

Office of Medical Assistance Programs MAAC Updates

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Deputy Secretary

- Deputy Secretary Updates
 - Final Rules update
 - MATP Study
 - SBAP Grant
 - Presentation on Qualitrac Utilization by Dale Flor

Introduction to PAU Release 2

Qualitrac® Utilization Management Solution

June 27th, 2024



Overview

- The 2nd phase of the Qualitrac® implementation for prior authorization (PAU) functionality
- Migrates current PAU functionality from PROMISe™ to Telligen's Qualitrac® application
- Includes the implementation of a Provider Portal for PAU submissions
- Supports CMS' directive for creating a more modular MMIS infrastructure

Key Objectives

- Modernize and streamline prior authorization processes with Telligen's Qualitrac® solution, ensuring a compliant, flexible, and web-enabled solution that integrates with legacy systems for improved operational efficiency and claims processing
- Upgrade to features that offer real-time insights, automation, customizable notifications, and secure, easy web access for prior authorization management
- Ensure PAU services comply with all state and federal regulations, facilitating a smooth transition to MMIS modernization
- Achieve CMS certification with complete documentation and artifacts

Enhanced Provider Interaction with Qualitrac® System:

- Introduction of a Provider Portal simplifies authorization submission, tracking, and communication and enables real-time updates, email alerts, and messaging for streamlined provider engagement

Streamlining Submission and Review Processes:

- Anticipated reduction in reliance on traditional communication methods (email, fax, phone) thanks to automation
- Task management workflows and capabilities enhance operational efficiency

Improved Efficiency and Accuracy:

- Automation reduces manual review needs, cutting down provider wait times and process-related frustrations
- Enhanced accuracy and faster processing times lead to fewer return to provider transactions
- Enhanced reporting functionality to identify trends and process improvements

Overall Impact on User Experience:

- The combined effects of these system enhancements aim to significantly improve the provider experience
- Enables a more efficient, accurate, and user-friendly process for Medicaid FFS prior authorization submissions and reviews

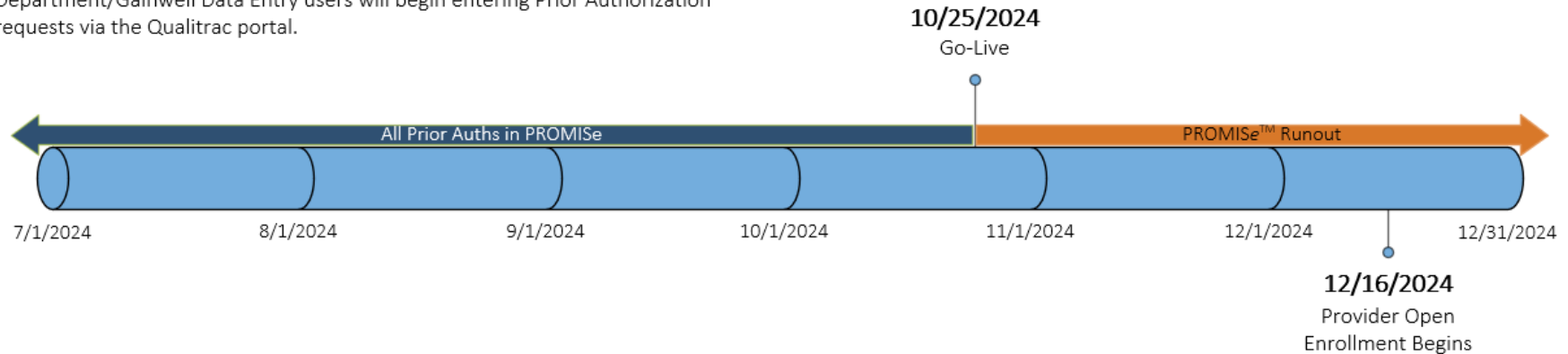
PAU Release 2 Project Timeline



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Qualitrac Implementation and PROMISE Runout

At Go-Live, Qualitrac will replace PROMISE Prior Authorization functionality and Department/Gainwell Data Entry users will begin entering Prior Authorization requests via the Qualitrac portal.



