



# MITA in Motion



# Oregon Health Authority (OHA)

- ◆ OHA was created by the 2009 Oregon Legislature to bring most health related programs in the state into a single agency to maximize purchasing power, contain costs, improve health outcomes and reduce waste in the health care system.
- ◆ The Oregon Health Authority believes that MITA establishes an approach that can extend beyond the Medicaid program and create a business reference model for the State's Health and Human Services enterprise.

- ◆ OHA is focusing on consolidating IT assets, resources and to build a set of applications and support services to meet program needs.
- ◆ OHA programs currently service all populations from birth through death. Often participants receive services from multiple areas of the department over their lifetime. Many of these programs are managed and administered independent of each other.
- ◆ OHA will be using the MITA framework and applying its principles to all Health Service Programs. In doing so, the opportunity to serve shared populations with an IT infrastructure that places people at the center of every transaction is now possible.

# OHA Programs

- ◆ Addiction and Mental Health Services
- ◆ Division of Medical Assistance Programs
- ◆ Oregon Educators Benefit Board
- ◆ Oregon Health Policy and Research
- ◆ Oregon Medical Insurance Pool
- ◆ Oregon Prescription Drug Program
- ◆ Office of Private Health Partnerships
- ◆ Oregon Public Employees Benefit Board
- ◆ Public Health Division

# Oregon MITA Project Team

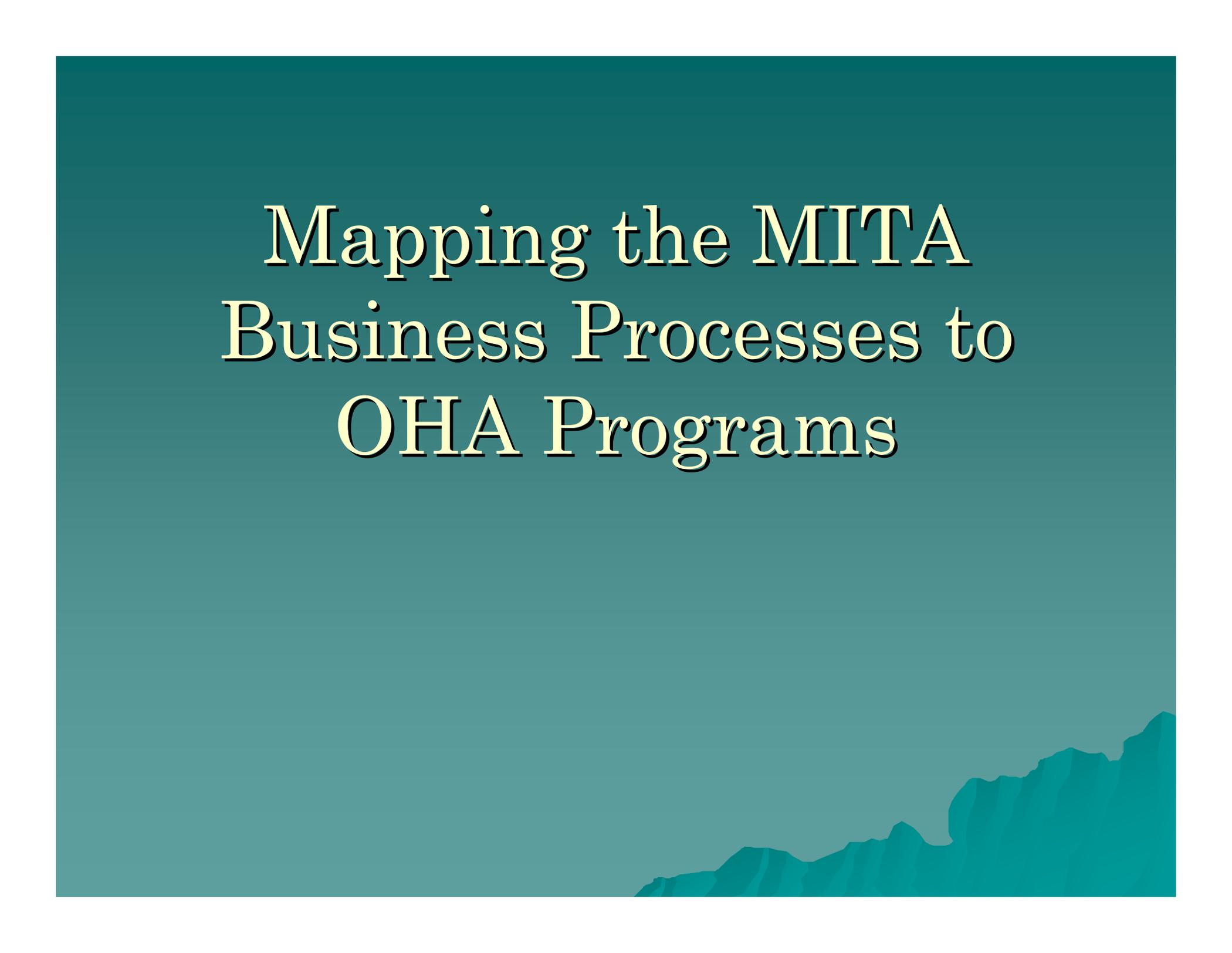
- ◆ The Oregon MITA project team is working to meet the objectives and goals of the Governor's vision for the new Oregon Health Authority by applying the MITA framework to Medicaid and other health care related entities to provide a single picture of all health care related activities in Oregon.
- ◆ Russell Hargrave – Project Sponsor
- ◆ Randy Canoy – Project Manager
- ◆ Linda Flicker – Senior Business Analyst
- ◆ Sheila Tolleson – Senior Business Analyst
- ◆ Richard Linville – Project Coordinator

