



MO HealthNet

Medicaid Management Information
System (MMIS)



MMIS at a Glance

MMIS - Information Systems

- 100 million Medicaid provider claims processed annually
- Pays over \$8.0 billion to Medicaid providers annually
- 0.58 days average claim processing time
- Managed by two contractors
 - Fiscal Agent-Wipro Infocrossing, Inc.
 - \$39.0 million annual cost
 - 265 staff
 - Clinical Management Services- Xerox Heritage, LLC
 - \$14.9 million annual cost
 - 91 staff
- FACT – The Missouri MMIS is owned by the State, not by the Fiscal Agent

MMIS Functions

MMIS - Information Systems

- Fee for Service Claims Processing, Adjudication and Payment (following 1,350 payment edits)
- Managed Care Capitation Payments and Encounter Data Processing
- Prior Authorizations & Pre-Certifications for Services
- Claims Pricing and History
- Program Integrity
 - Surveillance and Utilization Review (SUR) Tool
 - Third Party Liability Cost Avoidance
- Call Center – Participant and Provider Support

MMIS Functions

MMIS - Information Systems

- Reporting (federal, ad hoc, management and administrative)
- Drug Rebate
- Premium Collections
- Managing Exchange of Transactions with Providers
- Managing Internal and External Distribution of Medicaid Claims Data
- Provider Portal (eMOMED)

- Fiscal Agent
 - Wipro Infocrossing, Inc.
 - Contract awarded 2006 with options to extend through June 30, 2017

- Clinical Management Services and System for Pharmacy Claims and Prior Authorization (CMSP)
 - Xerox Heritage, LLC
 - Contract awarded in 2006 with options to extend through June 30, 2017

Fiscal Agent Highlights

MMIS - Information Systems

- 100 million provider claims, including;
 - 320,000 paper claims
 - 400,000 claims resolutions
 - 390,000 claim reviews
 - Nearly 100% of claims meet the 30-day prompt pay requirements
- 1,350 rules/edits ran prior to claim adjudication
- 220,000 participant calls annually
- 230,000 provider calls annually
- 120,000 Third Party Liability leads annually
- 320,000 Medicaid cards distributed annually
- 36 staff prior authorize services through 280,000 calls and 30,000 fax requests

CMSP Highlights

MMIS - Information Systems

- Application of Missouri-specific clinical and pharmacy rules to claims
- Automated prior authorization and pre-certification of inpatient, optical, DME, radiology, and psychology services
- CyberAccess web portal for provider access to Medicaid claims data
- Home and Community Based Services Portal
- Healthcare Home program management
- Integration with statewide Health Information Network

MMIS Procurement

MMIS - Information Systems

- State and Federal law requires DSS to re-procure the MMIS/Fiscal Agent and CMSP contracts
- MMIS costs are reimbursable at 90% federal match for development and 75% federal match for operations for state Medicaid agencies who
 - Follow CMS Rules and Regulations related to MMIS Development and Operations; and
 - Implement systems that meet the 7 CMS Conditions and Standards

CMS 7 Conditions and Standards

1. **Modularity** – use of a modular, flexible approach to development
2. **Medicaid Information Technology Architecture (MITA)** – align and advance in maturity for business, architecture and data
3. **Industry Standards** – align with and incorporation of in systems designs
4. **Leverage** – promote sharing and use of Medicaid systems technologies in other states
5. **Business Results** – accurately, timely claims processing and effective communication with stakeholders
6. **Reporting** – data, reports and performance indicators to support continuous improvement, accountability, transparency
7. **Interoperability** – seamless coordination with the FFM, health information systems, public health agencies

Complete and Current Work

- Completed and submitted to CMS required Medicaid Information Technology Architecture (MITA) assessment
- Developed recommended reprocurement strategy – system replacement
- Competitively procured services from an independent contractor to assist with the procurement process
- Released a Request for Information (RFI) related to Business Intelligence solutions (reporting and analytics) and invited vendors to give demos
- Release a RFI related to MMIS solutions and Fiscal Agent Services

Future Work

- Based on information gathered, will determine a Request for Proposal (RFP) strategy including organization of services across multiple RFPs
- Plan to issue RFPs for bid later FY15 and FY16



MMIS Procurement Timeline

MMIS - Information Systems

Timeline in a Multiple RFP environment

- Business Intelligence/Data Warehouse
 - Fall 2014 Release and Evaluate RFIs
 - Winter/Spring 2015 Release RFP(s)
 - Summer 2015 Award Contract (pending resource availability)

- Fiscal Agent (very likely multiple contracts)
 - Fall 2014 Release RFIs
 - Summer 2015 Release RFP(s)
 - Summer 2016 Award Contract