Go-Live (10/25/2024)

- Qualitrac goes live for Department, Bureau, and Data Entry team
- Qualitrac begins sending the PA Outcome File to PROMISE™
- All new Prior Authorizations or edits to Prior Authorizations will be entered into Qualitrac by the Bureau Reviewers or Gainwell Data Entry team
- All notices will be distributed to Providers via Qualitrac and notice functionality in PROMISE™ will be decommissioned
- Users will have the ability to view utilization information on the Prior Authorization windows in both PROMISE™ and Qualitrac
- All existing Prior Authorization related reports will continue to be generated in PROMISE™ post Release 2 go-live and new reporting functionality in Qualitrac will be made active
- The pharmacy business unit will continue leveraging mock claim functionality in PROMISE™ to generate data needed to enter a new prior authorization in Qualitrac
- The pharmacy business unit will continue to use PROMISE™ to enter prior authorization requests for compound drugs

PROMISE™ Prior Authorization Runout

- Active Prior Authorizations that originated in PROMISE™ that have utilization against them will continue to runout as normal

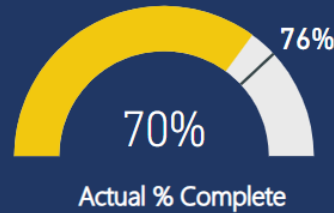
Provider Open Enrollment Begins (12/16/2024)

- Make the Qualitrac Portal available for Providers to begin entering Prior Authorization requests
- Providers take training and complete enrollment tasks; after completion are able to enter and search Prior Authorizations in Qualitrac

PAU Release 2 Project Timeline



PAU Release 2 Project Progress Report



Work Item Type	Low	Medium	High	Total
Risk	0	0	0	0
Issue	0	0	0	0

Change Order

All

PAU Release 2

Accomplishments

Accomplishments:

PMO

1. Finalized and submitted BRD and BR RTM to the Department on 05/10/2024 for review and approval
2. Drafted and submitted UAT Test Cases for Iteration 11 to the Department on 05/10/2024 for review and approval
3. Received approval of UAT test cases for Iteration 10 on 05/06/2024

Next Steps

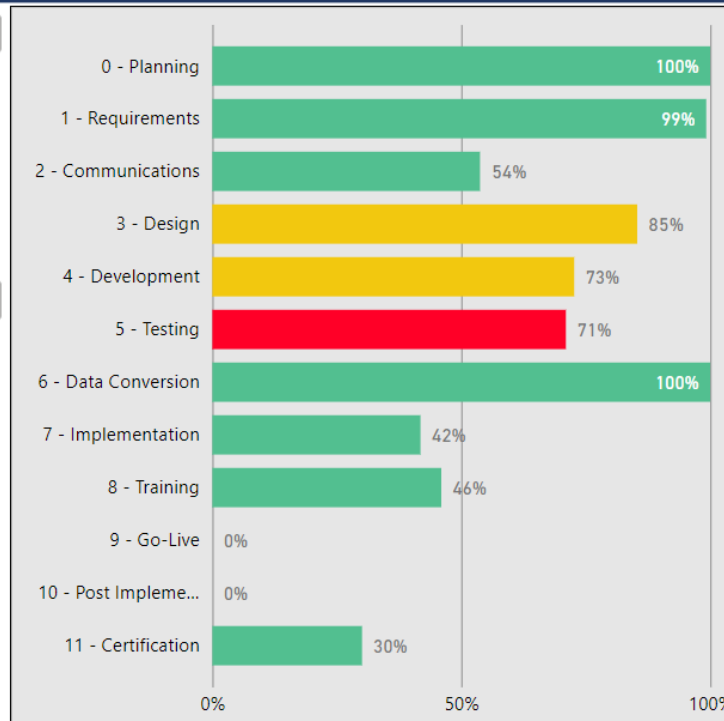
Next Steps:

PMO

1. Start addressing feedback and comments from the BRD and BR RTM
2. Complete UAT Execution for Sprint 10 on 05/31/2024
3. Submit UAT Test Cases and UAT RTM to the Department on 05/29/2024 for review and approval
4. Facilitate working session to updated the Operational Report

Potential Concerns

1. Telligen Sprint Development is ambiguous. No clear insight into feature development
2. Delays in Telligen's Sprint Development are affecting UAT Execution and Integration Testing. Recommend Telligen provide a mitigation plan to bring the project back on track



SDLC Stage	Finish
0 - Planning	11/15/2023
1 - Requirements	6/10/2024
2 - Communications	1/13/2025
3 - Design	9/5/2024
4 - Development	10/10/2024
5 - Testing	11/8/2024
6 - Data Conversion	5/21/2024
7 - Implementation	11/8/2024
8 - Training	12/16/2024
9 - Go-Live	10/25/2024
10 - Post Implementation	5/2/2025
11 - Certification	8/10/2026

Questions?



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