

Title: MMIS Change Control Board & Validation of Testing for Core MMIS System Changes

Issuance Date: April 27, 2023

(Must be reviewed annually)

Applicable Regulations, Guidelines, and AHS Policy:

Federal statute or rule:

42 CFR 455 Program Integrity Medicaid

Purpose:

The Vermont Medicaid program contracts with a fiscal agent for claims processing services and a core Medicaid Management Information System (MMIS). When the state of Vermont (SOV) requests system changes, there is an MMIS Change Control Board (CCB) process in place to ensure that the SOV is monitoring, reviewing, and approving changes. This SOP outlines the process and expectations of the SOV and the fiscal agent. Additionally, when the SOV requests system changes, the fiscal agent prepares test plans and performs testing to ensure that the change is implemented correctly. SOV change requesters and often a state designee monitor, review, and approve the testing of system changes based on the involvement desired by the SOV requester and the scope of the change. This SOP also outlines the process and expectations of the SOV and the fiscal agent.

Procedure:

- When the SOV submits a requested system change to the fiscal agent, the requested change is documented on the Specification Order (SO) form, in accordance with the DVHA Portfolio Change Control Plan.
- The fiscal agent provides an estimate of the hours needed to complete the change.
- When the SO is ready for formal review by the MMIS CCB, the fiscal agent adds it to the bi-weekly CCB meeting agenda. Fiscal agent leadership and DVHA MMIS operations staff are present at each CCB meeting.
- Prior to CCB review of the SO, the SOV requester selects the level of review required for testing the change.

- The DVHA MMIS contract manager evaluates SOs prior to the CCB meeting for concerns/questions.
- The SOV requester presents their request to the CCB and confirms the level of involvement they desire in testing the change.
- SOs approved at the CCB are signed by the DVHA contract manager and the fiscal agent systems team manager and scanned and stored by the fiscal agent.
- The fiscal agent completes the required development according to the priority established by SOV.
- The fiscal agent business analyst assigned to an SO communicates the status of development, test plans, and test results with the SO requester and designees.
- When the SO requester and/or designees determine that the testing results meet their expectations, they notify the fiscal agent of their approval via email. This email serves as documentation that test results were provided to the SOV requester and accepted and is scanned and stored by the fiscal agent.
- The fiscal agent implements the changes.

Revision History:

Date	Summary of Revisions
9/24/18	Submitted draft
3/10/2022	OMU reviewed, updated template to ADA.
4/24/2023	Updated format and language to align with SOP Style Sheet

Table 1 Revision History