



Provider Management System Update Project

August 22, 2018



Introductions

- Daniel Lippert, Assistant Director Information Services Division/CIO
- Sharon Ormsby, Inspector General of the Office of the Inspector General
- Jeffery Tegen, Assistant Director Business and Finance

Who is AHCCCS?

- Arizona Health Care Cost Containment System
- State's Medicaid agency
- Serves 1.9 million Arizona citizens and over 70,000 providers



Project Overview

The vast majority of our processes are automated. Over 3 million web and 12 million encounter transactions a month

Provider is the exception

Current State:

- Aging system on old mainframe technology
- Paper-based process

Goals of the project:

- Update to current technology
- Flexible to changing needs
- Fully automated, self-service process

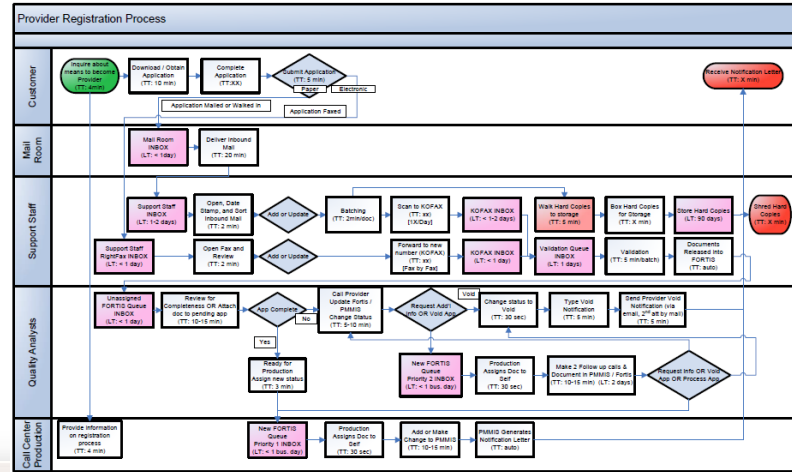
Provider Management

- What is a provider?
- Why do providers register with AHCCCS?



How we support providers today

- Paper applications
- Manual processing
- Phone calls, facsimile, walk-ins



TR: PR015 PR-ADDR-I AHCCCS - PROVIDER 04/04/16
 NTR: PROVIDER ADDRESSES ALL 13:51:18
 PR011015

PROVIDER NUMBER: 123456 SMITH/JOHN SSN: 123-45-6789

NATIONAL PROVIDER ID:
 PROVIDER TYPE: 18 PHYSICIANS ASSISTANT
 CURRENT ENRLMT STATUS: 28 TERMINATION-FAILURE TO RECERTIFY

START AT ADDRESS TYPE (C,P,S): P EFFECTIVE BEGIN DATE: 05/07/1999
 ADDRESS LOCATION CODE: 01 EFFECTIVE END DATE:
 SEND MAIL HERE? (Y/N): SYSTEM BEGIN DATE: 05/26/1999
 ATTENTION TO: JANE DOE/CREDENTIAL SYSTEM END DATE:

STREET LINE 1: 123 SOUTH STREET
 STREET LINE 2: #217
 CITY/STATE/ZIP: LAS VEGAS NV 89109 -
 COUNTY: 31 OUT OF STATE COUNTRY: 01 UNITED STATES
 BUSINESS PHONE: (702) 555 - 5678 EMERGENCY PHONE: (702) 555 - 4567
 FAX PHONE: () - FAX BACK VERIFICATIONS?: (Y/N)

E-MAIL/IND:
 VENDOR NUMBER: 12345678 EMPLOYER TAX ID: 123456789 OWNER ? : N
 TAX BRAND:

PF: 1=HLP 2=RTN 3=CLR 4=MSG 5=ACT 6=HST 7=UP 8=DOWN 9=RPT 10=TOP 11=BOT 12=ESC

14) CITY/STATE/ZIP: _____ 15) COUNTRY CODE: _____
 16) COUNTY CODE: _____ 17) BUSINESS PHONE: _____ 18) EMERGENCY PHONE: _____
 19) ATTENTION TO: _____

PAY-TO ADDRESS
 ADDR SITE
 D1
 12) STREET LINE 1: _____
 13) STREET LINE 2: _____
 14) CITY/STATE/ZIP: _____ 15) COUNTRY CODE: _____
 16) COUNTY CODE: _____ 17) BUSINESS PHONE: _____ 18) EMERGENCY PHONE: _____
 19) ATTENTION TO: _____

