

# Provider Forum



February 5, 2009

---



# Today's Agenda



- ❑ MIHMS – Project Update
- ❑ MIHMS – Development Methodology
- ❑ Phase 1- Project Update and Training Process
- ❑ Testing Process
- ❑ Preparing MeCMS to Migrate to MIHMS
- ❑ Questions

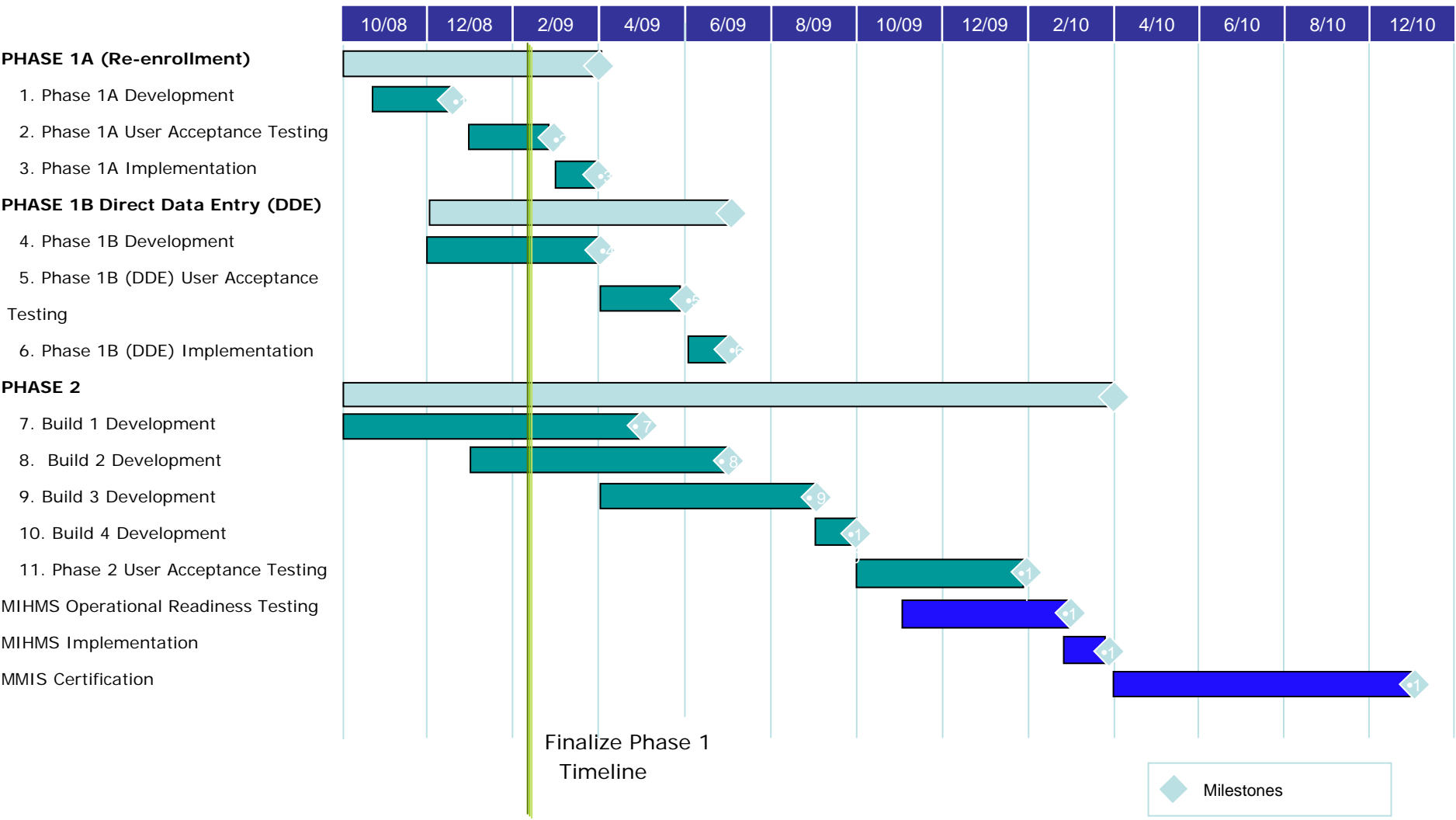


# Project Update



# MIHMS Project Timeline

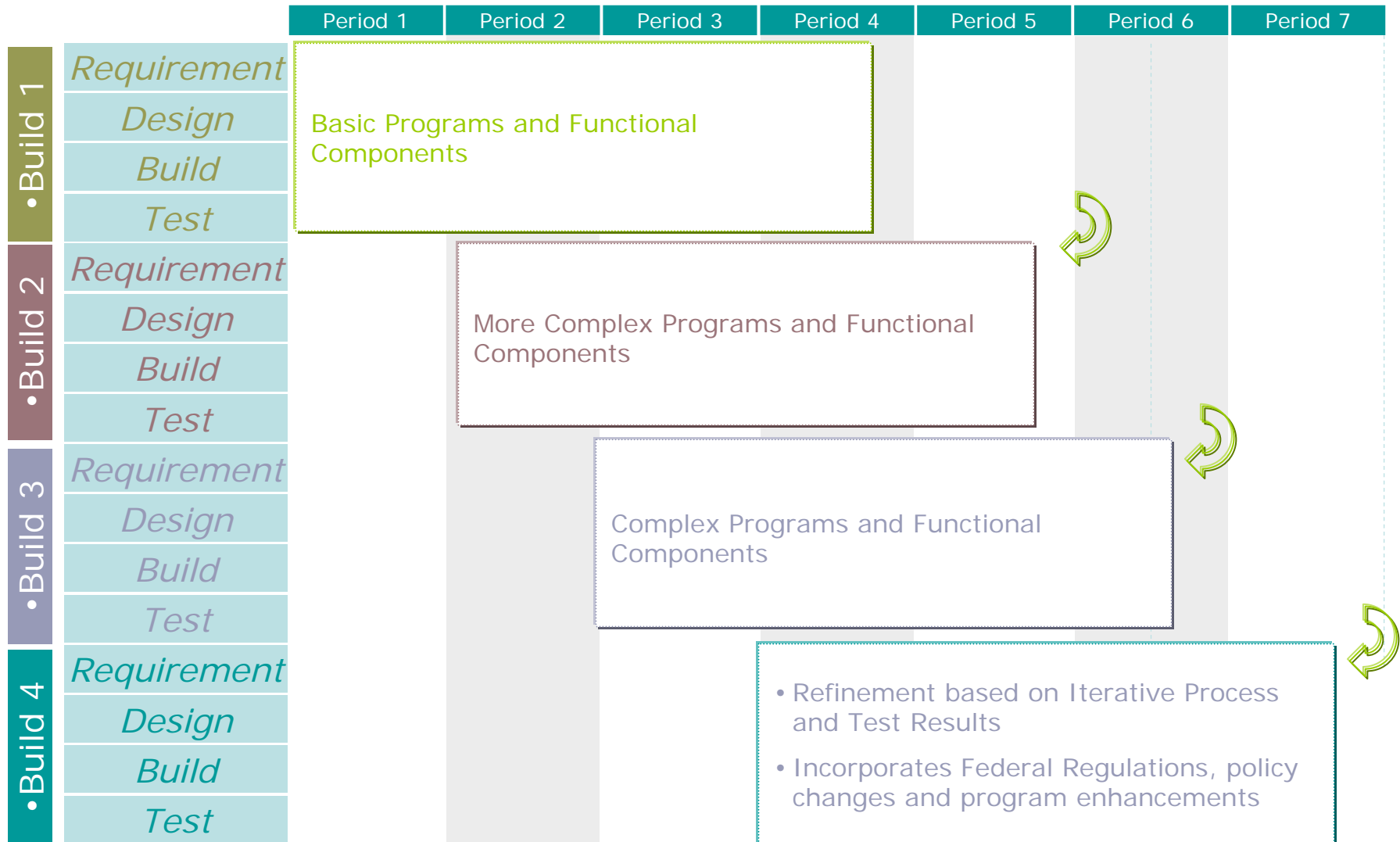
Today



