
Trends in Public Sector IT

The Medicaid IT Architecture: *An Open Source Accelerator?*



Portland, OR
October 21, 2008

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Presentation Topics

- What business are we in?
- We serve people: future state IT infrastructure.
- How great the need: current DHS IT environment.
- Medicaid IT Architecture Framework (MITA)
- Is Oregon that different? A Business Reference Model for the HHS enterprise.
- Scaling MITA to the HHS enterprise.
- Building the vision: future IT architecture
- Transforming the state HHS agency: person-centered service delivery.

What Business Are We In?

Two HHS Business Architectures...

- The ***Community Well-Being*** Business
 - Population based services (public health).
 - Focus on education and prevention.
 - Indirect services: Local health department interface.
- The ***Human Care Management*** Business
 - Individual/Family-Centered Care.
 - Focus on intervention and assistance.
 - Direct services: Case management.

...Distinct, yet complementary

We serve people: *a future IT vision*

"By 2015, the coordinated, consistent delivery of health and human services in Oregon will be enabled by an IT infrastructure that supports improved outcomes by providing a single, integrated view of the total client experience."

A few implications...

- 1. Improving the social well-being of citizens is a primary goal of government services.**
- 2. Health and human services in Oregon depends on more than the state HHS alone.**
- 3. Collaboration & coordination is essential to achieve effective, efficient service delivery.**
- 4. Information technology is an enabler, not a driver of business strategy.**
- 5. State HHS clients are at the center of every transaction and, under the best of circumstances, will take a more directive role in the management of the services they receive.**

