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New RFI for Medicaid Managed Information System

Shifting from a MMIS to a MIMS will Upgrade State's Managed Care Capacity
In 2013 NC DHHS went live with NC TRACKS. NC TRACKS is a multi-payer Medicaid Management Information System (MMIS) that merged separate information systems for Medicaid, Health Choice, and other programs such as State MH/IDD/SUD funding (known as IPRS, Integrated Payment and Reporting System) and interacts with the NC FAST system that tracks Medicaid eligibility. Just five years later, NC TRACKS is not sophisticated enough to suffice in this new day of Medicaid Transformation. In fact, NC DHHS has now published a Request for Information (RFI) for what is now being called a Medicaid Integrated Modular Solution (MIMS). The goal of the RFI is "to solicit feedback from potential vendor partners that may be able to provide a solution to all or some of the identified MIMS modules." Responses to the RFI will be accepted up to September 27, 2018.

NC TRACKS was built to accommodate a fee-for-service system and does not have the connectivity to other systems that is needed in a managed care model. It was clear from the implementation of NC TRACKS for LME/MCOs and providers within their networks that the system was not built for managed care. Since the beginning, it has required ongoing adjustments to change the system logic in order for capitation, encounters and alternative payment methods to be used effectively. With this experience in mind, a shift to the MIMS seems to be imperative.

NC DHHS solicits feedback in the following areas:

• A customer service-centric environment that gives State users, the State's agents, members, providers, and citizens easy access to healthcare services and information using multiple devices and channels.
• Support of an Agile (an approach to project management) methodology for implementation and operation.
• A Commercial Off-the-Shelf (COTS) or Software as a Service (SaaS) solution that includes a product with robust functionality and configurability; the solution inherently would have periodic baseline software releases that reflect investments in the Medicaid and healthcare industry's ongoing functional needs and improvements.
• Solution that offers software versions that are continuously enhanced by periodic releases and offer the Department alternatives for configuring the baseline software.
• Solution that manages, or can be expanded to manage, multiple payers for multiple state agencies
• An environment that embraces innovation and change, allowing for better services while maintaining good stewardship of State and Federal resources.
• Partnership that co-manages risks through collaboration between contracted healthcare and technology experts and State Medicaid experts.
• Solutions offered that meet the Federal, State and NC DHHS Privacy and Security requirements.

In a related but separate action, NC DHHS released a Request for Proposal (RFP) for Independent Verification and Validation Services (IV & V) for the NC Medicaid Enterprise System Project in July. This project is in compliance with the Medicaid Information Technology Architecture (MITA) program

initiated by the federal Centers for Medicare and Medicaid Services (CMS). The goal in the MITA program is to provide "a national framework of enabling technologies and processes that support improved program administration for the Medicaid enterprise and stakeholders dedicated to improving healthcare outcomes and administrative procedures for Medicaid beneficiaries." North Carolina is required to conduct this RFP, and the vendor(s) awarded the contract will be responsible for investigating and recommending the most effective and efficient technical configuration for the new MIMS. The contract for the Independent Verification and Validation Services will be awarded by December 31, 2018.