# Our Work in Motion

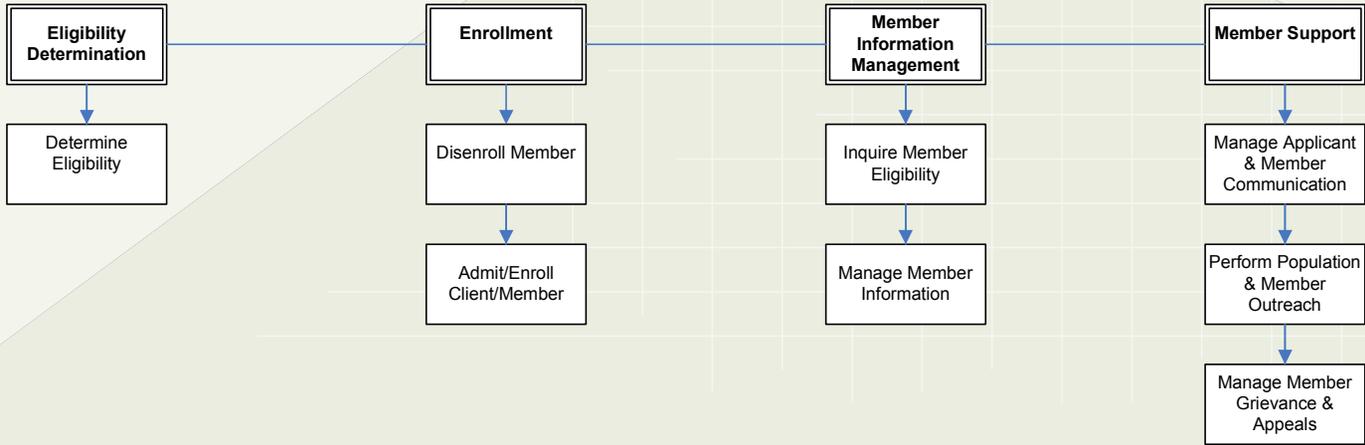
Oregon is conducting their State Self-Assessment using the current MITA 2.01 framework and the Behavioral Health MITA version 1.0 and 2.0. In doing so we will:

- Diagram current State “As-Is” for OHA Healthcare Programs.
- Conduct the State Self-Assessment.
- Diagram the future “To-Be”.
- Outline the MITA Roadmap which becomes the Agency Strategic Plan.
- Conduct a Gap Assessment on the “As-Is and “To-Be” business processes and existing “IT Projects.”

# Mapping the MITA Business Processes to OHA Programs

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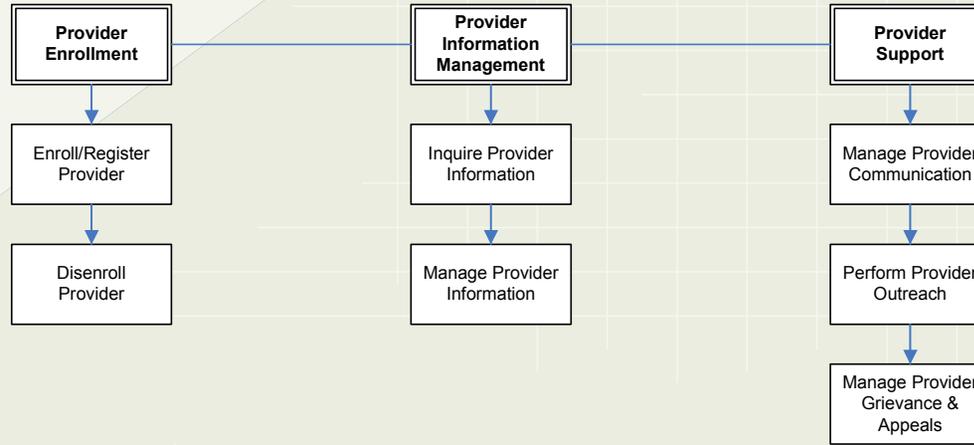
# Member/Client Management



