



The Hidden Mystery Behind Joint Application Design Sessions

With the MMIS 2020 Platform Project, the Department of Human Services (DHS) is embarking on a new type of journey. Building a modular system to meet the complex needs of our business is a large undertaking. So how do we navigate in that world and build a system that meets our needs?

An important step in the MMIS 2020 Platform Project is defining our business requirements. Business requirements tell us what needs to be built in the system to support our business processes.

To begin defining our business requirements, we are holding a series of Joint Application Design (JAD) sessions. These sessions will be conducted for each module of the platform and for the Systems Integrator / Data Hub (SI/DH) which integrates the platform modules. So far, we have begun sessions for the SI/DH and the Electronic Data Interchange (EDI) Module. These initial JAD sessions run through mid-May and focus on integrating our systems and designing the infrastructure of the platform in a secure way.

The JAD sessions will help us:

- Further define the business requirements for each Medical Assistance business area
- Begin identifying key changes to the way work is done in DHS
- Provide business and configuration requirements to our Module contractors so they can design the technical solution

JAD sessions are also important to innovation. Having collaborative and open discussions about requirements allows us to continuously confirm, “Are we creating a modern solution meeting the needs of the 21st century?”

The Office of Administration - Office for Technology advises on the participants for each JAD session. The current JAD sessions with the SI/DH and EDI contractors are focused on systems architecture and are, therefore, very technical in nature. Program area staff will be involved when we begin the JAD sessions for the modules having more direct business process implications, such as the Provider Management Module, Fee-for-Service Module, and Prior Authorization Module.



“At CoPA we see broader and deeper buy-in for vision and end-goal; this reaches to the business users as well which is fantastic. We see SME, decision makers, and leaders all present in the meetings and actively participating.”

- Raghu Janardhan, Edifecs



Coaching Team TACO*: Sally A. Kozak on the Game Plan for the MMIS 2020 Platform

We had the opportunity to speak about the MMIS 2020 Platform with **Sally Kozak**, the Deputy Secretary for the Office of Medical Assistance Programs. Here are some highlights from the conversation:

Starting fresh with a New Platform

“MMIS 2020 provides us with the opportunity to really rethink the way we do our business going forward. The current system is built for a Fee for Service (FFS) environment and, as everybody knows, with the final phase of CHC [Community HealthChoices], managed care and not FFS is our primary delivery system. And I’m really excited that it’s modular. Because going forward, as business needs change, it should be easier for us to make those adaptations. Historically, there were things that we wanted to do that we couldn’t do because the system couldn’t accommodate us. I’m excited about the flexibility.”

Optimizing our Services

“One of the primary functions of FFS going forward is enrolling providers and we’ll be able to streamline that. We’ll be able to centralize a lot of processes that are currently scattered through different manual systems. It will really allow us to become more efficient with all of our capitation payments, timely processing, etc. It will really allow us to make sure we have clean data on which to make business decisions.”

Thoughts on Continual Improvement

“Change is good. At the end of the day, this will make it easier for people to do their jobs, which is really important. Over the past several years, we’ve seen decreases in complement and some people doing three and four roles. If we think about our business needs and we don’t stay wedded to the past or current ways, we will see improvement in the future.”

Thanks to Deputy Secretary Kozak for her time!

*(*Timely, Accurate, & Complete Outcomes)*

A Kickoff Meeting to Remember

On January 29, over a hundred MMIS 2020 Platform stakeholders ascended the Commonwealth Tower for the **SI/DH and EDI Kickoff Meeting**. Extra chairs were needed as waves of attendees eagerly claimed seats and free Team TACO pins.

Representatives from both TurningPoint Global Solutions and Edifecs spoke about their organizations and the roles they’ll play in the project. Excitement was in the air as key personnel were introduced and fun facts were shared. Several speakers agreed collaboration will be essential to the success of the MMIS 2020 Platform Project.



Common Reactions to Change (and why it's so difficult!)

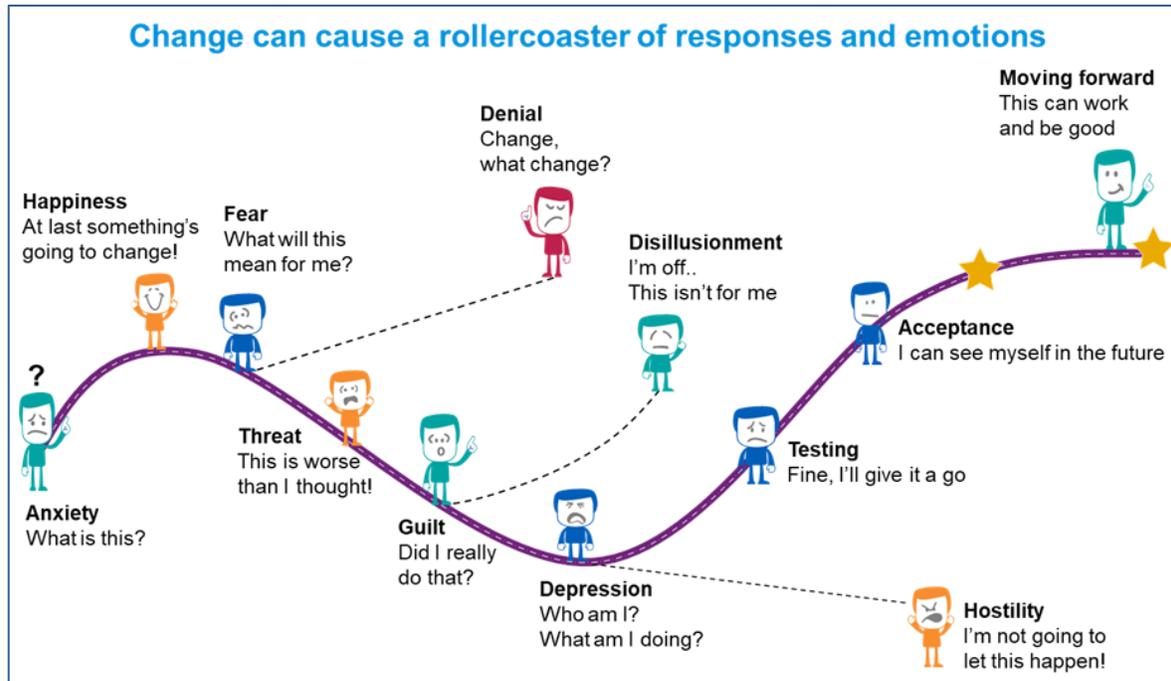
Most of us have heard the quote, “the only thing that is constant is change.” Yet we find ourselves continually challenged by changes in our personal or professional lives. Whether that is starting a new job, growing a family, or learning a new technology, change brings a piece of the unknown.

