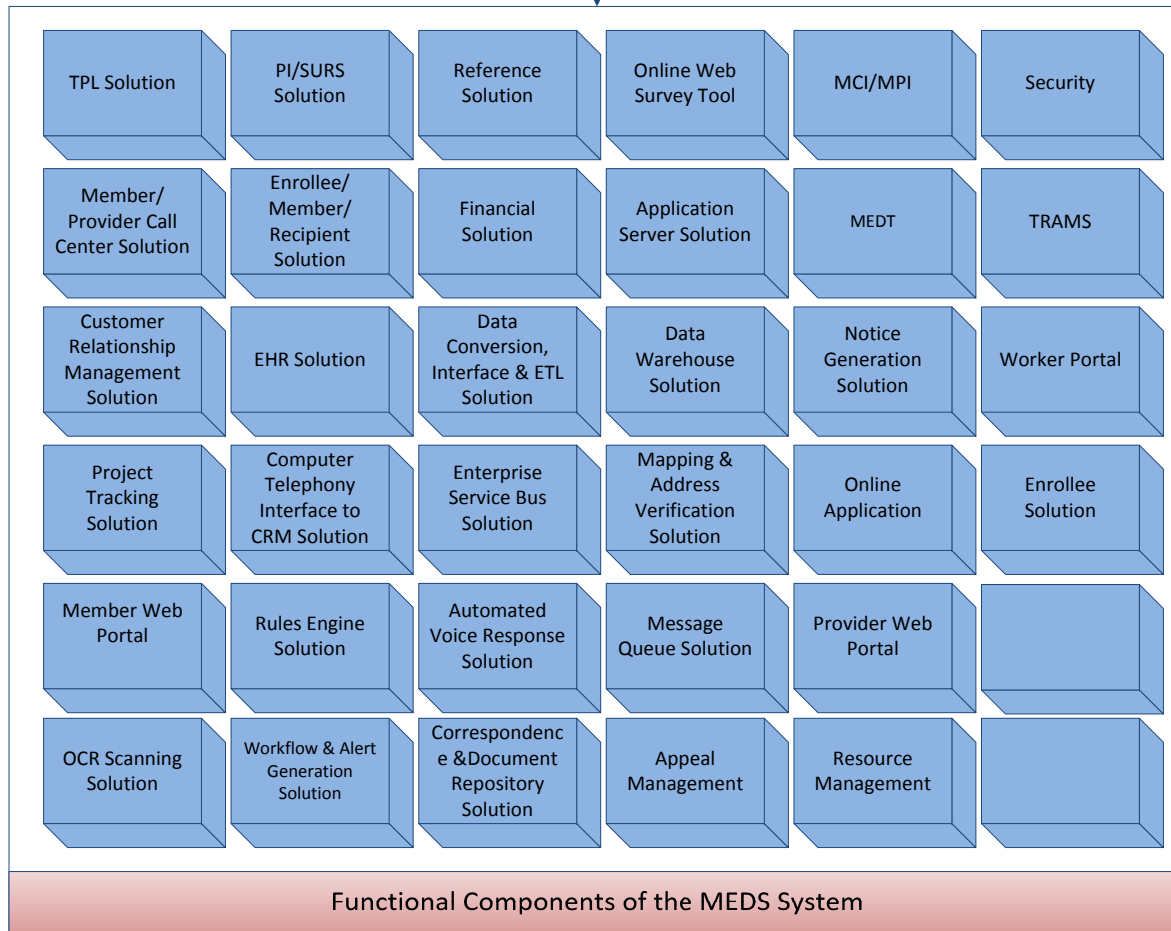


# Components of MEDS System

## Seven Standards and Conditions



## Description of the MEDS Functional Components

MMIS Component	Description
TPL Solution	Mechanism for identifying and storing third party insurance. Also need to be able to send workflows to the TPL unit including LaHIPP and Estate Recovery
Member/Provider Call Center Solution	A solution that facilitates maintaining, recalling, listening in and viewing in real-time all call logs and electronic correspondence.
Customer Relationship Management Solution	A solution used to manage providers and enrollees from the call center solution.
Project Tracking Solution	A solution that facilitates managing requests for reports and system changes.
Member Web Portal	A solution that includes: <ul style="list-style-type: none"> <li>- Demographic Information</li> <li>- Eligibility Information</li> <li>- Enrollment Information</li> <li>- Service Authorization</li> <li>- Third Party Liability and Recovery Information</li> <li>- Enterprise single sign on capabilities</li> <li>- Enrollee Reimbursement Information</li> <li>- Enrollee Correspondence</li> <li>- Enrollee Invoices</li> <li>- Claim Payment History</li> <li>- Provider Locator</li> </ul>
OCR Scanning Solution	A solution that supports scanning of paper attachments and optical character recognition for documents submitted on paper.
PI/SURS Solution	The solution should facilitate performing complaint investigation and conduct Payment Error Rate Measurement (PERM) eligibility reviews.
Enrollee/Member/Recipient Solution	A solution that provides the ability to override the selected determination or disposition made by the System with the appropriate levels of written approval. It should also have the ability to process retroactive eligibility
EHR Solution	Electronic Health Records solution provides an electronic means of obtaining and maintaining medical records for disability determinations
Computer Telephony Interface to CRM Solution	A solution that can be used in conjunction with a Customer Relationship Management tool for greater integration through telephone communications.