The following OHA entities may have business processes that are similar to Medicaid for Member/Client Management

|   | Addictions & Mental Health | DMAP | FHIAP | Prescription Drug Program | Health Policy & Research | Public Health | Private Health Partnerships | OEBB & PEBB | Medical Insurance Pool |
|---|----------------------------|------|-------|---------------------------|--------------------------|---------------|-----------------------------|-------------|------------------------|
| Determine Eligibility                   | •                          | •    | •     | •                         |                          | •             |                             | •           | •                      |
| Disenroll Member                        | •                          | •    | •     | •                         |                          | •             |                             | •           | •                      |
| Admin/Enroll Client/Member              | •                          | •    | •     | •                         |                          | •             |                             | •           | •                      |
| Inquire Member Eligibility              | •                          | •    | •     | •                         |                          | •             |                             | •           | •                      |
| Manage Member Information               | •                          | •    | •     | •                         |                          | •             |                             | •           | •                      |
| Manage Applicant & Member Communication | •                          | •    | •     | •                         |                          | •             |                             | •           | •                      |
| Perform Population & Member Outreach    | •                          | •    | •     | •                         |                          | •             | •                           | •           | •                      |
| Manage Member Grievance & Appeals       | •                          | •    | •     | •                         |                          | •             |                             | •           | •                      |

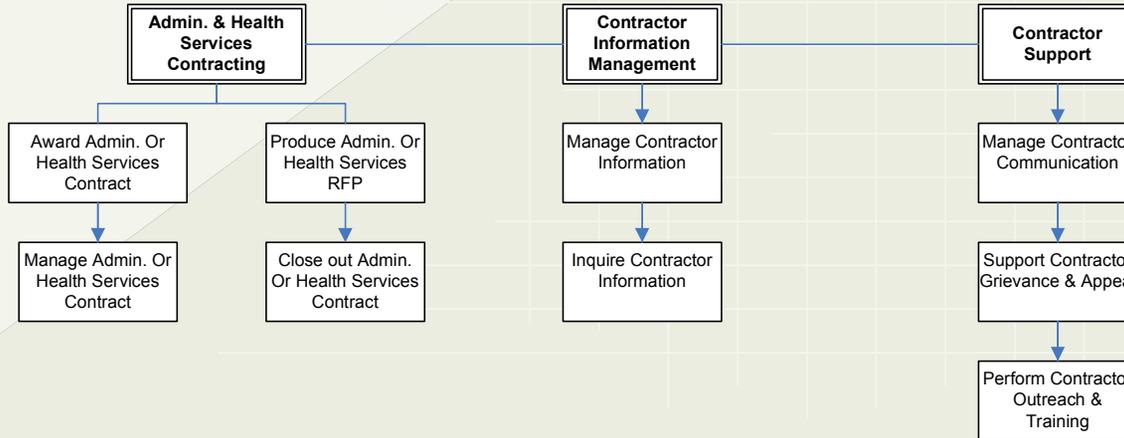
# Provider Management



The following OHA entities may have business processes that are similar to Medicaid for Provider Management

|                                     | Addictions & Mental Health | DMAP | FHIAP | Prescription Drug Program | Health Policy & Research | Public Health | Private Health Partnerships | OEBB & PEBB | Medical Insurance Pool |
|-------------------------------------|----------------------------|------|-------|---------------------------|--------------------------|---------------|-----------------------------|-------------|------------------------|
| Enroll/Register Provider            | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Disenroll Provider                  | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Inquire Provider Information        | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Manage Provider Information         | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Manage Provider Communication       | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Perform Provider Outreach           | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Manage Provider Grievance & Appeals | •                          | •    |       |                           |                          |               |                             | •           |                        |