Organizational change is no different. With the ability to impact people, processes, and technology, organizational changes bring with them a level of uncertainty. Naturally, people will wonder, “what is going to change in my role?” and “how is this going to impact me?” Without answers to these questions, many of us arrive at worst-case scenarios and inevitably uncertainty builds.

Large multi-year projects, like the MMIS 2020 Platform Project, create change for a significant number of people and require special care to manage the uncertainty. For instance, the MMIS 2020 Platform may impact the provider community, managed care organizations, commonwealth workers, federal agencies, and business partners, to name a few. These groups will likely have varied questions and concerns about what might be changing for them and will need tailored communication and engagement support along the way.

Because the day-to-day logistics of designing, testing, and implementing a new system like the MMIS 2020 Platform are significant, it's even more important to have a dedicated team who plans for impacts to stakeholders and communicates early and often. Without this focus, things can go awry. For instance, when North Carolina rolled out its new MMIS, it incorporated the latest use of national provider identifiers and taxonomy and eliminated the use of

proprietary codes. However, it hit major hurdles after go-live because the providers did not have the associated billing changes made in their software. Failure to identify impacts early and often, resulted in providers not being ready or able to adopt the change.



People need time to embrace and process change. The graphic above shows the myriad responses we might experience moving through a significant change. On the MMIS 2020 Platform, we've all started unaware of the project or what it will mean for us. As time progresses, we will, at different rates, begin to learn more about the project. This journey will lead us to new and different types of questions.

Movement up the curve comes with continued exposure to the “unknown” through conversation, support, and training.

It is clear that the MMIS 2020 Platform **will** bring change to our organizations and ourselves. Our goal is to help you navigate through it and understand what it means for you. By doing so, we can achieve our shared vision of delivering better Medical Assistance outcomes to the citizens we serve.

Everything You Always Wanted to Know about “Release A” but were afraid to ask...

So... what is “Release A?”

When you’re learning something new, would you rather be quizzed periodically or tested on everything at the end? You may be thinking one test seems like less effort, but you’d probably have a better outcome by testing your knowledge in phases along the way.

The same is true when building a technology solution. Building and testing in phases allows for early feedback and quicker learning.

By taking a phased approach to implementation, the MMIS 2020 Platform Project will meet its goal of producing timely, accurate, and complete outcomes. Spearheading this approach, “Release A,” set to be released in November 2020, will implement the ASC X12 Benefit Enrollment and Maintenance (834) transaction – daily and monthly eligibility files – on the new Electronic Data Interchange (EDI) Module.

Our goal with Release A, as illustrated with the implementation of a single, straightforward, and contained transaction, is to begin using the EDI Module with minimal change and disruption to current business processes. Any potential enhancements to the process will be identified in later releases.

What does this mean to me?

The primary impacted audiences of Release A include internal stakeholders such as the Office of Medical Assistance Programs (OMAP), the Office of Mental Health and Substance Abuse Services (OMHSAS), and the County Mental Health Agencies. It also includes external stakeholders like our Managed Care Organizations (MCOs) and the sub-contractors who support the counties in these transactions.

The Department will be engaging impacted stakeholders ahead of the November release. Please look out for more information related to Release A over the coming months.

How are we going to prepare?

To prepare for the release, the Department will continue to engage stakeholders with proactive communications about what is changing, why it’s changing, and how they’ll be prepared. In the months leading up to the release, stakeholders will receive training to prepare for any identified changes and will also be engaged in testing to confirm Release A is working as expected.

MMIS 2020 Platform RFP Releases

Since the 1st quarter 2020 edition of The Platform was issued, the RFPs listed below are in various stages of procurement or pre-release status.

- **Multi-Lot RFP: Managed Care Administration (MCA), Financial (FIN), Fee-for-Service (FFS):** RFP responses are due April 6, 2020.
- **Multi-Lot RFP: Prior Authorization (PA) and Outbound Mail (OBM):** Evaluations are being conducted.
- **Multi-Lot RFP: Third Party Liability (TPL) and Program Integrity Management Services (PIMS):** Supplier Forum held January 21, 2020. Targeting RFP release third quarter 2020.
- **Provider Management (PM):** Preselection negotiations are being conducted.
- **Outpatient Drug (OP-Rx):** Targeting RFP release second quarter 2020.
- **Electronic Visit Verification (EVV):** Supplier Forum held February 18, 2020.

Questions about the MMIS
2020 Platform related
procurements?

Contact the
[DHS Procurement Office.](#)