

**MMIS/MCO WORK GROUP**  
**Managed Care Contractors**  
**May 17, 2006**

**Attendees:**

Betty Glazier – Jefferson Behavioral Health  
Bill Guest – Cascade Computer Care  
Chris Norman – Intercommunity Health Network  
Ed Deery – DHS – Finance and Policy Analysis  
Hersh Crawford – DHS / BTM  
Janet Meyer – Family Care  
Jennifer McKinley – MMIS/RP  
Kathy Ottele - PHP  
Maggie Trouslot – OHMS  
Manuel Rivera – OMAP/DSU  
Marisia Ybarra – Hayden Family Dental  
Pamela Olbrich – MultiCare Dental  
Patricia Krewson – OMAP/TEDS  
Paul Combs – EDS  
Ralph Summers – DHS /OMHAS  
Terry Fisher-Johnson – EDS  
Vickie Tuttle – NW Dental

**Co-Chairs:** Alice LaBansky, DHS, OMAP/Health Financing Operations Section Manager, and Jim Joyce, DHS, MMIS Replacement Project Manager

**Phone:** Susan Rasmussen - Kaiser Permanente  
David Holtz – Kaiser Permanente  
Derrick Dale

Not all names of attendees that conferenced in were captured.

**Scribe:** Dolores Humphreys

**Attachments:**

- 1 - Draft Charter
- 2 - Draft Ground Rules
- 3 - MMIS Project Overview Presentation

**NEXT MEETING**  
**June 14, 2006**  
**8:30-10:00 AM**  
**Human Services Bldg. Rm. 473**  
**Salem, OR**

**Agenda Item: Introductions** – Everyone introduced themselves by name and whom they represented.

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**Agenda Item: Purpose, Roles and Responsibilities – Alice LaBansky**

Alice gave a brief presentation of the draft Charter for the MMIS/MCO Workgroup. It is to be a collaborative effort of information and gaining understanding of the new Medicaid Management Information System (MMIS) functions and the impact on managed care business rules, policies, contracts and processes. The workgroup is also meant to be a forum for problem solving and coordination among Department of Human Services (DHS), Managed Care Organizations (MCO's) and partners.

Alice circulated a sign in sheet and asked the participants to indicate who is going to be regularly attending these meetings including an email address. The workgroup will consist of designated OMAP, OMHAS, Finance and Policy Analysis (FPA) representatives from areas of program and policy; designated MMIS Replacement Project staff and MMIS Replacement Vendor, EDS and representatives of MCOs. Additional areas may be added as active participants at a later date.

The group will be meeting monthly from 8:30 – 10:00, the Wednesday before the third Thursday of each month. The meeting will be cancelled if there are no relevant agenda items or topics and a notice of cancellation will be provided prior to the meeting date and will be posted on the website.

Agenda items will be identified during the last 10 minutes of every meeting. Attendees will also have the opportunity to submit

agenda items prior to the final agenda being set. These should be submitted to Alice LaBansky, Jim Joyce or Patricia Krewson. OMAP will prepare the Agendas and sent out one week in advance of each meeting. The first few minutes in every meeting will be spent approving the minutes.

OMAP will be responsible for recording and publishing the meeting minutes after review and approval of the workgroup.

Alice asked for any questions or issues with the charter and no one had comments. She asked if anyone thought of additions to please email her directly prior to the charter being finalized before the June 14, meeting.

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### **Agenda Item – MMIS PROJECT Update and Time Lines – Jim Joyce**

Jim Joyce introduced himself and gave a brief update of the MMIS Project. He stated he has been with the department since 2000 and actually started the OMAP Replacement Project that year. We defined the requirements for MMIS by identifying the limitations and problems of the system. In 2002, we began presenting an update every year up to this year on the progress we've made to bring the legislature, Federal Agencies, such as CMS, on board and other stakeholders to support the funding of this project. Approval for this project was received in the summer of 2004 and the release of the RFP to bidders. We had 4 bidders. As a result of the competitive selection process we selected EDS to implement our system. The approach we took on this procurement was not to develop a system from scratch, but to take an MMIS that was proven and operational in another state that fairly well matched the processing requirements we have here in Oregon. EDS proposed the Oklahoma solution, which is in operation in Oklahoma. We awarded the contract with EDS last July and we are 10 months into the development process and we're on target to the completion date of July 2007. We had chosen the month of May to begin talking to managed care groups about the change that is coming and the process that we want to use to work collaboratively on that change. As we discover what those changes will be we want to make sure that we are informing you as soon as we can about what those changes are and whether there are issues that require discussions and consensus between us, and that we

have those discussions and come to conclusions together in this work group.