ADDITIONAL PAY-TO INFORMATION 21) END DATE: _____ 22) EMPLOYER TAX ID: _____

SERVICE ADDRESS
 ADDR SITE
 D1
 12) STREET LINE 1: _____
 13) STREET LINE 2: _____
 14) CITY/STATE/ZIP: _____ 15) COUNTRY CODE: _____
 16) COUNTY CODE: _____ 17) BUSINESS PHONE: _____ 18) EMERGENCY PHONE: _____
 19) ATTENTION TO: _____

20) BEGIN DATE: _____ 21) END DATE: _____
 ADDITIONAL SERVICE INFORMATION 23) PAY-TO LOCATION CODE: _____

Page 1
 Page 2

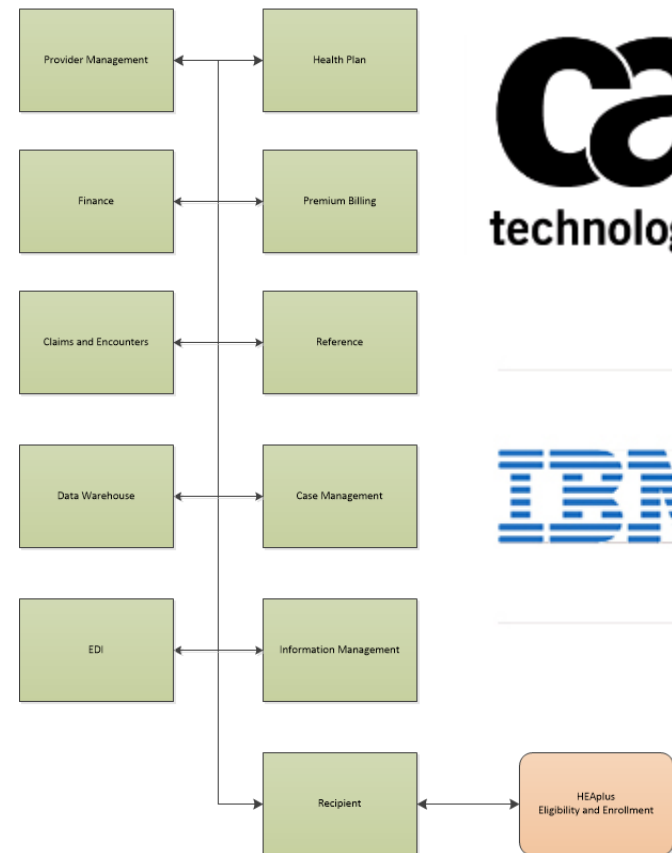


Reaching across Arizona to provide comprehensive quality health care for those in need

What is MMIS?

- Medicaid Management Information System
- 1980s Technology
- 20 year Hawaii Partnership
- CMS-mandate to go Modular and Reusable