How Great the Need: *Siloed Programs*

Oregon Department of Human Services: *Organizational Structure*

Director's Office

Direct Client Services

Public Health

Addictions &
Mental Health

Children,
Adults &
Families

Medical
Assistance
Programs

Seniors &
People with
Disabilities

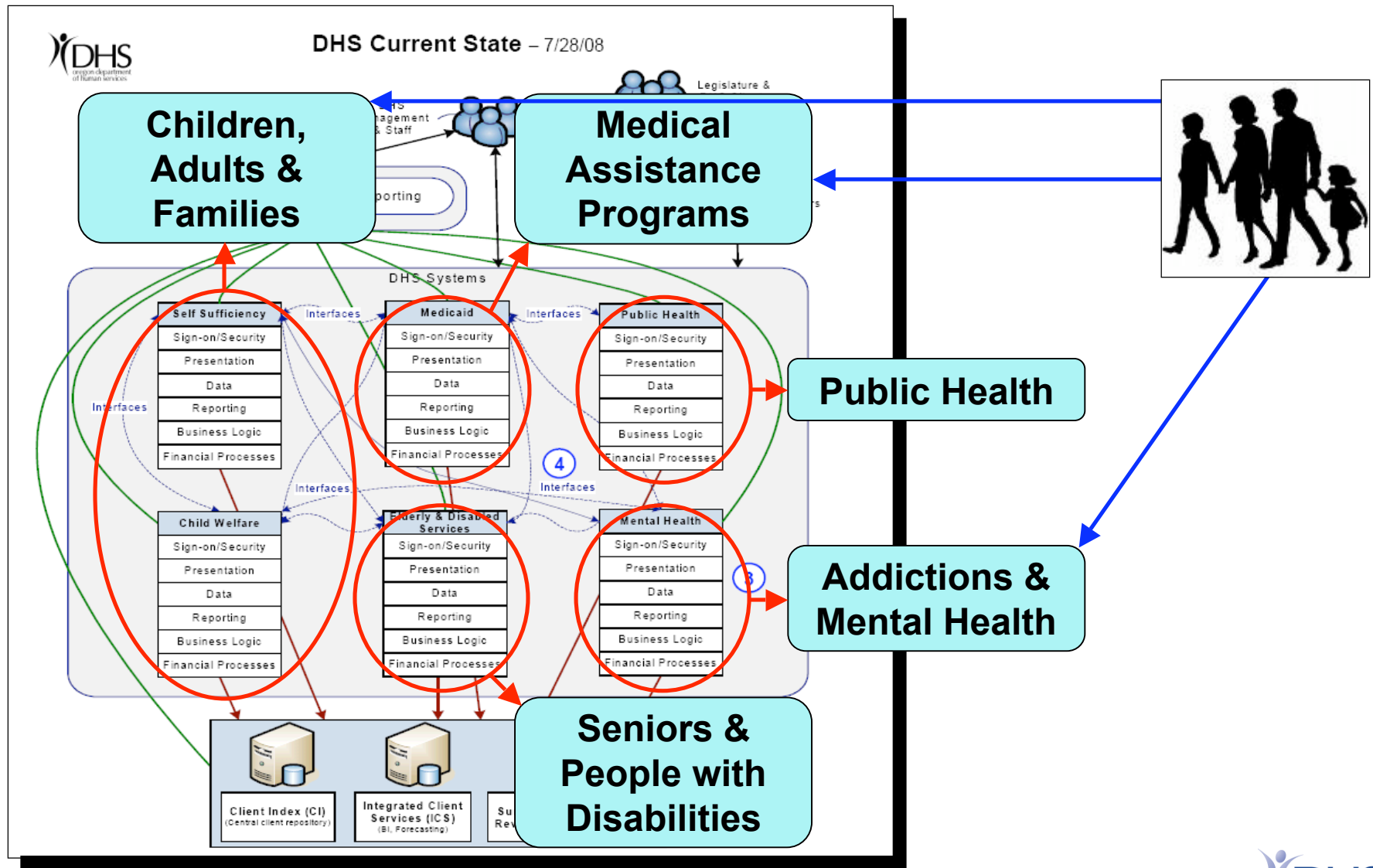
Support Services

Administrative
Services

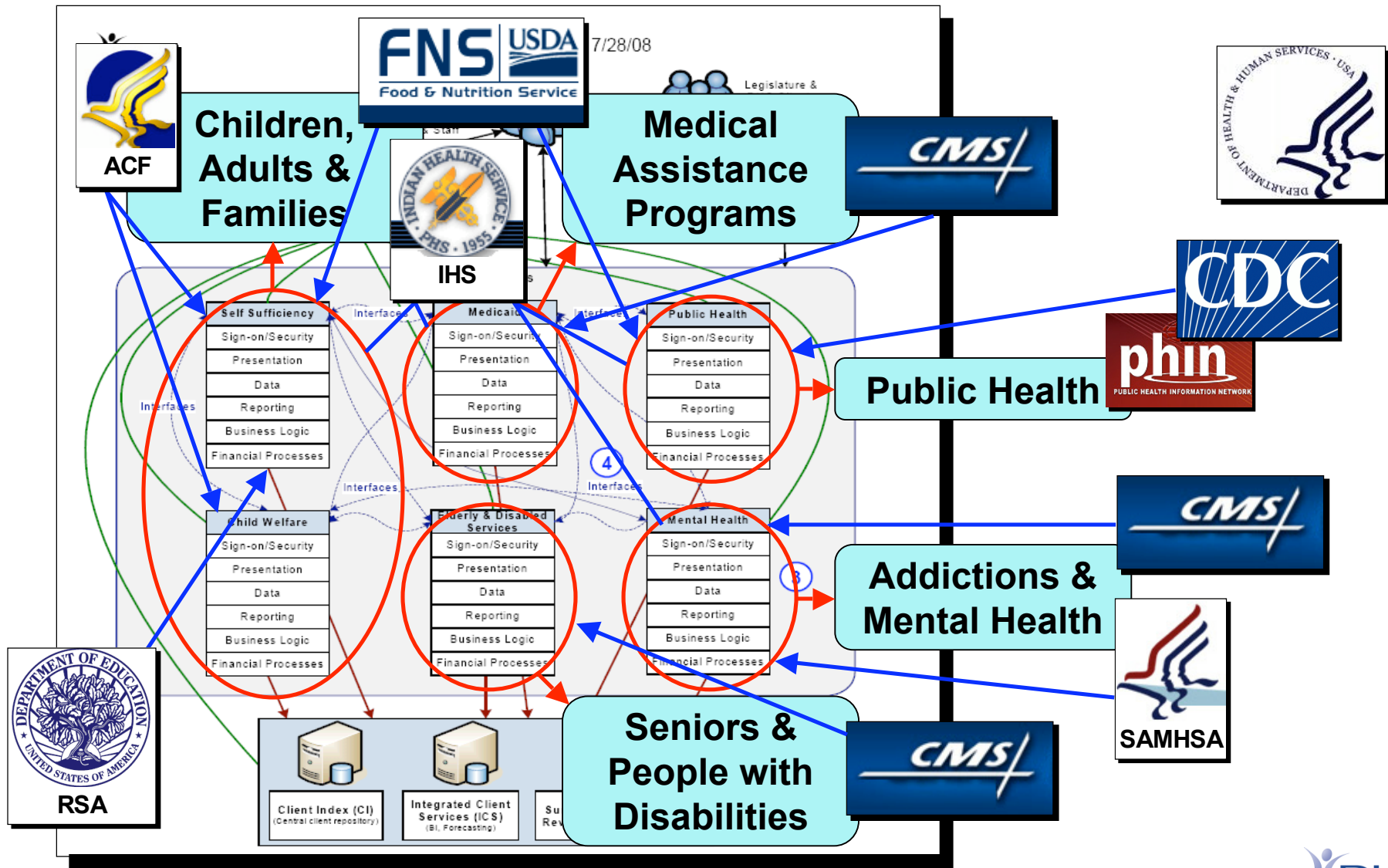
Budget Planning
& Analysis

Office of
Financial Services

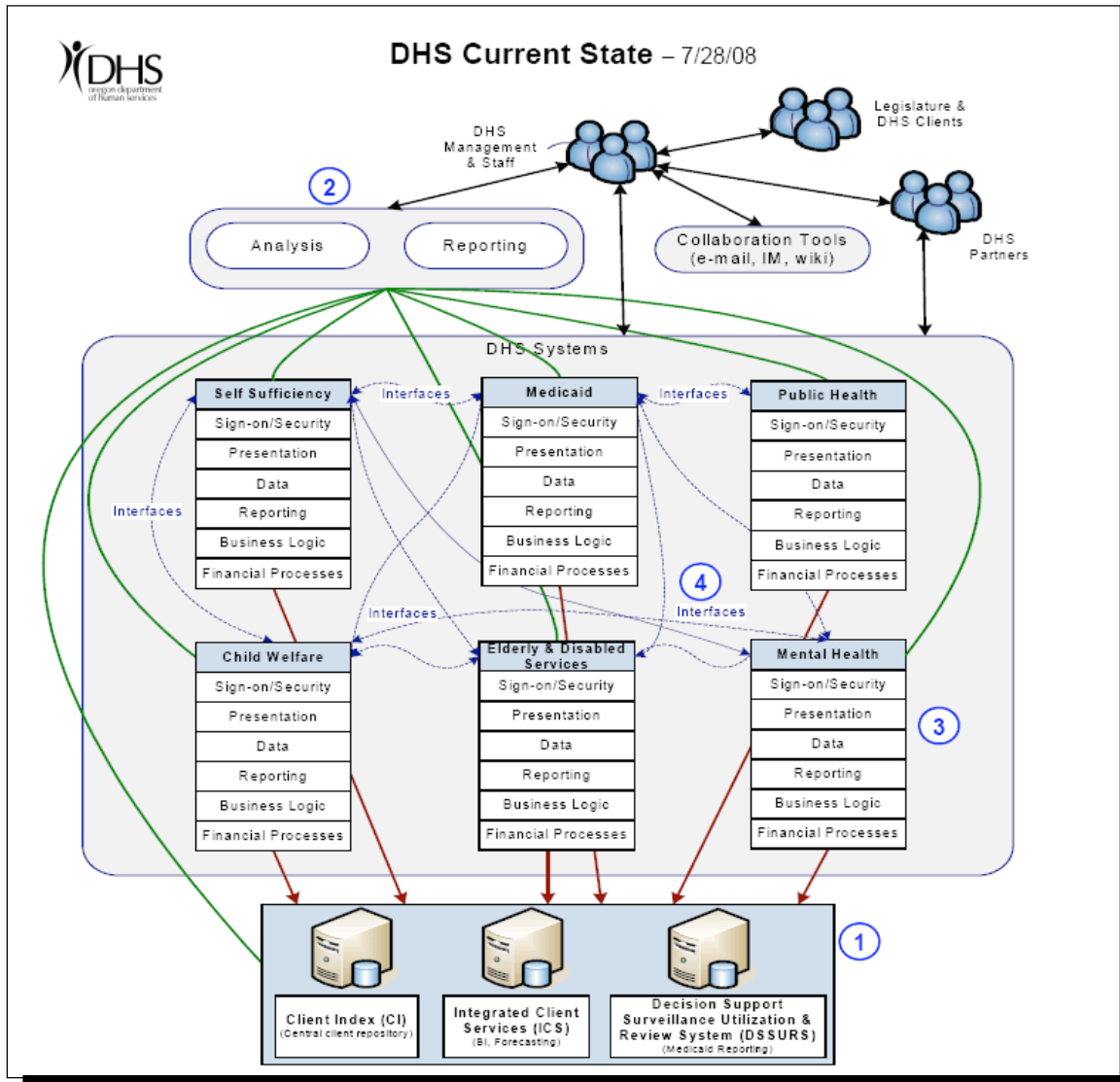
