>Business Capability Quality: Effort to Perform; Efficiency</b>				
How do you describe the efficiency of the Determine Eligibility process?	Manual workflow is burdensome. Some applicants experience delays in obtaining eligibility.	Automation increases efficiency and reduces delays in obtaining eligibility.	Use of national MITA standards and uniform data and processes among participating entities improves efficiency and further reduces delays in obtaining eligibility.	
<b>Va. As Is:</b>	Most business processes are labor-intensive and “stovepiped			
<b>Va. To Be:</b>	DMAS will work to connect its “stovepipes” and further reduce manual intervention via MITA initiatives.			
<b>Business Capability Quality: Accuracy of Process Results</b>				
What is the quality of the results of the process?	Manual processes can result in inaccurate eligibility determinations.	Accuracy of results is higher than at Level 1	Accuracy of the results is 98% or higher.	
<b>Va. As Is:</b>	Business process is labor-			

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	intensive, but results do not meet requirements for timeliness and accuracy 100% of the time.			
<b>Va. To Be:</b>	DMAS wants to improve it timeliness and accuracy.			
<b>Business Capability Quality: Utility or Value to Stakeholders</b>				
How satisfied are the stakeholder?	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.	
<b>Va. As Is:</b>		DMAS has automation that benefits stakeholders.		
<b>Va. To Be:</b>		DMAS hopes to provide recipients access to their data and provide timelier processing through automation.		