Figure 1: Wisconsin Department of Health Services (DHS) Medicaid Enterprise Systems Procurement Strategy

DHS Medicaid Enterprise Systems Procurement Strategy

Umbrella Project Services

- Enterprise Architecture (EA) and Project Management Office (PMO) Services
- Independent Verification and Validation (IV&V) Services
- Systems Integration Services

Medicaid Management Information Systems (MMIS) Takeover and Enhancements Activities

MMIS Takeover

- All current systems and services provided by Hewlett Packard Enterprise (HPE)
- Contract management
- Claims/encounter processing
- Third-party liability (TPL)
- Coordination of benefits
- Financial
- Reference management
- Provider management and provider call center
- Member program enrollment
- Managed care functions
- Acute care prior authorization
- Pharmacy prior authorization
- Pharmacy benefits management and point of sale
- Data warehouse/analytics

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Enhancements

- Enhancement 1: Program integration
- Enhancement 2: Optimized claims and encounters
- Enhancement 3: Eligibility and enrollment improvements
- Enhancement 4: Grievances and appeals
- Enhancement 5: Integrated workflow and document management
- Enhancement 6: Prior authorization processing improvements
- Enhancement 7: Provider management
- Enhancement 8: Integrated portal
- Enhancement 9: Benefit plan administration
- Enhancement 10: Optimized financial system
- Enhancement 11 : Data management, maturity and integration
- Enhancement 12: Pharmacy benefits management improvements
- Enhancement 13: Program integrity case tracking

MMIS Carve-Out Modules

Module 1: Data Warehouse

- Integrated data management
- Information management
- Data migration and management
- Access and security

Module 2: Data Analytics

- Enhanced data analytics
- User defined predictive modeling
- Business intelligence
- User configurable dashboards
- Expert analytics staffing

Module 3: Program Integrity

- Fraud and abuse detection
- Incident validation services
- Program integrity predictive modeling
- Incident case tracking
- Process workflow

Module 4: Pharmacy Pricing Consultation

- Drug reimbursement policy
- Pricing scenarios and adjustments
- Dispensing fee survey tool development, administration, analysis, rate development, and implementation
- Actual acquisition costs (AAC) survey tool development, administration, analysis, rate development, and implementation

Module 5: Pharmacy Medication Therapy Management

- Medication-related action plans
- Interventions and referrals
- Documentation and follow-up
- Technology solution for predictive modeling
- Electronic data use and storage
- Optimize comprehensive medication review and assessments (CMR/A)

Module 6: Enrollment Services

- Plan selection assistance
- Options counseling
- Enrollment navigation
- Member guidance and problem resolution

Module 7: Member Services

- Centralized Document Processing Unit (CDPU)
- Integration with income maintenance and customer relationship management (CRM)
- Medicaid waiver agencies
- Call center functions
- Eligibility operational support

Module 8: Care Management

- Service authorization
- Waiver case management
- Treatment plan Management
- Functional Eligibility

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