

Health Service Enterprise MMIS (Medicaid Management Information System) Program Frequently Asked Questions

What is the MMIS?

The MMIS is the “Medicaid Management Information System”. The Federal Government requires all states have this system in place in order to process Medicaid (<http://cms.hhs.gov/>) claims and other medical assistance programs that the state provides. The system stores, retrieves, and utilizes information including provider enrollment, member eligibility, and prior authorizations in processing Medicaid claims for providers. The Medicaid Management Information System (MMIS) is the claims processing system for Vermont’s Medicaid Program. In addition to processing claims, the MMIS supports coordination of benefits, utilization review, federal and management reporting, and provider management.

What is the MMIS Program?

The MMIS Program is comprised of several projects, which are in various stages of procurement and in some instances, implementation. You can link to more details about specific projects here: <http://dvha.vermont.gov/administration/mmis-overview-12-19-14.pdf> Status updates about each of the projects are as follows:

PBM (Pharmacy Benefits Management)

- The new PBM contract with GHS (Goold Health Systems <http://www.ghsinc.com/>) was effective May, 2014. The PBM Project is on schedule for a January 1st, 2015 go live date.

Care Management Project

- The Care Management Project vendor oral presentations and demonstrations have concluded and the team is currently conducting a Best and Final Offer (BAFO) Process. The new system will support the work of the Vermont Chronic Care Initiative (VCCI) clinicians in the field, and will lead to expanded care management capabilities across the Agency.

Core and Contact Center Solutions

- The State is still in the process of evaluating all vendor proposals.

IV&V (Independent Verification and Validation) Project

- Vendor oral presentations and demonstrations took place during the week of December 1st, 2014. There are two vendor finalists. The chosen vendor will provide an independent and detailed review of MMIS Program deliverables to ensure their alignment to State and Federal requirements, and CMS certification criteria.

Specialized Program Project

- The Specialized Program Project is designed to provide AHS with the opportunity to streamline and standardize reporting requirements, funding streams, reimbursements rates, and provider qualifications.

Who is helping to make this change happen?

The Department of Vermont Health Access is the Agency of Human Services (AHS) Department responsible for oversight of the Vermont Medicaid program. As such, DVHA is accountable for issuing the RFPs, contracting with new vendors, and managing these projects. Lori Collins, DVHA Deputy Commissioner for Medicaid Policy, Fiscal and Support Services, is the Executive Sponsor for the entire MMIS Project. Each of the 6 MMIS sub-projects has a dedicated Project Manager (PM), Business Lead (BL), one or more Business Analyst (BAs), and a team of Subject Matter Experts (SMEs).

How will Vermonters benefit from the new MMIS system?

The new system is being designed from a beneficiary-centric perspective, and in addition to processing claims, will be able to process clinical and administrative data in order to provide a complete and holistic view of beneficiaries for all healthcare and human service programs offered by AHS. New technology is a key component to help with realignment of AHS business processes to achieve a person-centered focus of the Health and Human Service Enterprise, moving AHS toward an Agency of One. Ultimately, the State envisions the MMIS to have the capability to obtain a single, complete, real-time view of any person with Vermont Medicaid.

Why is Vermont developing this new system?

The current legacy system is over 30 years old and, although it has satisfactorily met its original objectives, it has become increasingly cumbersome to maintain and upgrade because of outdated technologies in the automated application.

Recognizing the need to implement new technology, the DVHA has embarked upon procuring a new MMIS. Appropriate project planning, preparation and involvement of experienced resources are essential in positioning Vermont for success in what will be one of the largest IT projects the State has undertaken, both in scope, and funding. The new MMIS will be the technological solution in place for many years into the future, and as such, ensuring the solution meets not only today's needs, but those in the future is paramount.

The new MMIS Project challenges us to expanding our thinking about what a MMIS's traditional function is, and move beyond a system focused primarily on paying claims. The MMIS is part of Vermont's overarching Healthcare Reform <http://hcr.vermont.gov/> effort, and is one of five projects that comprises the Health and Human Services Enterprise http://intra.ahs.state.vt.us/health-services-enterprise-hse-2?utm_source=Campaign+Creation+Template&utm_campaign=Human+Service+Matters&utm_medium=emai.

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