How Great the Need: *IT Infrastructure*



How Great the Need: *Funding Streams*



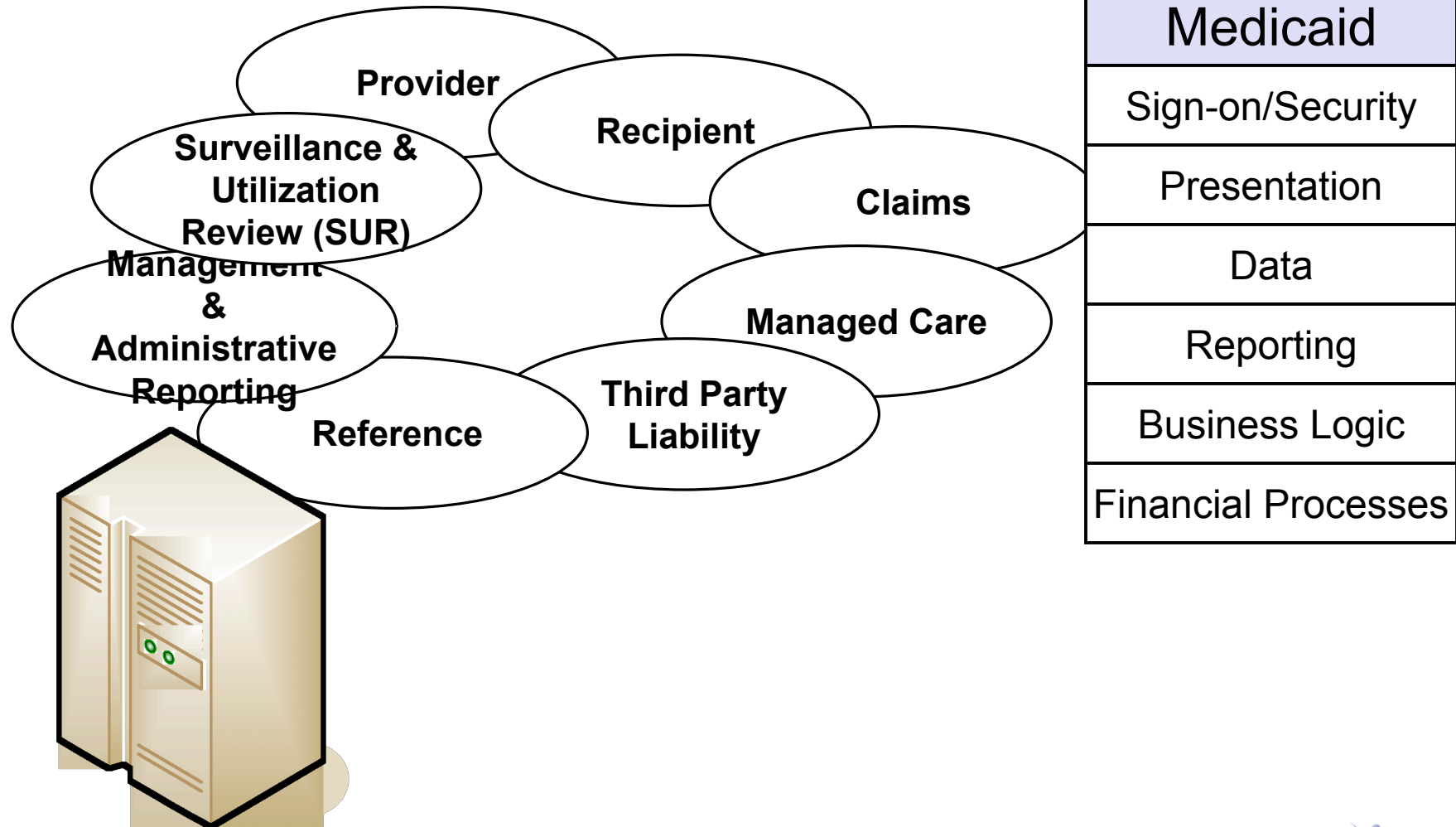
How Great the Need: *Medicaid MIS*



Medicaid
Sign-on/Security
Presentation
Data
Reporting
Business Logic
Financial Processes