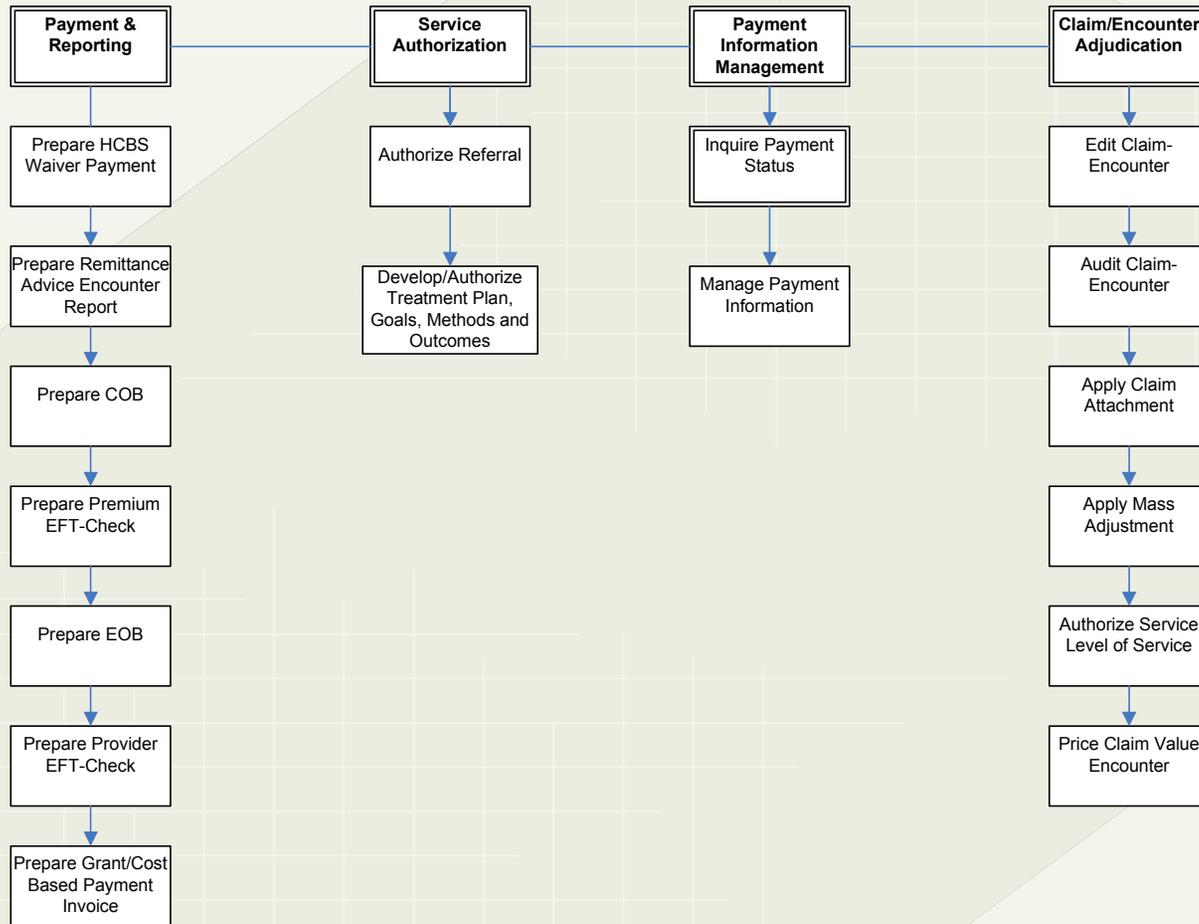
# Contractor Management



The following OHA entities may have business processes that are similar to Medicaid for Contractor Management

|  | Addictions & Mental Health | DMAP | FHIAP | Prescription Drug Program | Health Policy & Research | Public Health | Private Health Partnerships | OEBB & PEBB | Medical Insurance Pool |
|--|----------------------------|------|-------|---------------------------|--------------------------|---------------|-----------------------------|-------------|------------------------|
| Produce Admin. Or Health Services RFP        | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Award Admin. Or Health Services Contract     | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Manage Admin. Or Health Services Contract    | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Close out Admin. Or Health Services Contract | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Manage Contractor Information                | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Inquire Contractor Information               | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Manage Contractor Information                | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Support Contractor Grievance & Appeal        | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Perform Contractor Outreach & Training       | •                          | •    |       |                           |                          | •             |                             | •           |                        |

