



CASE STUDY

CA-MMIS State of California Medicaid

“This project shows what happens when we engage as a trusted partner. The agility and creativity of our delivery team allowed the project to ramp up ahead of schedule and at a competitive price-point.”

Garen Stephens
Director, Health, State &
Local Business Operations

The CA-MMIS program, MediCAL – processes roughly 4.3 million claims per week and handles 4,300 provider and beneficiary calls per day. It is the nation’s largest Medicaid system in operation and assists in funneling roughly \$330 million in written checks per week.

The Client’s Challenge

The California Department of Health Care Services (DHCS) had expressed its’ intent to leverage opportunity of procurement in order to deploy new MMIS technologies. The department had found that overall; the program was not being managed as efficiently as desired – mainly being traced back to a fairly substantial lack of updated technological infrastructure to support increased complexities and work-loads.

The CA DHCS had also expressed a strong desire to enable a scalable systems architecture that would be able to allow for future growth. The main challenge associated with implementing such systems architecture is ensuring that the department continues to maintain steady growth while simultaneously having the flexibility to adapt swiftly to the ever-evolving Healthcare landscape.

PLANIT Group’s Solution

PLANIT’s first priority for this project was being able to design and implement our resource ramp-up and contingency replacement plan to provide a scalable solution. We had originally engaged to provide a team of 14 resources. As the project requirements expanded into new realms, we gradually increased the resources provided. As of today, PLANIT Group has more than 40 resources working directly with the CA DHCS on this project.

We pride ourselves in being managed by our full time staff of ex-MMIS professionals - including many of the most well versed personnel in the business. Our resource placements were carefully chosen and placed on the project after they had completed our Resource Management

Security Interface Layer, which consists of: Web-based testing of skill sets and technical writing, extensive screening and interviewing, as well as on-site workplace awareness and violence prevention training courses.

All of these factors have allowed for us to monitor and maintain an active resource pool that continues to provide unprecedented support to the CA-MMIS project – allowing for our management team to adjust the roles and responsibilities of each resource to ensure complete lifecycle management over the course of the project.

The Benefits

The resources PLANIT has provided to the CA-MMIS project have empowered the department to drastically improve several of its identified IT deficiencies. The secure foundations of the new systems architecture has allowed for better detection and prevention of fraud as well as enabling the alignment of the MMIS with service oriented architecture (SOA) and Medical Information Technology Architecture (MITA) guidelines, and compliance with the Health Information Portability and Accountability Act (HIPAA).

Our project team has also provided the CA DHCS with the ability to facilitate a cost-effective implementation change of policies and systems for the state and better electronic access for providers to submit and correct claims information as well as collect and maintain a reliable database of billing statuses with the entirety of its organizational partnerships.