Medicaid MIS: Pre-MITA

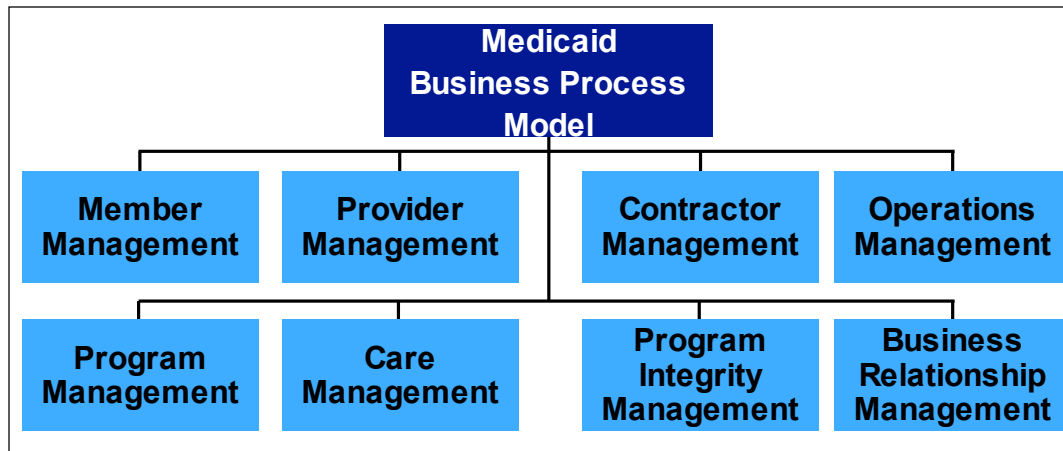
Seven Integrated Subsystems



Medicaid
Sign-on/Security
Presentation
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Medicaid IT Architecture Framework 2.0

Eight Business Management Areas



Medicaid
Sign-on/Security
Presentation
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Financial Processes

