

Medicaid Management Information
Systems Enterprise Objective
Monitoring and Control Services

Puerto Rico Medicaid Information Technology Architecture
State Self-Assessment
Recommendations Summary



GOVERNMENT OF PUERTO RICO

Department of Health
Medicaid Program

**Puerto Rico Department of Health
Medicaid Program**

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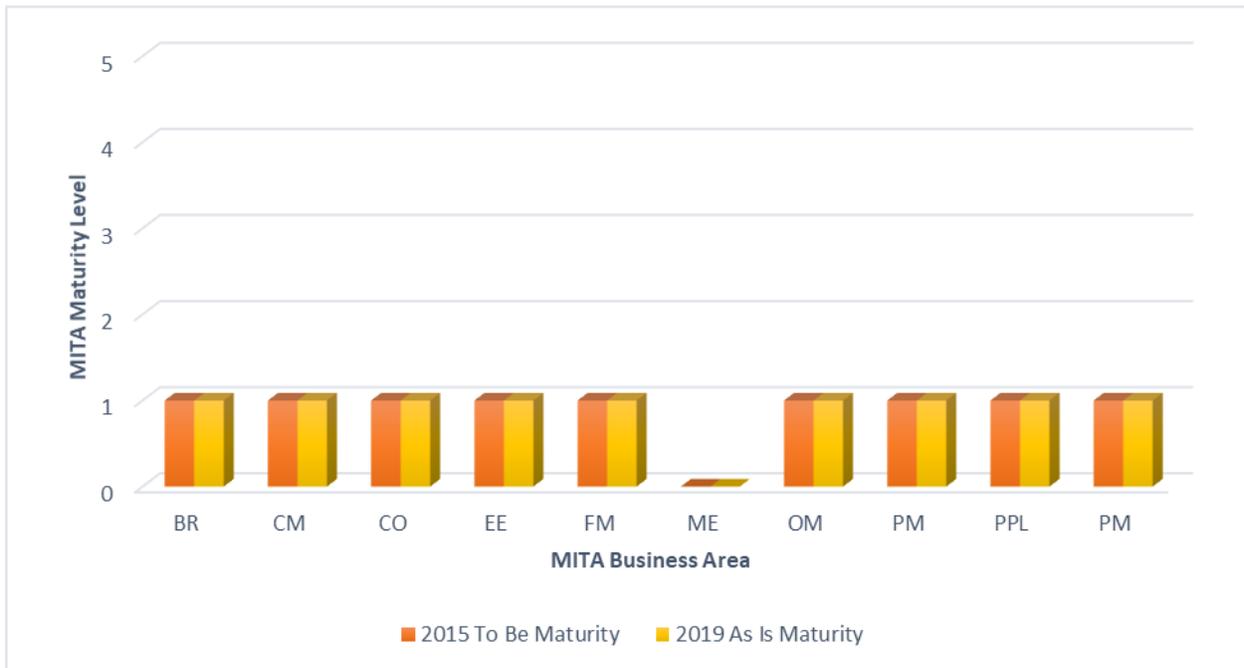
1.0 Puerto Rico MITA 2019 SS-A Summary

The 2019 Medicaid Information Architecture State Self-Assessment (MITA SS-A) Annual Update prepared for The Puerto Rico Department of Health (PRDoH), Puerto Rico Medicaid Program (PRMP), and Administración de Seguros de Salud de Puerto Rico (ASES) identified 14 business processes assessed for maturity in the MITA Framework have increased in MITA maturity since the 2015 MITA SS-A, and 32 business processes are expected to increase in MITA maturity within the next five years. No significant improvement in MITA business, information or technical maturity was identified at the business area level in any business area assessed. Details of the MITA Framework and maturity assessment and findings can be found in the 2019 MITA SS-A Annual Update Report assessment of the following business areas:

- Business Relationship Management (BR)
- Contractor Management (CO)
- Care Management (CM)
- Eligibility and Enrollment (EE)
- Financial Management (FM)
- Operations Management (OM)
- Performance Management (PE)
- Plan Management (PL)
- Provider Management (PM)

Figure 1 compares the MITA maturity expected at the completion of the previous MITA SS-A in 2015 and the findings of the 2019 MITA SS-A Annual update for the MITA business area.