# Operations Management

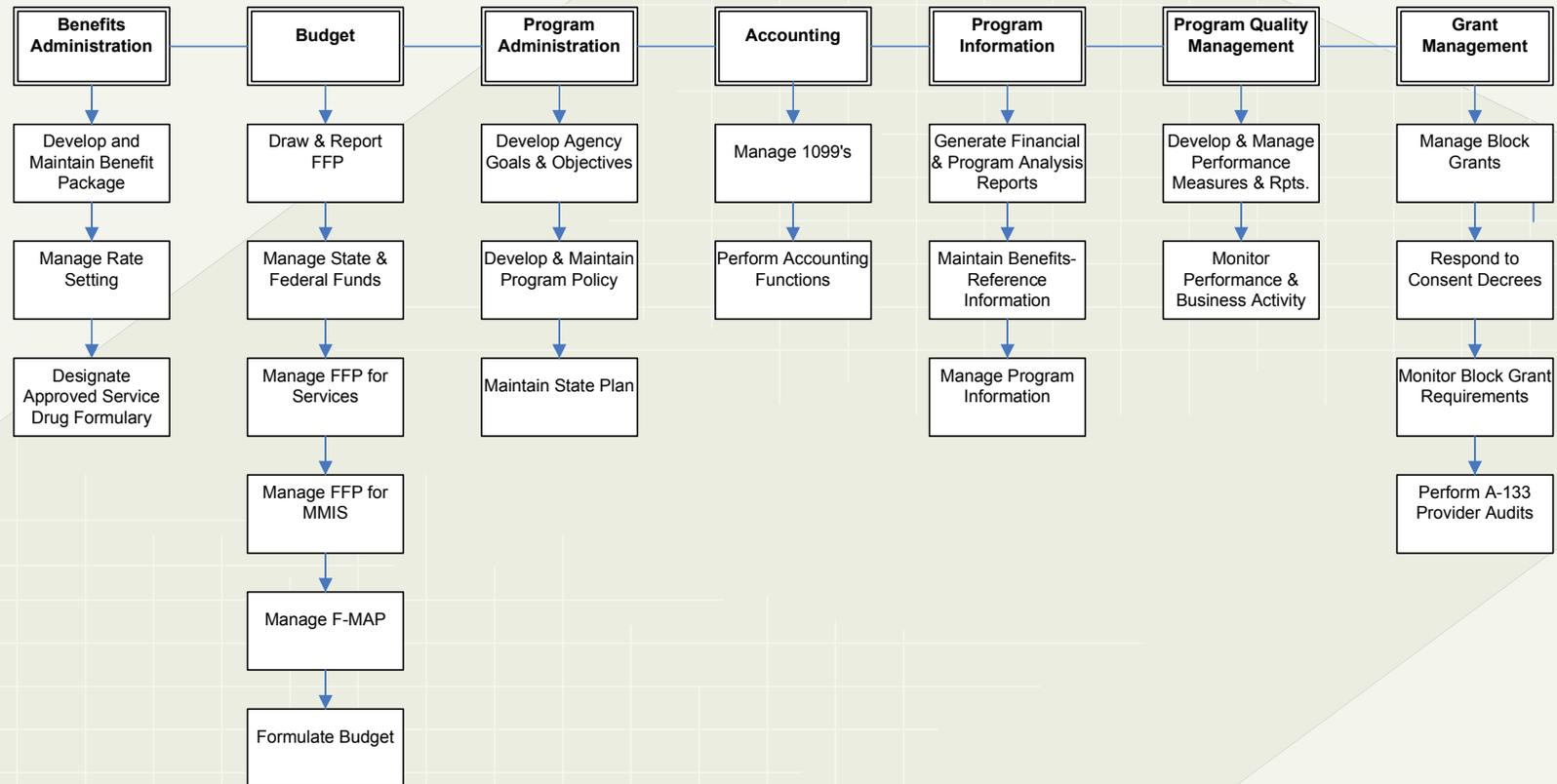


## Operations Management Cont.

The following OHA entities may have business processes that are similar to Medicaid for Operations Management

|   | Addictions & Mental Health | DMAP | FHIAP | Prescription Drug Program | Health Policy & Research | Public Health | Private Health Partnerships | OEBB & PEBB | Medical Insurance Pool |
|---|----------------------------|------|-------|---------------------------|--------------------------|---------------|-----------------------------|-------------|------------------------|
| Prepare HCBS Waiver Payment                                 |                            | •    |       |                           |                          |               |                             |             |                        |
| Prepare Remittance Advice Encounter Report                  |                            | •    |       |                           |                          |               |                             | •           |                        |
| Prepare COB   |                            | •    |       |                           |                          |               |                             | •           |                        |
| Prepare Premium EFT-Check                                   |                            | •    |       |                           |                          |               |                             | •           |                        |
| Prepare EOB   |                            | •    |       |                           |                          |               |                             | •           |                        |
| Prepare Provider EFT-Check                                  | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Prepare Grant/Cost Based Payment Invoice                    | •                          |      |       |                           |                          |               |                             |             |                        |
| Authorize Referral  | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Develop/Authorize Treatment Plan, Goals, Methods & Outcomes | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Inquire Payment Status                                      | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Manage Payment Information                                  | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Edit Claim-Encounter  |                            | •    |       |                           |                          |               |                             | •           |                        |
| Audit Claim-Encounter                                       |                            | •    |       |                           |                          |               |                             | •           |                        |
| Apply Claim Attachment                                      |                            | •    |       |                           |                          |               |                             | •           |                        |
| Apply Mass Adjustment                                       |                            | •    |       |                           |                          |               |                             | •           |                        |
| Authorize Service/Level of Service                          | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Price Claim/Value Encounter                                 |                            | •    |       |                           |                          |               |                             | •           |                        |