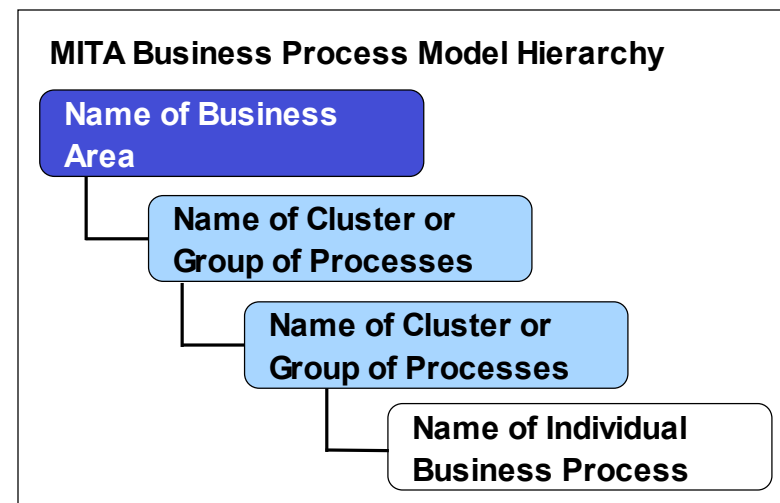


...and 79 Business Processes

Medicaid IT Architecture Framework 2.0

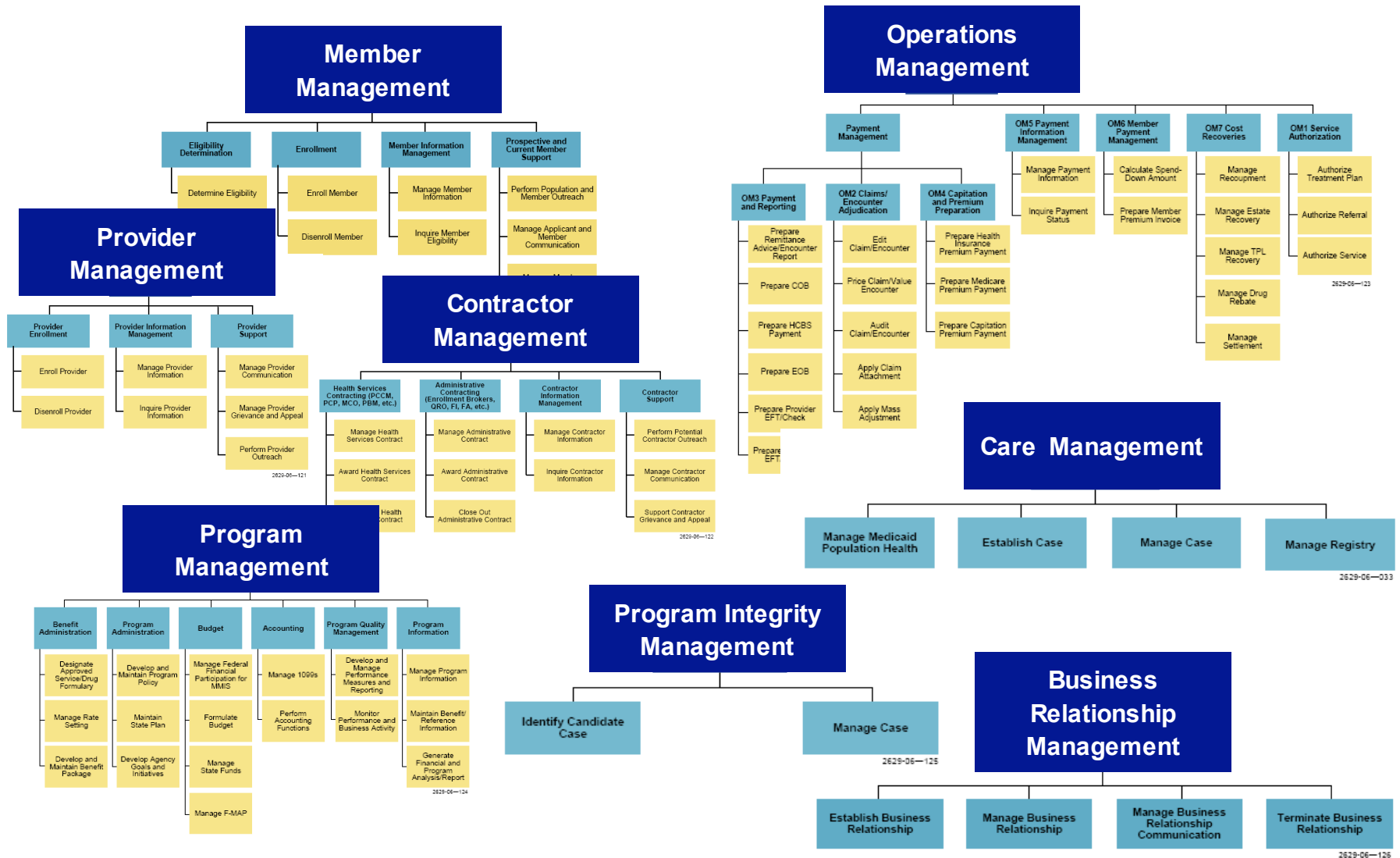
The Medicaid IT Architecture Framework (MITA)

- An initiative of the Center for Medicaid and State Operations (CMSO) to establish national guidelines for technologies and processes that can enable improved program administration for Medicaid enterprises.
- **Bottom up.**



Source: Centers for Medicare & Medicaid Services. *Medicaid IT Architecture (MITA) Framework 2.0*. March 2006.

Medicaid IT Architecture Framework 2.0



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GOSCON 2008

Scaling MITA to the HHS enterprise

Oregon Department of Human Services: *Shared Services View*

Key Human Services Functional Modules ¹	MITA Business Area	Public Health	Children, Adults & Families	Medical Assistance Programs	Addictions & Mental Health	Seniors & People with Disabilities
Appeals Management	MEMBER/PROVIDER					
Assessment and Triage	MEMBER					
Call Center						
Case Management	CARE					
Certification	MEMBER/PROV					
Change in Circumstances	MEMBER					
Collections/Overpayment Processing	OPERATIONS					
Contract Management	CONTRACTOR					
Contribution Management	OPERATIONS					
Eligibility Determination	MEMBER					
Entitlement/Grant Determination	OPERATIONS					
Evidence/Document Management	MEMBER					
Financial Management/Payment Processing	OPERATIONS					
Intake	MEMBER					
Mobile Worker Support						
Outcome Tracking	PROGRAM					
Outreach/Notification	MEMBER/PROV					
Person Management	MEMBER					
Place and Assignment Management	MEMBER/PROV					
Provider Management	PROVIDER					
Resource/Service Management	CARE					
Skills Management						
Verification	CARE					
Web Self-Service	MEMBER/PROVIDER					

