Department of Health and Human Services

Business Process Analysis helps agency streamline MMIS operational process

Objective

Streamline Medicaid Management Information System process for operational efficiencies and prepare system to support a Coordinated Care Organization model

Approach

Radha performed a review and assessment of the current operational processes, facilitated coordination of priorities and allocation of resources, and provided recommendations for immediate, near term, and long term steps in key areas related to the Medicaid Management Information System (MMIS). These areas included integration or system modification required to support the Health Insurance Exchange and the new shared services model.

Results

Achieved operational efficiencies that helped the agency support the long term goal of centralized coordinated care organization model

Services Provided

- Business Process Analysis
- System Analysis
- Value Stream Mapping
- Organizational Review & Staffing Models
- Capacity Planning

Medicaid is a government program providing health care to low income individuals and families. Approximately 530,000 needy citizens received Medicaid coverage through the state's Health Plan.

The Department of Human Services (department) currently administers the state's Medicaid program, but this responsibility was passed to the newly formed Health Authority. Approximately $2.6 billion of the state's expenditures were processed through the departments (MMIS) system.

The agency needed help in assessing immediate, near term, and long term steps in key areas related to the Medicaid Management Information System (MMIS).