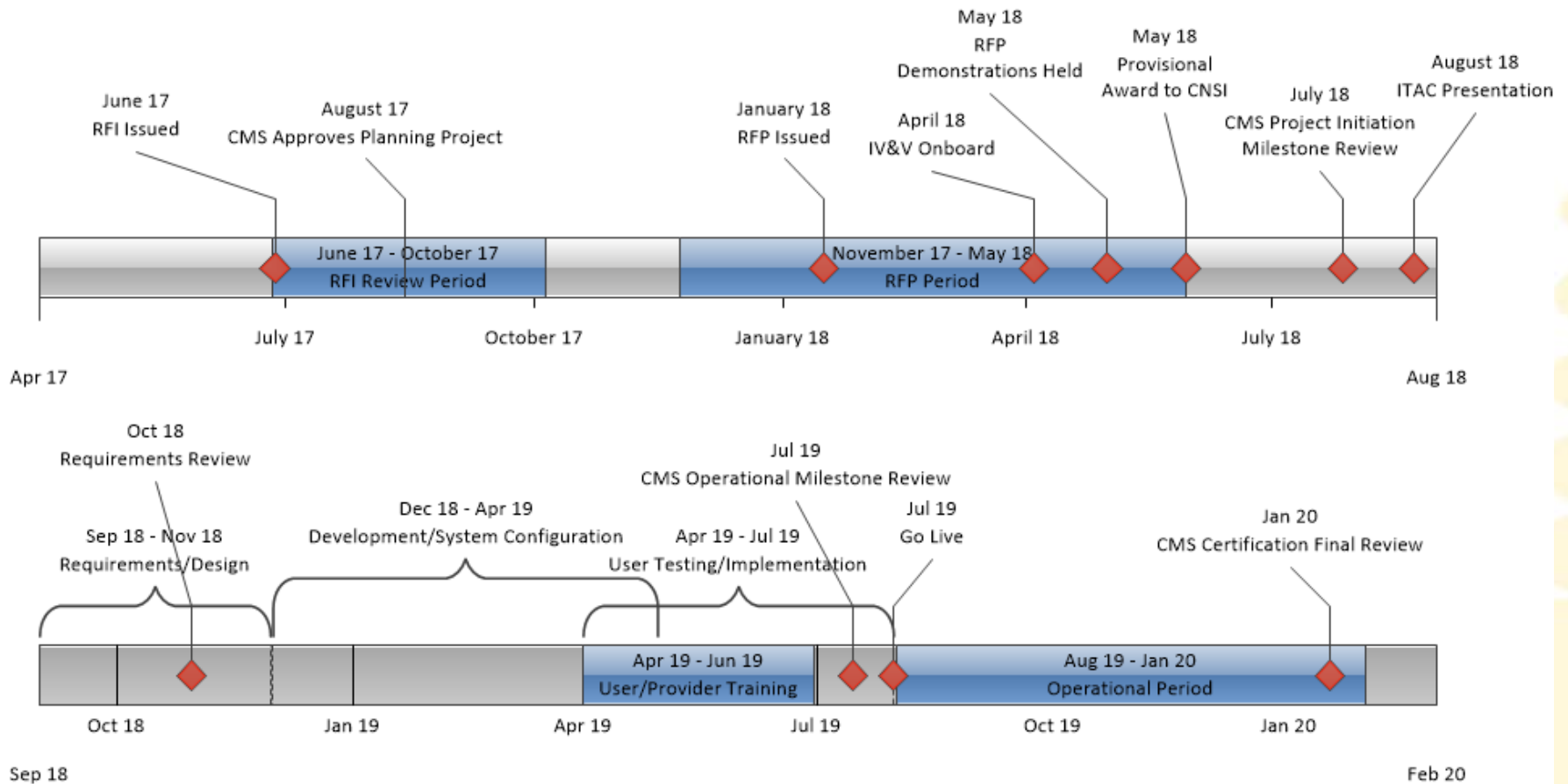
MMIS Modules



ca[®]
technologies

IBM[®]

Project Timeline



Chosen Solution – CNSI



- Modular/Cloud-Based
- SaaS
- Web and Mobile
- Active in: MI, WA, IL, UT

WorkFlow Engine Administrator, Super

My Running Instances

Search

Active Stopped UserTasks ProcessVariables Diagram showing 1-10 out of 20372

Process Definition Key	Version	Tenant Id	Business Key	Actions	Delete Instance
sample	1	start1		[Icons]	[Icon]
subESR_EMEDS	2	subESR_EMEDS_C48		[Icons]	[Icon]
subESR_EMEDS	2	subESR_EMEDS_667		[Icons]	[Icon]
myParetel	1	MyPara		[Icons]	[Icon]
myParetel	1	MyPar2		[Icons]	[Icon]

ALZHPMS-DBS

Site Visit Pro Welcome You have logged in with SVP Processor Role

My Screenings

Filter By: Select [Go]

RISK	NPI	PROVIDER NAME	PROVIDER LOCATION	SUBMITTED DATE	SCHEDULED DATE	SITE VISIT STATUS	EMAIL REMINDER	MAP	ADD TO CALENDAR	HISTORY	ACTIONS
Yellow	1122917036	Tri county home medical	1030 BensonAld Dr, ROCKVILLE, MONTGOMERY, Maryland 20850	09/13/2015	04/27/2017	In-Process	Yes No	[Map]	[Calendar]	[History]	[Continue]
Red	1079578773	Advance Pathology Services	1030 BensonAld Dr, ROCKVILLE, MONTGOMERY, Maryland 20850	02/07/2017	04/24/2017	In-Process	Yes No	[Map]	[Calendar]	[History]	[Continue]
Red	1103336495	Smith Bryan	1030 BensonAld Dr, ROCKVILLE, MONTGOMERY, Maryland 20850	09/13/2015	10/12/2016	In-Process	Yes No	[Map]	[Calendar]	[History]	[Continue]