1. Kost, J. *Strategic Technology Map for Government Human Services Agencies*. Gartner G00149643. July 2007

Scaling MITA to the HHS enterprise

Key Medicaid functions as shared services

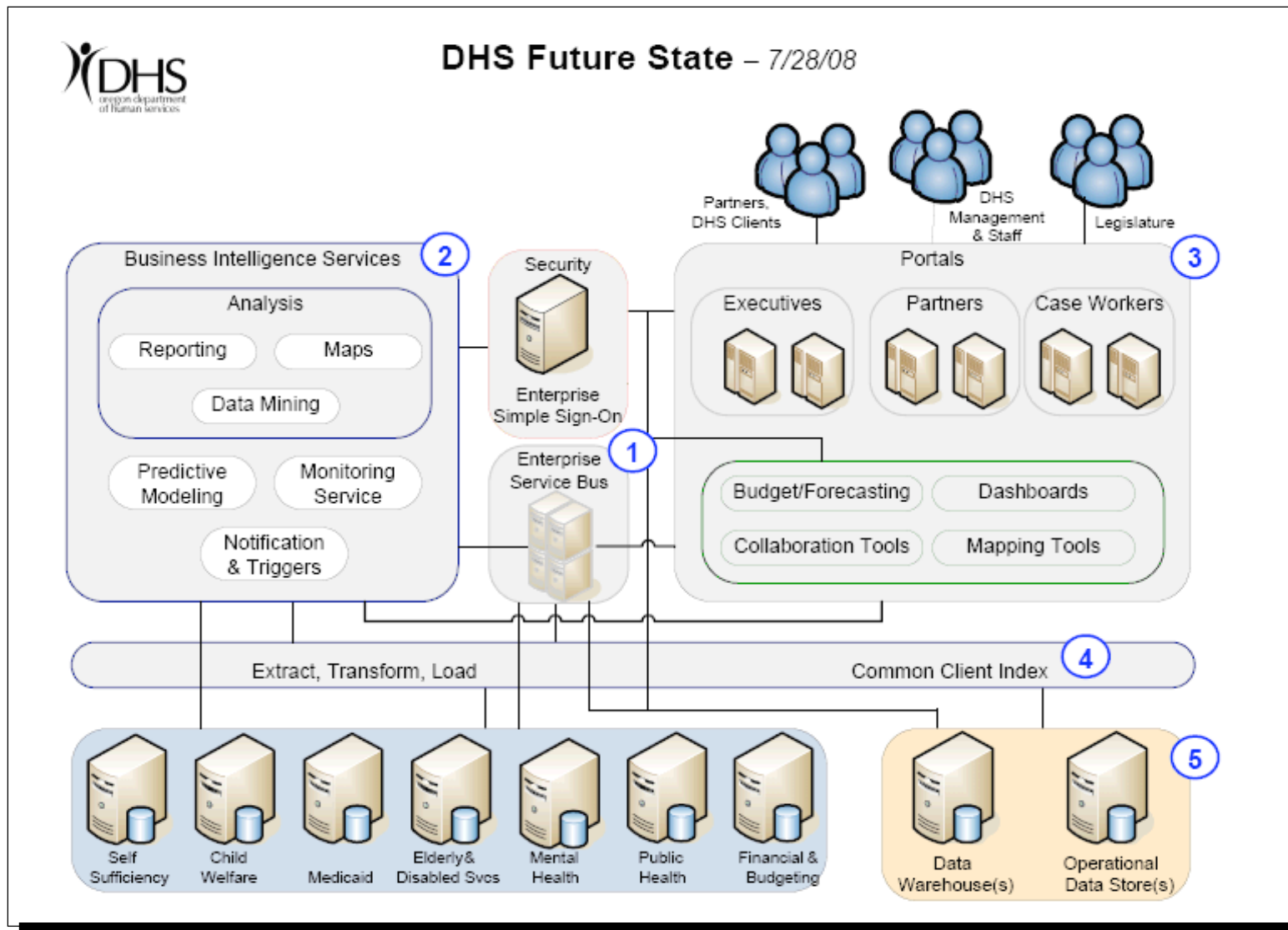
Provider Management	Enroll Provider	Disenroll Provider	Inquire Provider Information
Member Management	Enroll Member	Disenroll Member	
Operations Management	Inquire Payment Status	Authorize Service	Authorize Referral