Figure 1 Comparison of 2015 To-Be and 2019 As-Is BA Maturity



2.0 Summary of Recommendations for Business Process Improvement

PRMP is committed to aligning its enterprise with the MITA 3.0 Framework maturity model for greater PRME maturity through the implementation of the solutions and processes identified in the SS-A for the 2019 MITA SS-A Annual Update and the transition plan detailed in the 2019 MITA SS-A Roadmap Transition Strategy and Sequencing Plan. The MITA analysis found that implementation of the PRDoH Health Information Exchange (HIE) Electronic Data Warehouse (EDW)(HIE/EDW) has the potential to significantly contribute to the future maturity of the PRME through leverage and modularity. Additionally, full implementation of the Provider Enrollment Portal (PEP) and Puerto Rico EE (PREE) expected to contribute to greater process maturity for all architectures for enrollment and member and provider information management and access to information. The Modernization of FM business processes, Key Performance Indicator (KPI) subproject, Increased automation of reporting (XML Reporting) all will result in maturity for the CO, FM, PE, and PL business areas. Finally, series of Data Integrity Initiatives including development of data governance, a data management strategy and data quality will result in improvements in all business areas and processes. Figure 2 below identifies the levels of maturity and numbers of gaps in maturity that can be closed by these projects.

Figure 2 PRDoH 2019 MITA AU Maturity Solutions Analysis

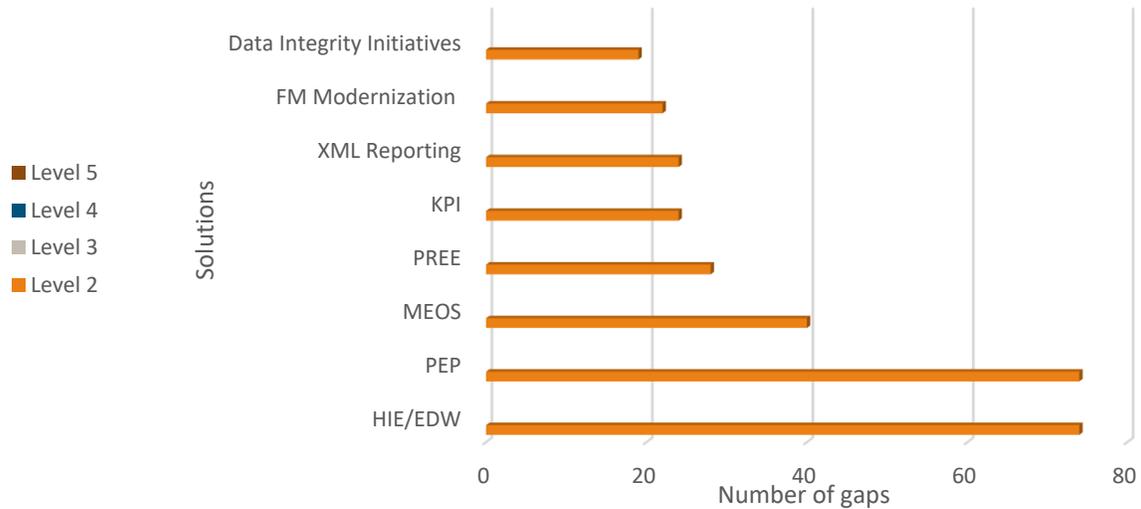


Table 1 below summarizes the solutions identified through the MITA Visioning Sessions to achieve the greatest business process maturity for the PRME in the next 5 years.

Table 1 MITA Solutions Summary

Sequencing Plan			
Sequence	Solution/Initiative Name	Solution/Initiative Category	Solution Maturity
1	PRDoH HIE/EDW implementation	Current Project	<p>The HIE should be the first priority because it has the potential to make a great impact on the MITA maturity level. A Medicaid EDW supporting the HIE will improve accuracy, timeliness, and access to data needed for improvements in the maturity for the following MITA business area processes:</p> <ul style="list-style-type: none"> • CM • EE • FM • OM • PE • PL • PM