Rules Engine Solution	A solution that employs a state-of-the-art business rules engine or business process management software to record business rules for many business functions, including but not limited to, provider enrollment, claims processing, and service authorization.
Workflow & Alert Generation Solution	A solution that automates document management through the use of workflows that includes defining status, document approvals and lists the specific documentation used in a settlement or appeal. Should support workflows for DHH staff as well as contractors.
Reference Solution	A solution that houses controls such as valid values, edits and error messages, online manuals, procedures, and business rules.
Financial Solution	A solution that facilitates financial management (the billing, receiving and accounting) for estate recoveries, application center payments, enrollee recoveries and recoupments.
Data Conversion, Interface & ETL Solution	A solution to support data conversion; extract, transform and load data; and support movement of data from one system to another.
Enterprise Service Bus Solution	A solution used to manage data exchange and service interactions between systems and applications.
Automated Voice Response Solution	A solution that facilitates an Automated Voice Response functionality that allow enrollees to complete automated inquires on eligibility, benefits, demographic changes, card replacement, renewals, managed care enrollments, and third-party resources using a touch-tone telephone. The AVR should be available 24 hours a day, 7 days a week.
Correspondence & Document Repository Solution	A solution that provides centralized management and storage of unstructured data (e.g. paper attachment, correspondence and fax) to facilitate improved workflow.
Online Web Survey Tool Solution	A solution to allow enrollees and other stakeholders to complete online surveys.
Application Server Solution	A software framework that provides a generalized approach to creating an application-server implementation.
Data Warehouse Solution	A solution that produces all MARS reports; allow drill down capabilities for all data on all reports to the individual claim data for SURS, MARS; and other financial reports. Also provides reporting on eligibility processing times, renewal outcomes,

	interface discrepancies, etc
Mapping & Address Verification Solution	A solution used to validate a given address and to depict that location within the context of an application or on- screen.
Message Queue Solution	A solution for moving large files through a message queue.
Appeal Management	Method of tracking and assigning Medicaid appeals, templates for appeals, management of hearings schedules
MCI/MPI	Master Client Index and Master Provider Index. The Master Client Index (MCI) compares client records from disparate systems and links them together, creating a Master Demographic Record for each citizen
MEDT	Fully integrated workflow management for disability determination
Notice Generation Solution	Provides correspondence to enrollees and applicants. Needs to have the ability to automate large number of notices and be easily updated by program staff
Online Application	Louisiana version of the Federal Single Streamlined Application for potential enrollees to apply for Medicaid benefits. Must be dynamic by displaying questions based upon the way an applicant answers questions. Must also provide real-time data matches during the processes of filling out an application.
Provider Web Portal	Facility Notification System -- portal for providers to report admits changes and discharges for nursing facilities. Hospitals to report births for automatic enrollment if there is a Medicaid mother. Method for the SMO to submit clinical determinations (newly eligible, changes, and disenrollment) for behavioral health. These should all be two way channels of communication.
Resource Management	Stores assets/resources such as home property, bank accounts, burial plots, etc. Maintains history of value and disposal. Provides resource calculations for Medicaid Eligibility Determinations
Security	Processes and mechanisms by which computer-based equipment, information and services are protected from unintended or unauthorized access, change or destruction. Computer security also includes protection from unplanned events and natural disasters. Includes audit trails.

TRAMS	Tracking National Voter Registration Act (NVRA) responses, mailing voter registration forms.
Worker Portal	Replacement for all worker queues we have today including application management, scan notification, and MEDS. These queues outline work to be processed by Medicaid analyst. Examples include scans received, applications received, renewals due, etc.
Enrollee Solution	A solution that facilitates on-line entry of enrollee applications; tracking and automated workflow management of the process; and online verification of enrollee status. Monitor renewals, etc.