MMIS Procurement

MO HealthNet Oversight Committee
January 29, 2013

WHAT IS MMIS?

MoHealth Net

- Medicaid Management Information System - state mechanized claims processing and information retrieval systems

- The MMIS is owned by the State, but is operated by the Fiscal Agent

- Started development of current MMIS in 1979

MoHealth Net

- Provider Enrollment

- Claims Processing Including Adjudication, Pricing and Payment

- Managed Care Encounter Data Processing

- Provider and Managed Care Health Plan Payments

- Federal Financial Reporting

MoHealth Net

- Decision Support System and Data Warehouse

- Processing Prior Authorizations and Pre-Certifications for Services

- Claims and Encounter Data History

- eMOMED Web Portal – Providers Use to Submit and View Claims and State Staff Use to Manage Claims

MoHealth Net

- Over 96 million claims processed annually
- Payments in excess of $6 billion
- Average claim processing time - .58 days
- Over 99% of claims submitted electronically – POS 50%, eMomed 40%, Direct to Data Center 10%
- Over 240 million hits on eMomed
- Over 42,000 registered eMomed users
- Over 38,000 Medicaid providers

MoHealth Net

- POS available 24X7

- eMomed available 24X7

- MMIS Uptime over 99 percent

- POS response times less than 5 seconds

MoHealth Net

MMIS FISCAL AGENT

MoHealth Net

- Wipro Infocrossing, Inc.

- Primary MMIS facility in Jefferson City

- Providing services since 1988

- Current contract can be extended through June 30, 2017

MoHealth Net

- MMIS Operation and Development
- Call Centers – Participant, Provider, Pharmacy, Technical Help Desk
- Managed Care Enrollment Broker
- Third Party Liability Cost Avoidance
- Medicaid ID Cards
- Clinical Authorizations, Medical Policy/Exceptions

MoHealth Net

- Provider Manuals
- Physical and Network Security
- Data Center (Leonia, NJ)
- Project Management
- Mailroom, Data Entry

MoHealth Net

WHAT IS CMSP?

MoHealth Net

- Clinical Management Services and System for Pharmacy Claims and Prior Authorization

- Designed primarily to support clinical and pharmacy programs

- Part of Overall Missouri MMIS

MoHealth Net

- Clinical and Pharmacy Claims Adjudication

- Prior Authorizations and Pre-Certifications for Participant Services – Inpatient, Optical, DME, Radiology, and Psychology

- CyberAccess Web Portal – Providers View Claims History and State Staff Use to Support Case Management

MoHealth Net

- Medication Therapy Management and Immunization Billing

- Home and Community Based Services Portal to Support Assessments and Care Planning

MoHealth Net

- Operated by Xerox Heritage, LLC (formerly ACS Heritage, LLC)

- Office located in Jefferson City

- Providing services since 2003

- Current contract can be extended through June 30, 2017

MoHealth Net

MMIS PROCUREMENT

MoHealth Net

- MMIS Fiscal Agent and CMSP Contracts Expire June 30, 2017

- MMIS Procurement Required by State and Federal Law

- State Receives Enhanced Match (75/25) for MMIS Operations

MoHealth Net

- First Step in Procurement

  Medicaid Information Technology Architecture (MITA) Version 3.0 State Self-Assessment (SS-A)

  MMIS Alternatives Analysis

MoHealth Net

- Continue with Existing System and Upgrade with Current Technologies

- Replace the Existing System

- Hybrid Approach – Replace Portions of Existing System with Commercial Off-The-Shelf Solutions

MoHealth Net

- Have Selected Contractor to Perform MITA SS-A and Alternatives Analysis

- Waiting for Federal Approval for Award and Enhanced 90/10 Funding

- Planned Completion by End of 2013

- Contractor is Independent of MMIS Solution Providers

MoHealth Net

- Remaining Steps in Procurement:

  Strategy Determination

  RFP Development and Release

  Proposal Evaluation and Award

  Implementation

MoHealth Net

- **If We Elected to Replace, Based on MMIS Replacements in Other States:**

  Cost Varies $50 Million to $150 Million

  Replacement Timelines Range 3 to 5 Years

  High Risk of Overages and Failures if not Adequately Planned and Executed

MoHealth Net

Questions?

MoHealth Net