# Program Management

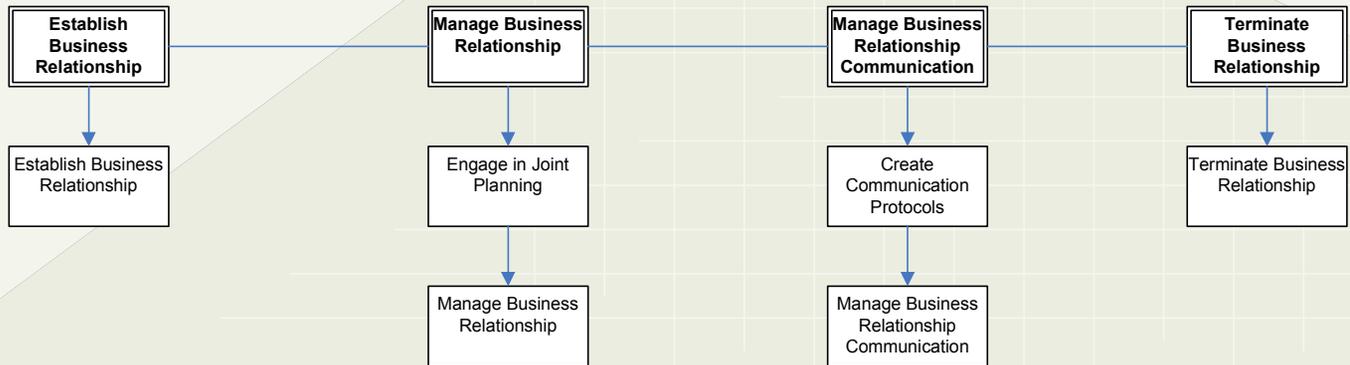


## Program Management Cont...

The following OHA entities may have business processes that are similar to Medicaid for Program Management

|   | Addictions & Mental Health | DMAP | FHIAP | Prescription Drug Program | Health Policy & Research | Public Health | Private Health Partnerships | OEBB & PEBB | Medical Insurance Pool |
|---|----------------------------|------|-------|---------------------------|--------------------------|---------------|-----------------------------|-------------|------------------------|
| Develop & Maintain Benefit Pkg.                   | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Manage Rate Setting                               | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Designate Approved Srv Drug Formulary             |                            | •    |       | •                         |                          |               |                             | •           |                        |
| Draw & Report FFP                                 | •                          | •    |       |                           |                          | •             |                             |             |                        |
| Manage State & Federal Funds                      | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Manage FFP for Services                           | •                          | •    |       |                           |                          |               |                             |             |                        |
| Manage FFP for MMIS                               | •                          | •    |       |                           |                          |               |                             |             |                        |
| Manage F-MAP                                      | •                          | •    |       |                           |                          |               |                             |             |                        |
| Formulate Budget                                  | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Develop Agency Goals & Object                     | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Develop & Maintain Prog. Policy                   | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Maintain State Plan                               |                            | •    |       |                           |                          |               |                             |             |                        |
| Manage 1099's                                     |                            | •    |       |                           |                          |               |                             |             |                        |
| Perform Accounting Functions                      | •                          | •    | •     | •                         |                          | •             | •                           | •           | •                      |
| Generate Financial & Program Analysis Reports     | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Maintain Benefits-Reference Info                  | •                          | •    |       |                           |                          |               |                             | •           |                        |
| Manage Program Information                        | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Develop & Manage Performance Measures and Reports | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Monitor Performance & Business Activity           | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Manage Block Grant                                | •                          |      |       |                           |                          |               |                             |             |                        |
| Respond to Consent Decrees                        | •                          |      |       |                           |                          |               |                             |             |                        |
| Monitor Block Grant Requirements                  | •                          |      |       |                           |                          |               |                             |             |                        |
| Perform Provider Audits                           | •                          | •    |       |                           |                          |               |                             |             |                        |

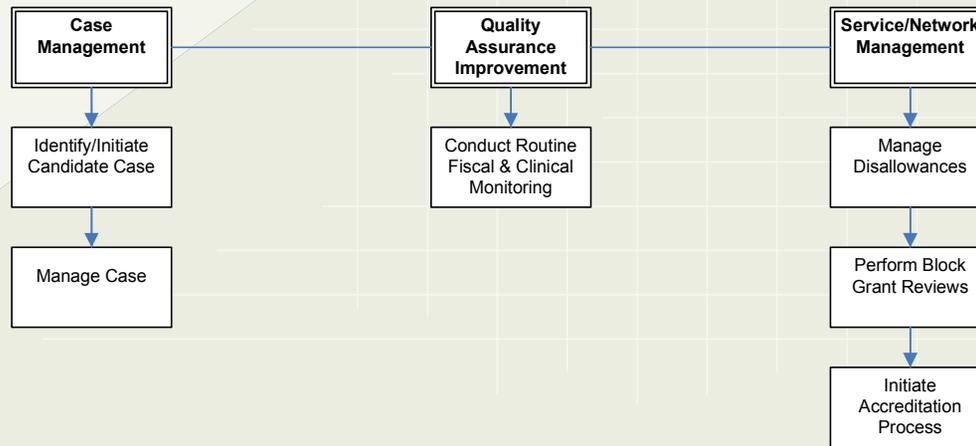
# Business Relationship Management



The following OHA entities may have business processes that are similar to Medicaid for Business Relationship Management

|  | Addictions & Mental Health | DMAP | FHIAP | Prescription Drug Program | Health Policy & Research | Public Health | Private Health Partnerships | OEBB & PEBB | Medical Insurance Pool |
|--|----------------------------|------|-------|---------------------------|--------------------------|---------------|-----------------------------|-------------|------------------------|
| Establish Business Relationship            | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Engage in Joint Planning                   | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Manage Business Relationship               | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Create Communication Protocols             | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Manage Business Relationship Communication | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |
| Terminate Business Relationship            | •                          | •    | •     | •                         | •                        | •             | •                           | •           | •                      |