Medicaid										
Sign-on/Security										
Presentation										
1	2	3	4	5	6	7	8	9	10	11
12	13	14	15	16	17	18	19	20	21	22
23	24	25	32	27	28	29	30	31	32	33
34	35	36	37	38	39	40	41	42	43	44
45	46	47	48	49	50	51	52	53	54	55
56	57	58	59	60	61	62	75	64	65	66
67	68	69	70	71	72	73	74	75	76	77
78	79	Business Logic								
Financial Processes										

Self Sufficiency										
Sign-on/Security										
Presentation										
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Business Logic										
Financial Processes										

Child Welfare										
Sign-on/Security										
Presentation										
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45	46	47	48	49	50	51	52	53	54	55
56	57	58	59	60	61	62	58	64	65	66
67	68	69	70	71	72	73	74	75	76	77
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89	90	91	92	93	94	95	96	97	98	99
Business Logic										
Financial Processes										

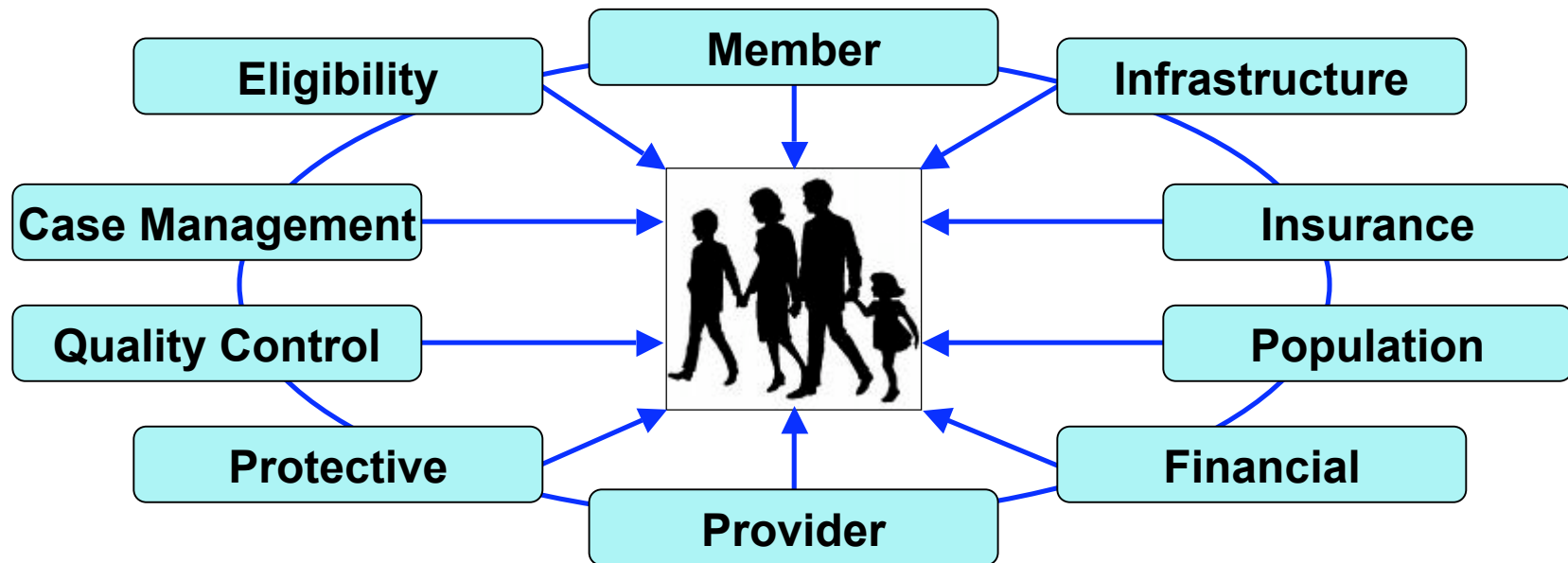
Building the vision: *a future IT architecture*



Adapted from Microsoft Institute for Advance Technology in Governments and Systems Engineering, Inc. (SEI). *Camellia* Project: A Connected Health and Human Services Framework for Alabama. May 2007

Transforming the state HHS agency

- Viewing the HHS enterprise as a portfolio of interrelated services rather than a collection of discrete programs.
- Providing person-centered service delivery.



Questions & Discussion

At Oregon DHS, we believe open source software is rapidly maturing in the public health and human service space.

Projects that develop open source solutions in key HHS business areas like provider management, health information exchange or disease surveillance & reporting will benefit state agencies nationwide by standardizing business processes and increasing the flow of information among disconnected data stores.

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