Sequencing Plan			
Sequence	Solution/Initiative Name	Solution/Initiative Category	Solution Maturity
			Member Management (future release)
2	PEP	Current Solution	<p>The PEP will greatly impact the MITA maturity for the provider and enrollment business areas. The expected date for the PEP to go live is April 2021. A web interface for provider application and enrollment data collection which integrates with the Medicaid Management Information System (MMIS) and Data Warehouse will improve access, accuracy, and timeliness for:</p> <ul style="list-style-type: none"> • EE • FM • PE • PL • PM
3	MEOS	Current Solution	<p>The MEOS subproject is to provide PRMP with a recommended ideal Medicaid Enterprise organizational structure. The MEOS will result in the development of structural and business improvements in all MITA business areas.</p>
4	PREE	Current Project	<p>The PREE is to implement a better and more complete system for the determination of eligibility to the Medicaid Program in Puerto Rico. PREE eligibility determination uses information that the PREE system will obtain electronically from other government agencies through the development of various interfaces and the development of data hub. The PREE will support business process maturity in the following business areas:</p> <ul style="list-style-type: none"> • CM • EE • FM

Sequencing Plan			
Sequence	Solution/Initiative Name	Solution/Initiative Category	Solution Maturity
			<ul style="list-style-type: none"> • OM • PE • PL • PM <p>Member Management (future release)</p>
5	KPI Subproject	Current Project	<p>A Medicaid Enterprise (ME) KPI set mapped to MITA Framework with instructions for use and implementation. The ME KPI Set tool measures the effectiveness of implementing improvements and identifying needs and progress toward MITA maturity. The KPI Subproject supports improved strategic planning and program Integrity that will result in maturity in the following business areas:</p> <ul style="list-style-type: none"> • CO • CM • EE • FM • OM • PE • PL • PM <p>Member Management (future release)</p>
6	Increased automation of reporting (ASES XML Reporting)	Current Solution	<p>Conversion of MCO required reporting to XML format that can be uploaded into the EDW to automate reporting. Data Warehouse supports automation, facilitates improved data analytics for the EDW, and ad hoc reporting. Improved reporting and</p>

Sequencing Plan			
Sequence	Solution/Initiative Name	Solution/Initiative Category	Solution Maturity
			<p>analysis resulting in improved Medicaid program integrity.</p> <p>The automation of MCO reporting supports improved strategic planning and program Integrity that will result in maturity in the following business areas:</p> <ul style="list-style-type: none"> • CO • CM • EE • FM • OM • PE • PL • PM <p>Member Management (future release)</p>
9	Modernization of FM processes	Potential Future Solution	<p>The FM modernization assessment subproject identified solutions for integration of FM business processes with MMIS and Data Warehouse to support accuracy, access, timeliness, and utility of Financial, Operations, Performance, and Plan Management business processes. Modernization of FM processes supports improved Program Integrity. The modernization of the FM processes will result in maturity in more than the FM business area as improvements will impact the maturity of the following areas as well:</p> <ul style="list-style-type: none"> • CO • CM • FM

Sequencing Plan			
Sequence	Solution/Initiative Name	Solution/Initiative Category	Solution Maturity
			<ul style="list-style-type: none"> • OM • PE • PL • PM <p>Member Management (future release)</p>
10	Data Integrity Initiative	Potential Future Solution	<p>A future set of initiatives focused on Data Integrity Initiative will improve the quality of all data managed by the PRME Information Architecture through the following activities:</p> <p>A Data Management Strategy to improve the access to data and its usefulness across different systems through the following ways and methods:</p> <ul style="list-style-type: none"> • Data Governance • Data Standardization • Interoperability Compliance Strategy • Data timeliness (real time data) • Native format of the data • Improves data sharing from needed data sources • Automation of data transfers. • Medicaid Enterprise Conceptual Data Model (CDMs) • ME Module Logical Data Models (LDMs) support system solution integrity • Data Governance Roadmap and Infrastructure <p>The importance of improvements that support trust in data, especially with</p>

Sequencing Plan			
Sequence	Solution/Initiative Name	Solution/Initiative Category	Solution Maturity
			Medicaid data and clinical data that will be integrated through the HIE/EDW make these data integrity initiatives critical to the maturity of all business processes.

3.0 Conclusion

With submission of the 2019 MITA SS-A and Roadmap to CMS, PR begins a 12-month period to prepare for and complete the 2020 MITA SS-A Annual Update, during which time it will continue to develop MITA tools and documentation and utilize the SS-A to improve business processes and guide technology investments across the PRME. Planning for and initiation of the solutions identified will allow PRMP to begin to envision higher levels of achievable maturity in all business areas. The 202 MITA SS-A Annual Update will begin with a review of these solutions and further exploration of the PRMP vision and project planning for the PRME.