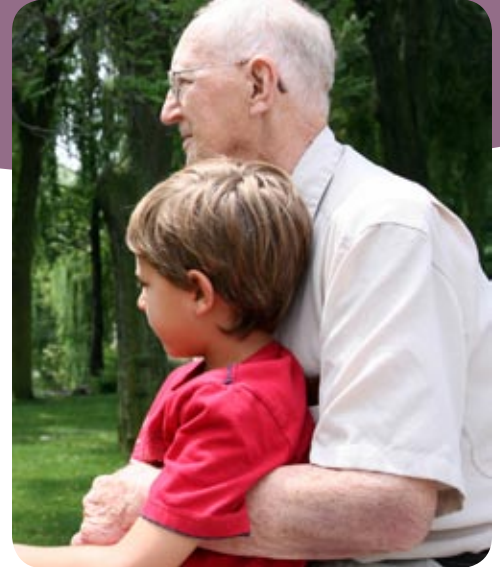


MMIS overview



Q: What is an MMIS?

A: MMIS stands for Medicaid Management Information System, a computer system that manages medical assistance information and payments. All states are required by federal law to have an MMIS.

Q: What does the MMIS computer system do?

A: The main function of Oregon's MMIS is to process payments for the 35,000 state Medicaid and Oregon Health Plan providers — hospitals, doctors, dentists, pharmacies and others — that deliver health care services to Oregon's 430,000 Medicaid clients. These payments total approximately \$2 billion each year. The MMIS system also contains client information that is used by other DHS programs to deliver cash assistance and other client services.

Q: When will Oregon's new MMIS be implemented and how much did it cost?

A: The new MMIS will be implemented December 9, 2008, at a projected total cost of approximately \$80.7 million (at a 90 percent federal and 10 percent state split). The project began in 2001.

Q: Why did Oregon develop a new MMIS?

A: There are three significant problem areas driving Oregon's need for a new MMIS:

- The current MMIS uses outdated technology,
- The state's needs have outgrown the current system's capacity, and
- The current MMIS is costly to maintain.

The old MMIS was designed in 1980 to handle about 260,000 claims each month; it now processes more than 2 million claims monthly, more than seven times its original capacity. The old system technology cannot support the increasingly complex demands of federal and state legislation or full implementation of the Oregon Health Plan. In addition, the vendor supporting the system no longer can provide service to the old technology. Labor- and cost-intensive "work-arounds" have been used for years as short-term fixes, but do not represent a long-term solution.

The current economic downturn means more people are seeking medical assistance and other services provided by DHS, putting more strain on the old system. A reliable, efficient, modern system must be available to support this increased need.

The new MMIS will make claims processing more efficient and will deliver payments to health care providers faster. The new system also will satisfy federal Health Insurance Portability and Accountability (HIPAA) security mandates to keep Oregon in compliance with the federal Medicaid program.

Q: Who benefits from the new MMIS?

A: A new MMIS benefits everyone who relies on it for services:

- 430,000 eligible Medicaid clients throughout Oregon;
- 35,000 providers — hospitals, doctors, dentists, pharmacies, nursing homes and medical equipment suppliers — who provide Medicaid/Oregon Health Plan services; and
- Nearly 4,000 people who use the system — DHS staff in Salem and at 170 local offices around the state, and county Area Agency on Aging offices, district attorney offices and health services staff — to provide service to eligible clients.

Q: What happens if there are implementation problems?

A: The MMIS project is very large and complex. As with any computer conversion of this size, implementation is likely to be less than perfect. Potential problems could include delays in getting Medicaid payments to providers or longer wait times at DHS offices as employees adjust to using the new MMIS.

But DHS and its contractors have been carefully planning for all possible situations, and have mitigation plans in place to deal with them. This should help minimize problems faced by providers and clients. In addition, DHS is delaying implementation of some advanced functions until March 2009 to reduce the initial startup impact to the system.

Q: Are we learning anything from other states' MMIS implementations?

A: DHS and MMIS project leaders have been talking on an ongoing basis with other states about problems they have encountered and solutions they have found in their own MMIS implementations. DHS also has relied on the experience of the project contractor, Electronic Data Systems, which already manages 22 other state MMIS systems, helped bring new MMIS systems online recently in Delaware and Oklahoma, and currently is helping develop systems for Idaho, California, Wisconsin and other states.

MMIS contact list

Here is a list of phone numbers and Web pages to report issues or get answers to questions:

Medicaid service providers

Provider Services Call Center - 1-800-336-6016. For all provider problems including claims submissions and payments, and security problems with logging on to the new MMIS system.

Medicaid clients

Client Call Center - 1-800-273-0557, TTY 1-800-375-2863. All client questions about Medicaid services including coverage, managed care enrollment and the new Oregon ID card.

General issues/concerns

Alice LaBansky, 503-945-5926 (office), 503-480-4823 (cell), e-mail: alice.m.labansky@state.or.us

Legislators

Patty O'Sullivan, 503-945-6046 (office), 503-580-0630 (cell), e-mail: patricia.osullivan@state.or.us

Media

Patty Wentz, 503-947-5361 (office), 503-932-6243 (cell), e-mail: patty.wentz@state.or.us