Finalize Phase 1 Timeline

◆ Milestones

# Phase 2 MIHMS – Development Approach





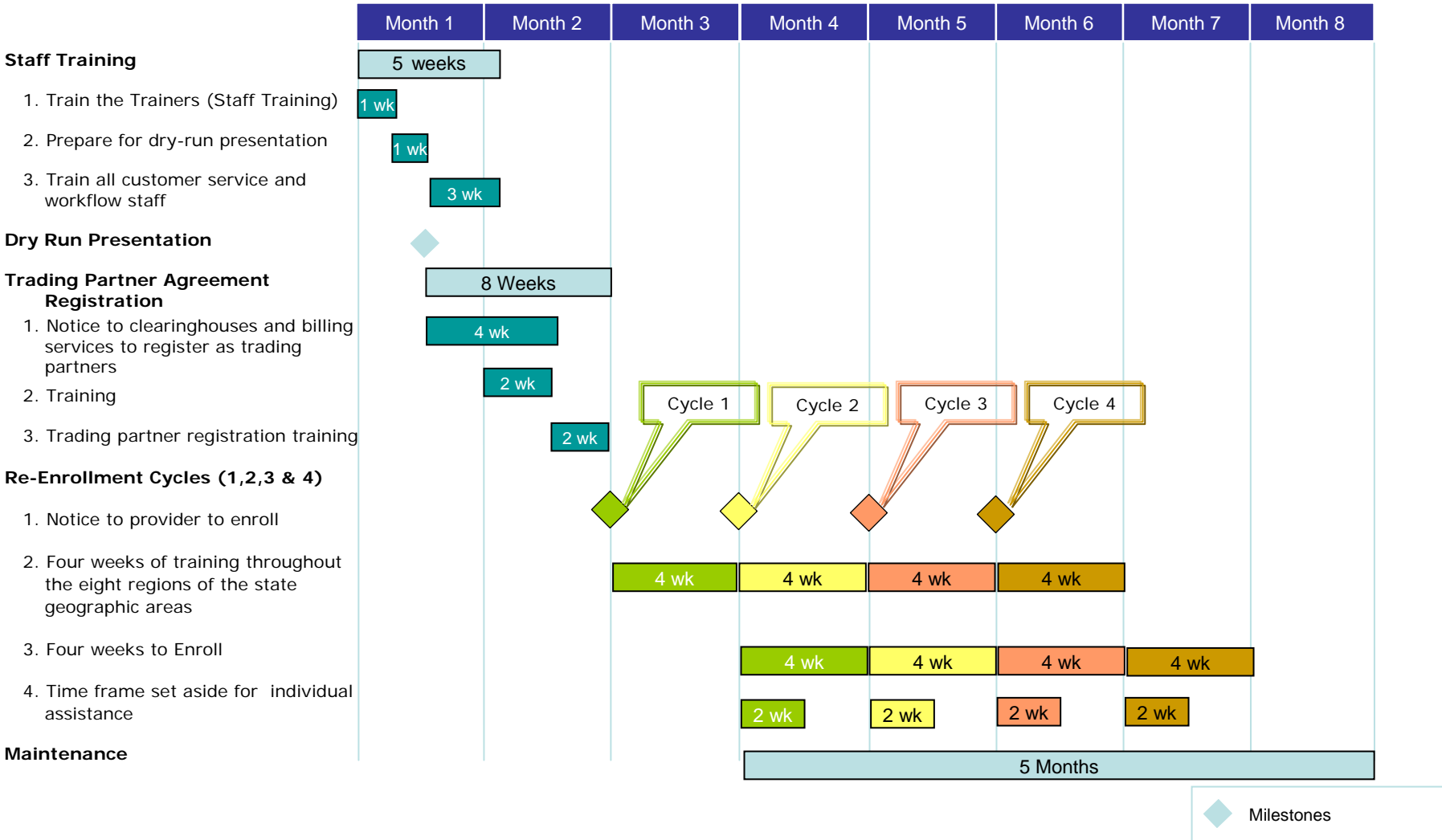
# Phase 1

# Provider Re-enrollment – Project Status



- Extensive analysis took place via a Provider Type/ Specialty Workgroup
  - Defined provider types/specialties that meet CMS and industry standards
  - Defined business rules for the Provider Portal that will be used for provider re-enrollment
- Unisys design /development teams have been working to determine the impact of these changes:
  - Portal design, process flow, and screens
  - Training documentation and schedule
  - Revision to and addition of new test scripts
- At this time, Unisys' estimate indicates that the provider re-enrollment process will begin in Spring 2009
- A more detailed schedule will be ready by end of February