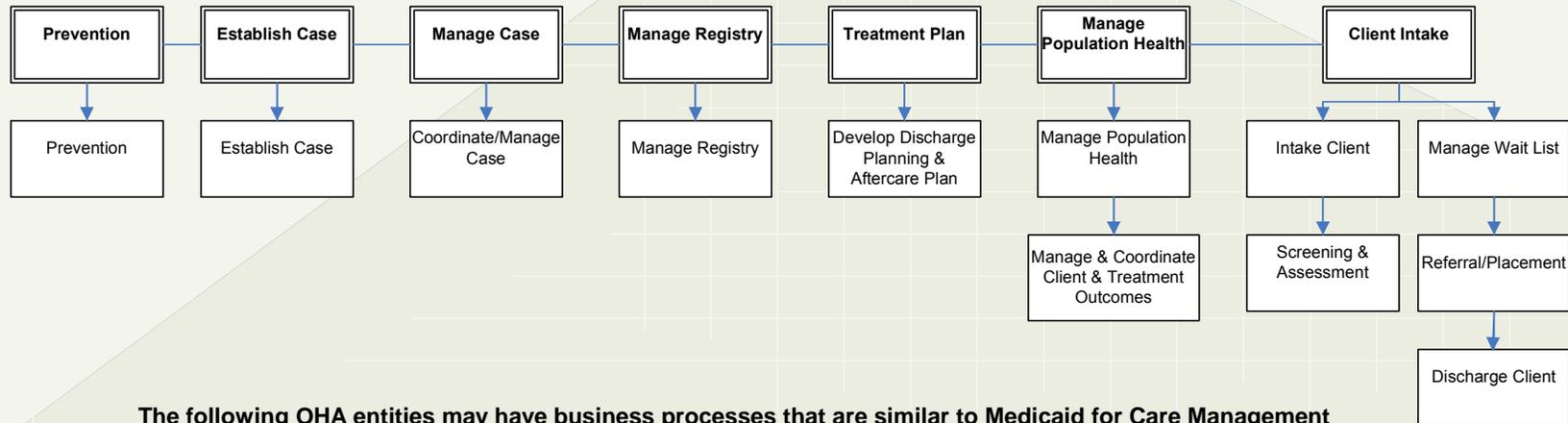
## Program Accountability and Integrity Management



The following OHA entities may have business processes that are similar to Medicaid for Program Accountability & Integrity Mgmt.

|  | Addictions & Mental Health | DMAP | FHIAP | Prescription Drug Program | Health Policy & Research | Public Health | Private Health Partnerships | OEBB & PEBB | Medical Insurance Pool |
|--|----------------------------|------|-------|---------------------------|--------------------------|---------------|-----------------------------|-------------|------------------------|
| Identify/Initiate Candidate Case             | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Manage Case                                  | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Conduct Routine Fiscal & Clinical Monitoring | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Manage Disallowances                         | •                          |      |       |                           |                          |               |                             |             |                        |
| Perform Block Grant Reviews                  | •                          |      |       |                           |                          |               |                             |             |                        |
| Initiate Accreditation Process               | •                          |      |       |                           |                          |               |                             |             |                        |

## Care Management



The following OHA entities may have business processes that are similar to Medicaid for Care Management

|   | Addictions & Mental Health | DMAP | FHIAP | Prescription Drug Program | Health Policy & Research | Public Health | Private Health Partnerships | OEBB & PEBB | Medical Insurance Pool |
|---|----------------------------|------|-------|---------------------------|--------------------------|---------------|-----------------------------|-------------|------------------------|
| Prevention                                      | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Establish Case                                  | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Coordinate/Manage Case                          | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Manage Registry                                 |                            |      |       |                           |                          | •             |                             | •           |                        |
| Develop Discharge Planning & Aftercare Plan     | •                          |      |       |                           |                          |               |                             | •           |                        |
| Manage Population Health                        | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Manage & Coordinate Client & Treatment Outcomes | •                          | •    |       |                           |                          | •             |                             | •           |                        |
| Intake Client                                   | •                          | •    |       |                           |                          | •             |                             |             |                        |
| Screening & Assessment                          | •                          | •    |       |                           |                          | •             |                             |             |                        |
| Manage Wait List                                | •                          | •    | •     |                           |                          |               |                             |             | •                      |
| Referral/Placement                              | •                          |      |       |                           |                          | •             |                             | •           |                        |
| Discharge Client                                | •                          |      |       |                           |                          |               |                             |             |                        |

