



## CASE STUDY

### NY-MMIS

#### State of New York Medicaid

The state of New York's MMIS program, eMedNY, was a computer platform designed based on the recognition that Medicaid processing can be highly automated and provider relations and claims resolution require an interface with experienced and knowledgeable team members.

#### The Client's Challenge

In order to ensure the success of an efficiently-run NY-MMIS platform, the NY State Department of Health (DOH) needs to maintain a regular roster of seasoned IT experts. The department faced several difficulties in properly constructing and maintaining a platform to cater to the automation of Medicaid processes, with the current Healthcare environment in a state of constant change.

There are seven main facets to the MMIS platform that require certain levels of daily operational upkeep from an IT perspective. Those key areas are: Claims Payment, Manual Review, Inquiry Procedures, Service Bureaus, Provider & Enrollee Eligibility, Service Limitations & Exclusions, and Continuing Communications.

#### PLANIT Group's Solution

The PLANIT team assigned a number of trained programmers and business analysts to support the full-time client staff. These technicians had the required technical skills as well as previous experience in MMIS to ensure a way for the prime contractor to offset its liability and risk while having a singular team that worked synergistically as one.

At PLANIT, we have found that having our programmers experienced in claims processing, provider, recipient, MARS, SURS, MITA, and HIPAA makes for a much smoother training curve and allows our programmers to be effective from the first day of the project.

NY MMIS was a critical contract for our team in establishing a foundation for a send-off training

program that we now implement in-house. Our staff performed successfully in development as well as maintenance. PLANIT worked as the liaison between the State of NY, and our client to develop synergy and more through put of information in the evolution cycle of the entire MMIS system.

Our staff worked with the State of NY, and our client to develop a PMO at the site, developed project tracking tools, and made appropriate recommendations for the restructuring of the development staff.

#### The Benefits

Our team has since then been able to be in a position to offer and propose key personnel at the systems architecture level as well as the overall Project Management level or PMO, and those teams have found ways to structure this offering on site with our prime contractor, and within their facility. The Healthcare Solutions team created a foundation of trustworthy and reputable project managers that are willing to insert themselves anywhere in the country and who have adhered to a very efficient quality control process and plan from the Enterprise Solutions Division of PLANIT. Our QCP weaves very effectively in to the customer's specific and unique process requirements from the state.

This PMO plan from PLANIT has ensured our customers an extra set of ears and eyes from highly skilled internal Subject Matter Experts that provides that customer with valued opinions and thoughts at no additional cost to the overall program.

“Trust and transparency is key...when our project management staff identifies requirements and the needs of any contract, we pride ourselves on being able to find that perfect balance between quality and a cost effective solution.”

David Hoshko,  
Chief Operating Officer