# Provider Training and Re-Enrollment Process





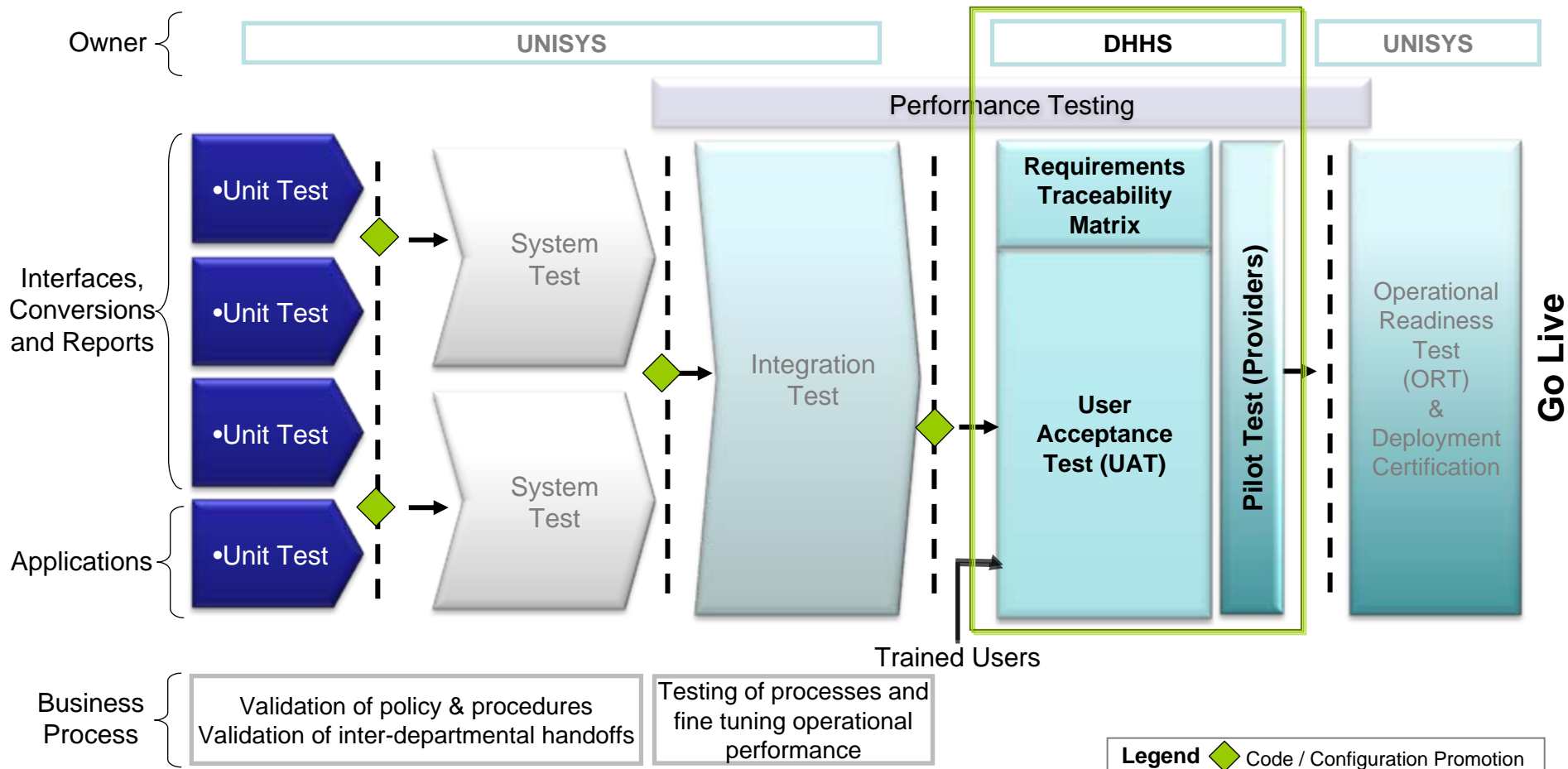
# Testing Process Overview



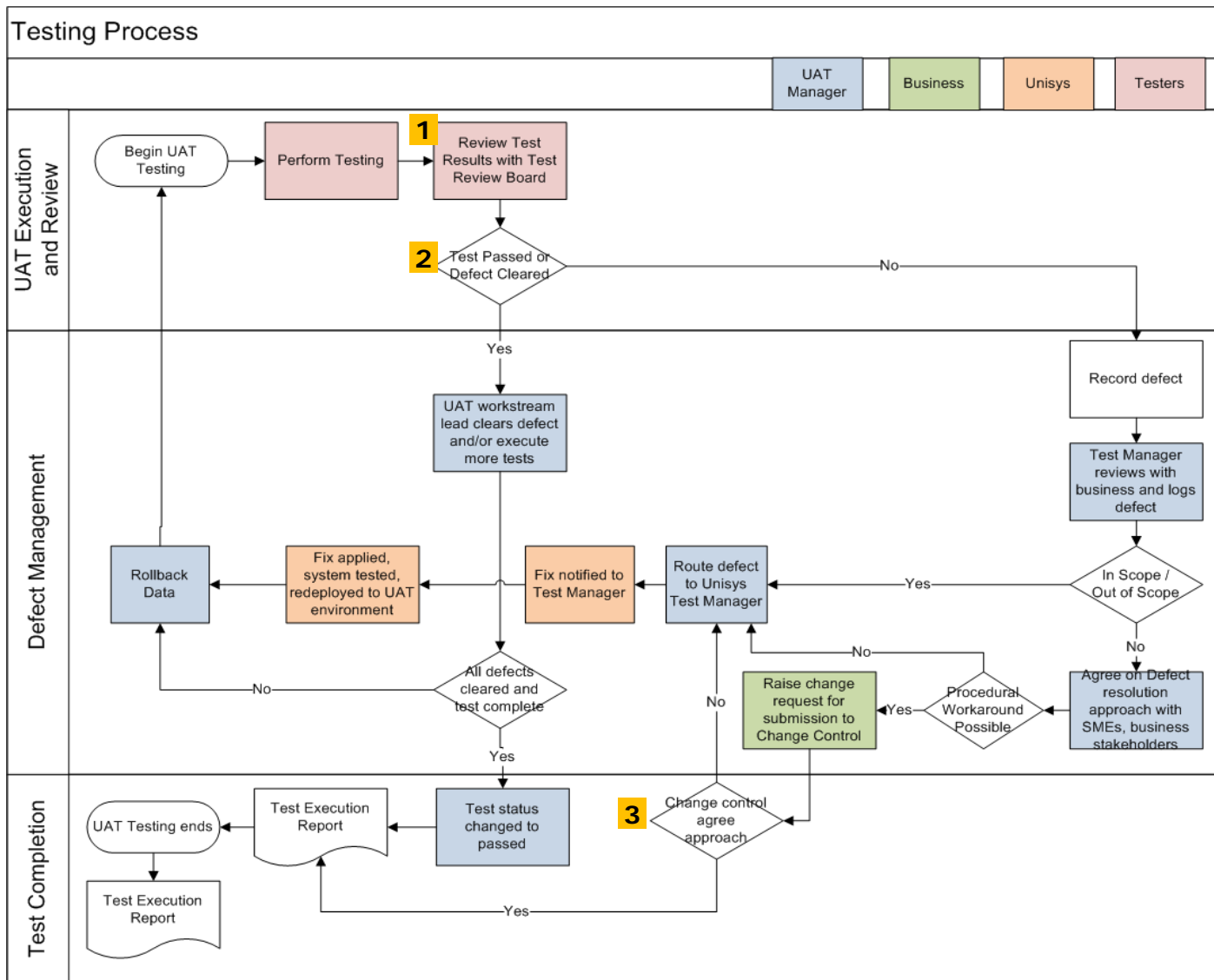
# Testing Phases

All components will be tested according to an industry standard approach for package system implementations