Report Date: 10/05/2017 2:37:56 PM Enrollment Trending

Select Time Period: Year Quarter Month Select the Program: pssp

Enrollment Distribution by Program PBP by Year

Enrollment Distribution by Program PBP by Health Plans by Year

Enrollment Distribution by Program PBP by Age Range by Year

Enrollment Distribution by Program PBP by Gender by Year

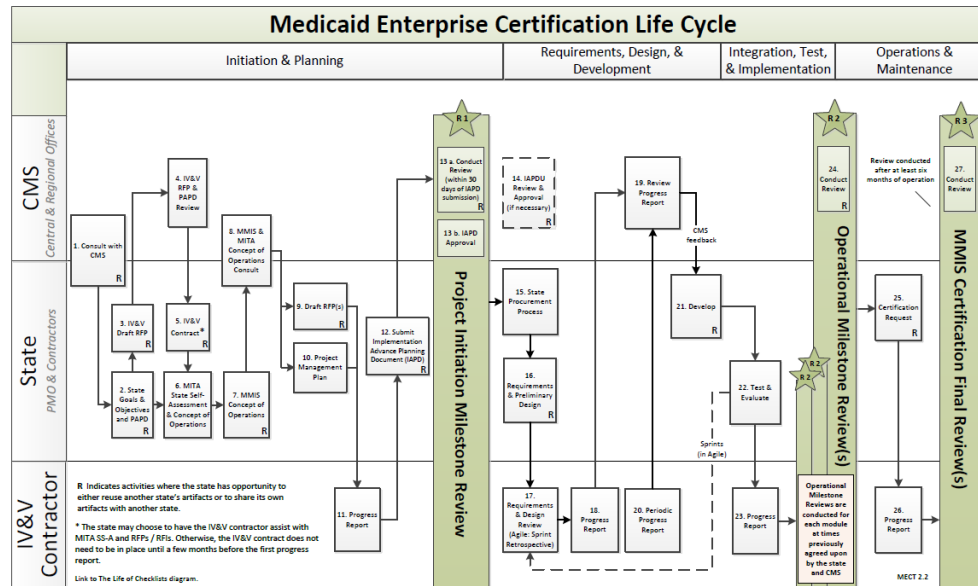


Reaching across Arizona to provide comprehensive quality health care for those in need