# Weaving in the Seven Conditions and Standards

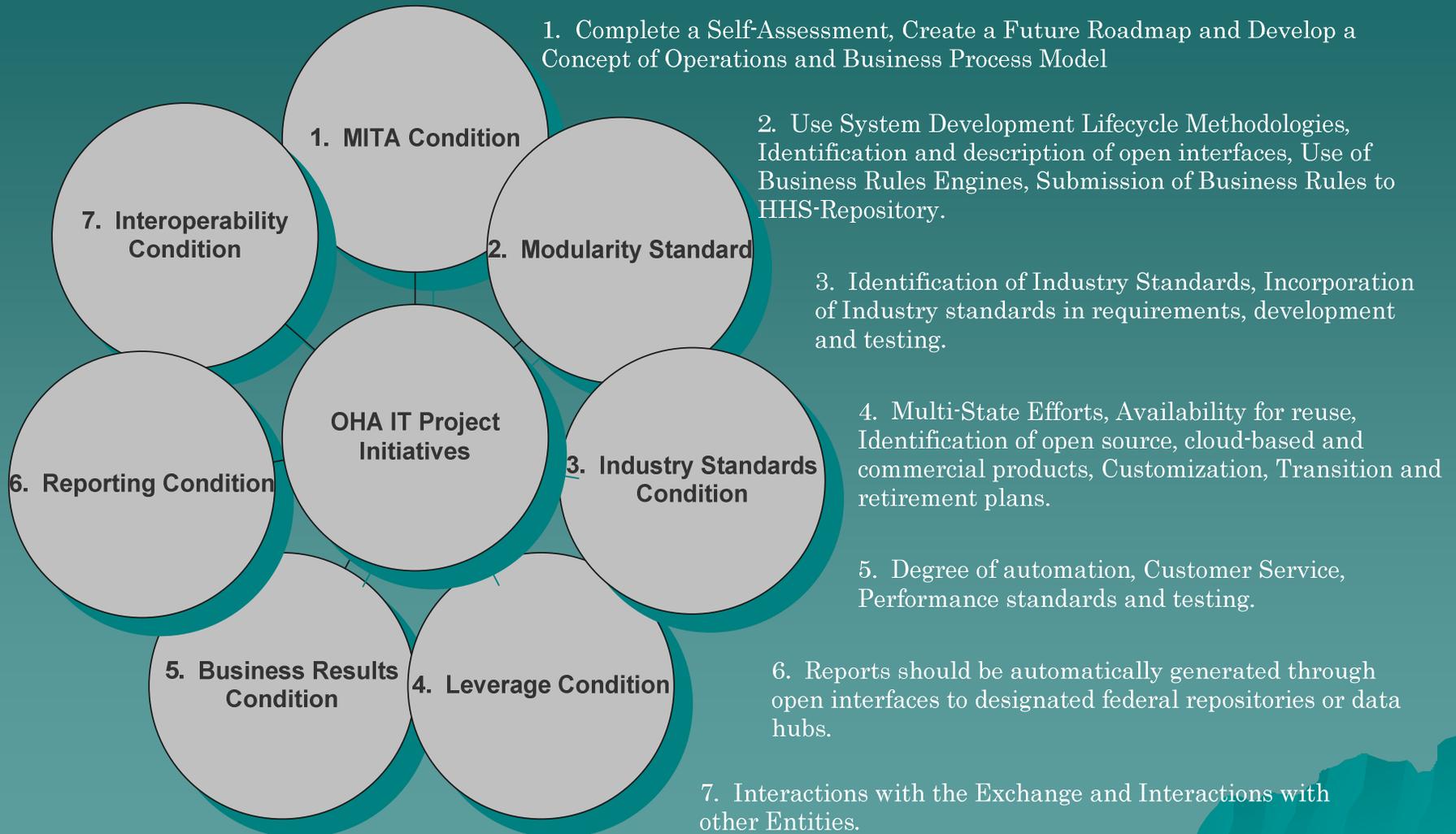
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# Seven Conditions and Standards Defined

- ◆ **MITA Condition** = Requires states to align to and advance increasingly in MITA maturity for business, architecture and data.
- ◆ **Modularity Standard** = Requires the use of modular, flexible approach to systems development and business rules in both human and machine readable formats.
- ◆ **Industry Standards Condition** = Ensure alignment with, and incorporation of, industry standards: HIPAA, privacy and transaction standards; accessibility standards, or standards that provide greater accessibility for individuals with disabilities and standards under the Affordable Care Act.

- ◆ **Leverage Condition** = Promote sharing, leverage, and reuse of Healthcare technologies and systems within and among states.
- ◆ **Business Results Condition** = Systems should support accurate and timely processing of claims, adjudications, and effective communications with providers, beneficiaries, and the public.
- ◆ **Reporting Condition** = Systems should be able to produce and to expose electronically the accurate data that are necessary for oversight, administration, evaluation, integrity, and transparency.
- ◆ **Interoperability Condition** = Systems must ensure seamless coordination and integration with the Exchange and allow interoperability with health information exchanges, public health agencies, human services programs, and community organizations providing outreach and enrollment assistance services.

# How the Seven Conditions and Standards will help OHA IT Project Initiatives



# Oregon's Future Healthcare Model

Creating a business reference model for the state Health and Human Services enterprise now offers OHA the opportunity to serve shared populations with an IT infrastructure that places people at the center of every transaction.