## Standard Testing Approach



# Testing Process



## Activities/Expectations:

### 1. Review Test Results:

- Follow formal review process

### 2. Pass/Fail Criterion:

- Defects will be identified per criterion in Master Testing Strategy Document

### 3. Change Control Process:

- Defect outside of scope will be sent to Change control board for decision

# Pilot Testing Overview

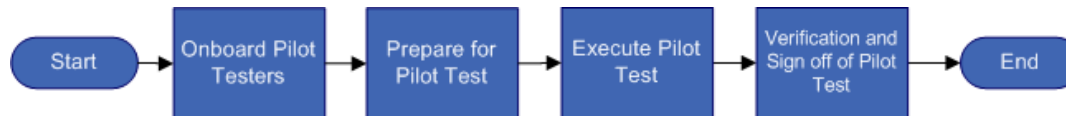


## Key test objectives and test process diagram

Pilot testing involves having a group of end users try the system prior to its full deployment in order to give feedback on the system features and functions.

The following are items will be included in the execution of pilot testing:

- Adequate training for participants
- Scheduling pilot testing by providers
- Documenting providers' experience with the system



## Tools and Processes

### Rational Test Manager

- Tool will support planning, definition, and specification of test cases
- Manage requirements traceability
- Provide comprehensive reports and metrics on test execution
- Track defects from detection through resolution

## Test environment

- Dedicated environment
- Production like In-scale and function

## Responsible group/organization

- Providers, MIHMS Team (SMEs, Testing Manager) and Unisys

## Best practices

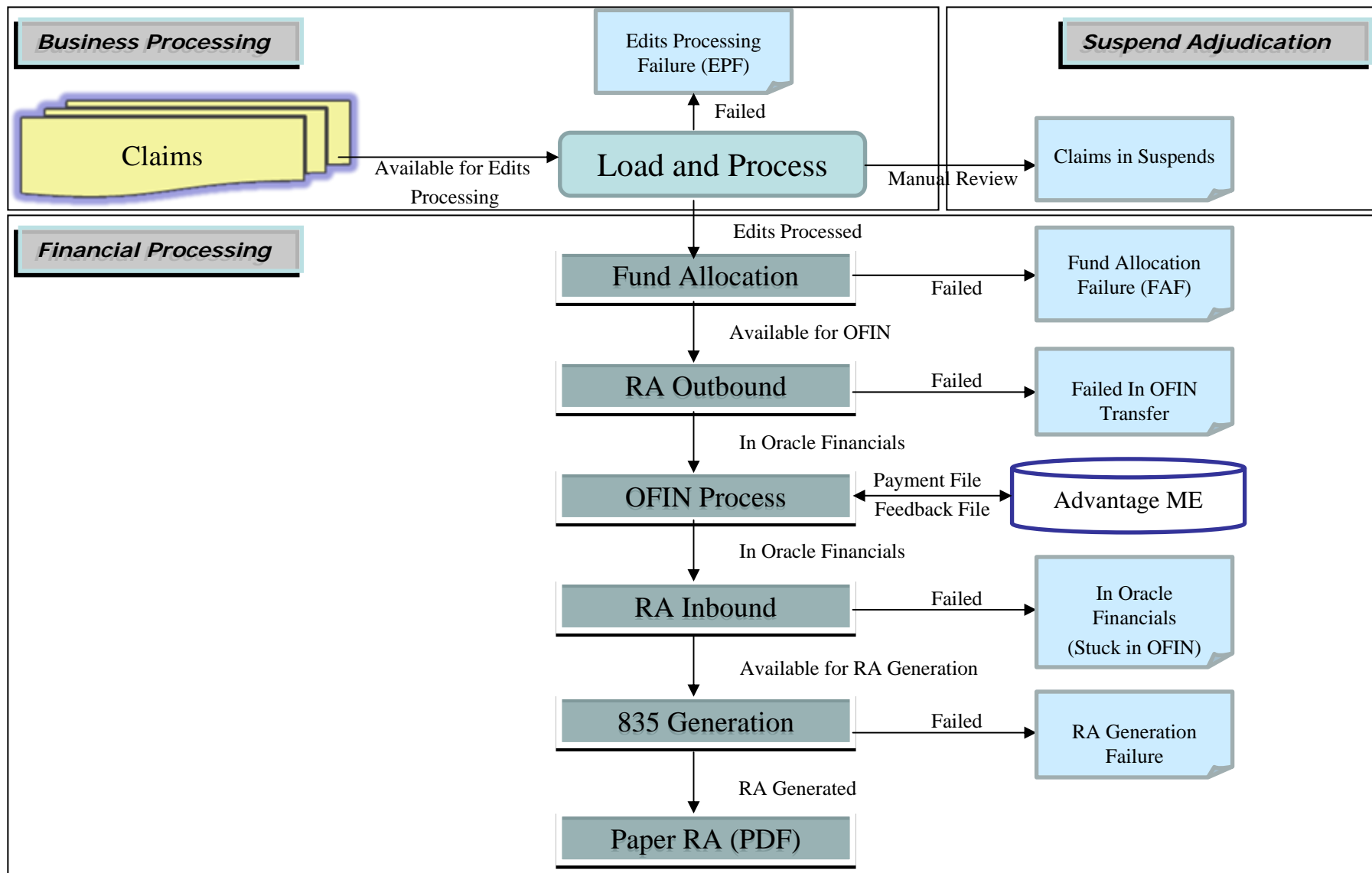
- It is recommended at the completion of pilot test that residual artifacts should include documented current results and user satisfaction survey.