CMS Oversight

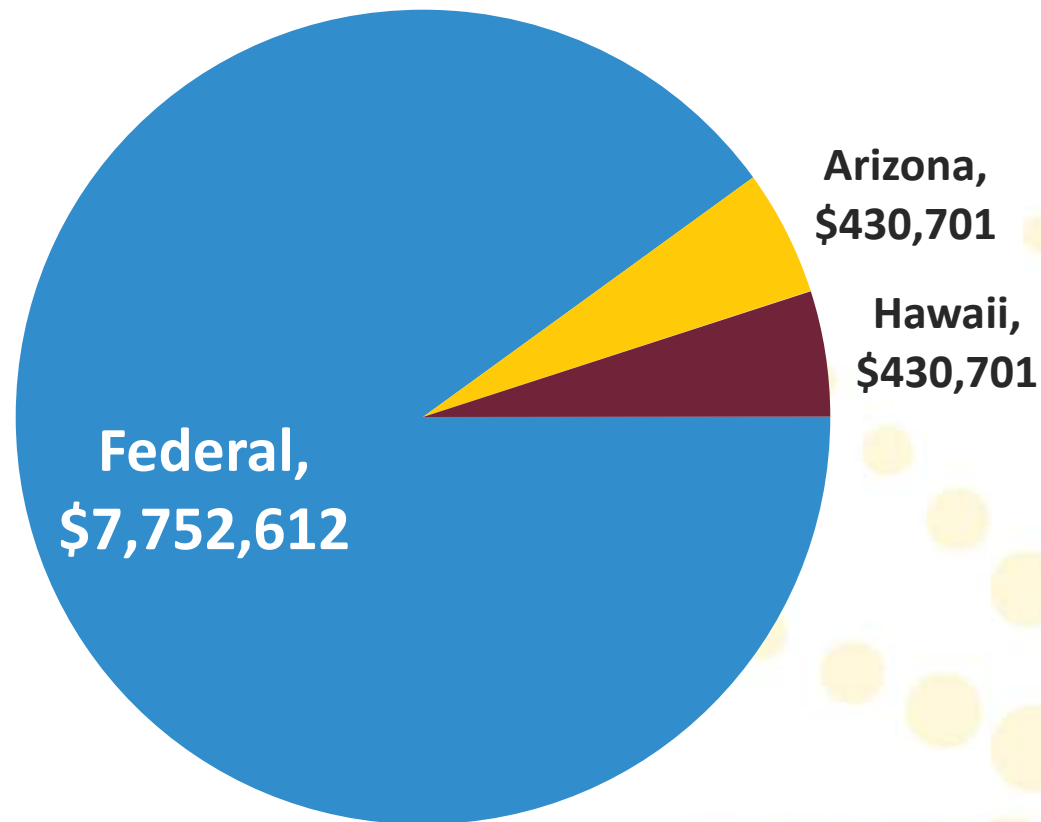


- MITA Assessment
- Modularity and Reuse
- MECL Process

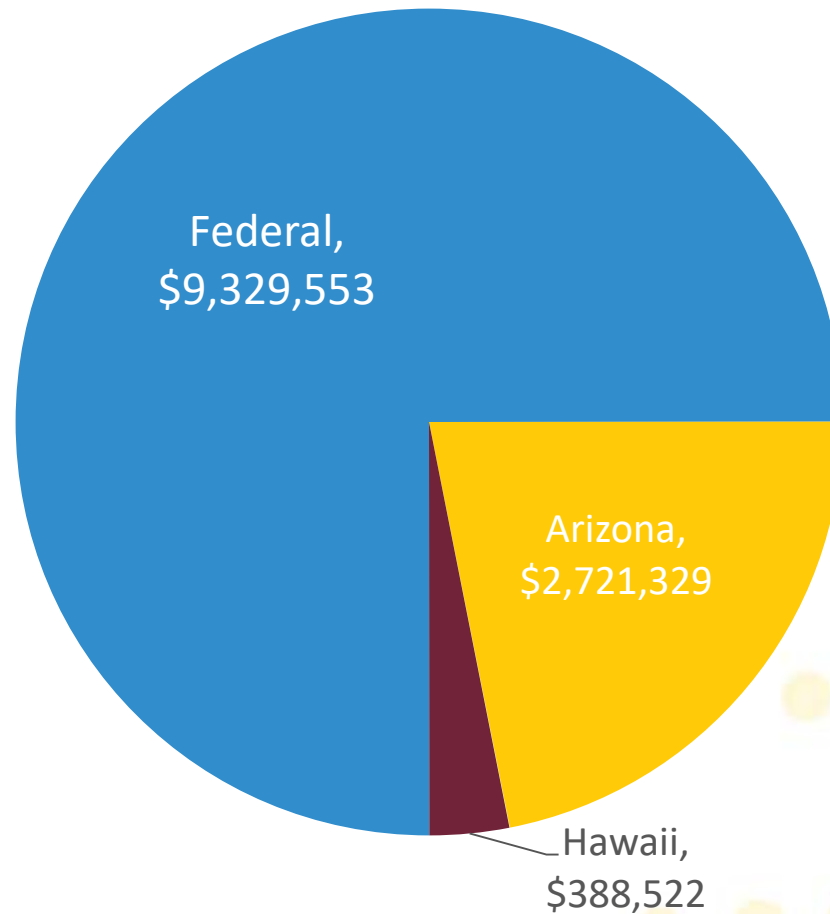


Reaching across Arizona to provide comprehensive quality health care for those in need

Financials – Implementation



Financials – Operations



Reaching across Arizona to provide comprehensive quality health care for those in need

Conclusion

- Reusable module
- Cloud-based & web accessible
- Current technology
- Automated process with self-service component
- Support over 70k AZ providers covering 1.9 million AZ citizens
- Federal match at 90% DDI/75% Operations

Questions?



Thank You.