Jim then referred to the overview charts and pointed out the schedule they have set up for requirements analysis, design and construction, data conversion and system testing. The first chart is an overview of the major project activities to replace the existing MMIS. We are taking the base line system from Oklahoma and identifying what changes need to be made to that system to meet Oregon's processing needs. We are making changes where there are needed changes according to Oregon Law or established procedure. That is the only time that we will make a change is if we have a firm requirement that the existing system doesn't meet. We completed the requirements process and we are currently into the designs process. This process currently includes 300 DHS staff in identifying what screens and reports need to be produced by the new MMIS. We are about 1/4 to 1/3 through the design and expect to be through that process by September of this year. In addition to updating the existing MMIS, we are also consolidating 8 information systems that are currently handling Medicaid processing. We have internally, an enormous effort to convert the data from those 8 systems into a format that will support the new MMIS. The data conversion is another major activity for the system. We see internal testing as well as with the over 35 information systems that MMIS currently interfaces with as well as testing with Providers.

We are going to be implementing the Electronic Data Management System (EDMS) in two stages. The first stage will be implemented in September 2006 and the second stage will be in July of 2007. We expect that there will be some training activities, and be able to orient you to the impact that the MMIS will have on our FFS Providers and other Providers that will be submitting claims to our system.

These meetings and emails are the primary way we will be communicating with you.

This is just a high level view of what the next 14 months is going to look like. What we are hoping is that this work group can facilitate in so far as communicating and working through the process we need to do together.

Jim then reviewed the major activities to be accomplished between the MMIS Project and this working group. Between June –

September 2006, the MMIS Project will be sharing issues that need to be addressed and resolved between DHS and MCOs. In October, the MMIS Project will be sharing a draft interface specification for the new MMIS. Between October and January 2007, the MMIS Project will be reviewing and clarifying the specification with MCOs. Jim outlined that the changes that MCOs will need to make will need to be complete by April 2007 to allow sufficient time for testing and certification. DHS is committed to communicating, training and assisting the MCOs over the next 13 months to make the transition to the new MMIS successful.

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### **Agenda Item – Issues Identified – Patricia Krewson**

Patricia handed out a report on issues that have previously been identified and the resolutions to these issues. The group stated that this would be a good ongoing tool as a standing Agenda item.

Patricia also extended an invitation from Chris Apgar, chair of a Transactions and Codes Sets Workgroup addressing NPI planning hosted by the OMA, to join their meetings. A handout of a sample of items to be discussed in the next several months was distributed. Depending on the interest, the next meeting will be on June 20<sup>th</sup> and 1 PM; otherwise the next meeting will be on July 18<sup>th</sup> at 1 PM. You may contact:

**Chris Apgar, CISSP**  
**President, Apgar & Associates, LLC**  
**10730 SW 62 Place**  
**Portland, OR 97219**  
**Phone: 503-977-9432**  
**Email: [capgar@easystreet.com](mailto:capgar@easystreet.com)**

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### **Agenda Item – Questions and Answers**

1. The Oklahoma solution, was that a homegrown solution? The Oklahoma solution is actually an evolution of a system that was developed in the New England states. It has evolved and there were a lot of major upgrades before it got to Oklahoma and Oklahoma had the best match for Oregon.
2. What will be the impact on requirements, High, Medium or Low? Jim Joyce: Low to Medium, not prepared to give you a list

- at this point, but will over the summer time frame as we are working through it.
3. What percent of the Oklahoma solution will remain intact? Jim Joyce: There were over 1,700 requirements, 60% require no change, 40% require change and of the 40% 1/3 require small changes.
  4. Guest, Bill: the post implementation timeline seems rather short. We are still experiencing problems from the HIPAA implementation and we do not want to experience the same result with the replacement MMIS. Once implemented, what will be the flexibility? Jim Joyce: There will be three months intense implementation period. After the 90 days EDS will support the system. We have an 8 yr. Agreement with them. Up until the year 2015.
  5. Are you envisioning that most of those changes that MCO's will have, will have to do with a Portal of how MCOs will need to do testing? Jim Joyce: Will have an answer in June. Will bring a couple of people with that knowledge at the next meeting.
  6. Guest, Bill: On the time frame of the Publish Draft Specifications it appears a final document would not be available until January 2007 and that would not seem to be enough notice to the Plans. Jim Joyce: any specification decisions would be made in the September/ October time line so the 'draft' document would contain enough information by October 2006 for the MCOs to understand how their systems will change.
  7. Janet Meyers: Is there a chance DHS will be getting out of the pending management? Patricia Krewson: OMAP/TEDS is still learning how the replacement MMIS will handle encounter data, however at the Encounter Data Workgroup (EDWG) meetings OMAP has asked the Plans to identify this new 'no pend'

process. For example, is the solution that the encounters will either pass or deny with no uniqueness to the type of deny or will there be one deny with critical errors requiring corrections and one that does not? There is no May EDWG meeting so if the Plans could respond to Patricia, it would help OMAP as the design phases are worked through.

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**Agenda Item - Tabled issues Discussion:**

1. Comments on Charter to either Alice or Patricia. To be finalized at the June meeting-All
2. With the new MMIS, what will be the major impact on MCOs? How will encounter claims come into the new MMIS? Response at a later meeting-Jim Joyce
3. Standing agenda item to be added: Identified Issues Log