# Preparing MeCMS to Migrate to MIHMS



# MeCMS: Claims Adjudication Process



# Claims Stuck in Financial Processing



## ❑ Why?

- Processing Issues – Data inaccuracies, out-of sync data etc
- Unavailability of funds in programs
- Systematic issues

## ❑ Mitigation

- Identify and correct data inaccuracies
- Re-fund allocate claims
- Whenever identified, modify data to keep MeCMS and financial system in-sync
- Analyze system issues and apply patches to correct the process/system



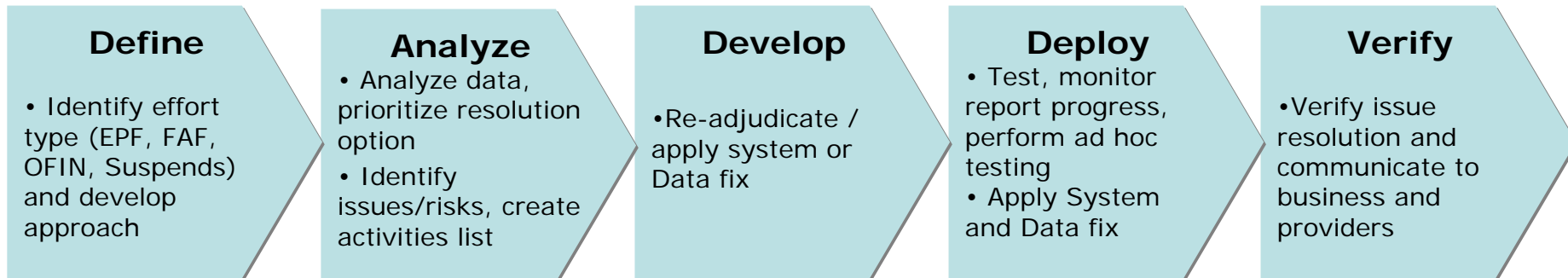
# Claims Stuck in Business Processing

## □ Why?

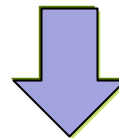
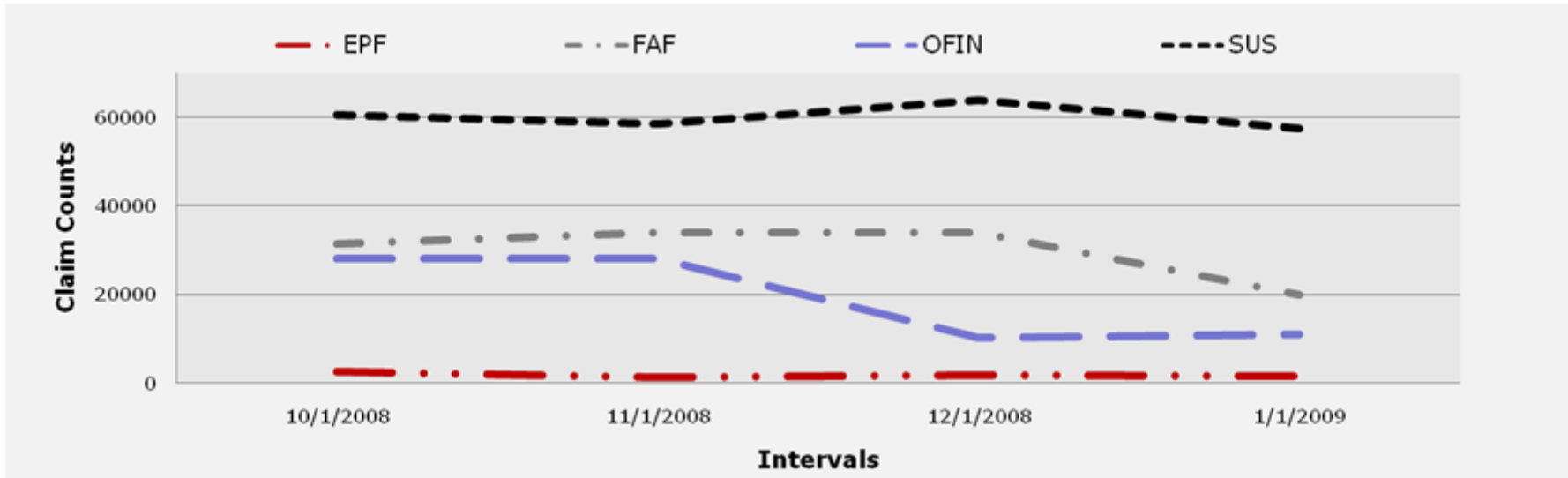
- Suspension – known issues, manual review
- Systematic issues – incorrect edits, adjustment, voids, unavailable functionality
- Data issues – incorrect data on claims

## □ Mitigation

- Issues will be identified and resolved using a standardized process



# Current Status



## Claims Stuck in Business processing

- ❑ Total # of Claims as of current week 59,030
- ❑ Total # of Claims 6 months ago 63,147
- ❑ Total \$\$ amount current week \$276,175,192
- ❑ Total \$\$ amount 6 months ago \$279,770,663

## Claims Stuck in Financial processing

- ❑ Total # of Claims as of current week 41,446
- ❑ Total # of Claims 6 months ago 59,520
- ❑ Total \$\$ amount current week \$12,570,358
- ❑ Total \$\$ amount 6 months ago \$23,066,167

# Next Steps



- ❑ Complete data analysis of existing claims
- ❑ Finalize impact (system changes, data changes)
- ❑ Prioritize first five initiatives
- ❑ Develop schedule
- ❑ Communicate via Provider Forum, PAG/TAG
- ❑ Track the progress
- ❑ Identify next set of initiatives

# Questions



- Do you have any questions?
- Thanks for your participation



# Related Links

- ✓ For a copy of this presentation and Other Fiscal Agent Updates: [http://www.maine.gov/bms/member/innerthird/fiscal\\_agent.html](http://www.maine.gov/bms/member/innerthird/fiscal_agent.html).
- ✓ MaineCare's Listserv to Receive Provider Updates: <http://www.maine.gov/dhhs/bms/member/innerthird/listserv.shtml>
- ✓ Invitations to our new monthly MIHMS Provider Forums: Please send your name, contact e-mail, and provider name to [MaineCare2010.DHHS@maine.gov](mailto:MaineCare2010.DHHS@maine.gov)
- ✓ If you have other questions or suggestions, please send them to [MaineCare2010.DHHS@maine.gov](mailto:MaineCare2010.DHHS@maine.gov)