Business Functionality
System functionality that supports the Agency’s business needs.

Technical Operations
System functionality that supports the technical aspect of the system, project, & Enterprise.

Business Operations
Contractor staff supporting Agency business functionality related to benefit management.

Project/Contract Management
Agency and Contractor staff supporting the lifecycle of the project through management activities.

Legend

Benefit Management System (BMS)
Claim Processing, Third Party Liability Services, & Financial Support Services Solution
Claims Intake & Document Management

Electronic Claim Process
- Web Portal
- EDI Clearinghouse

Paper Claim & Attachment Process
- Paper Claim Intake & Entry
  - Scanning Documentation & Attachments Including Optical Character Recognition (OCR)

Management of Documents & Attachments
- Electronic Document Management System
**Claims & Encounter Processing**

- **Business Rules**
  - Claim Edits & Exceptions
    - Base Claim Functionality

- **Adjudicate Claims & Encounters**
  - Prior Authorization (PA)
    - Pre-Admission Screening and Resident Review (PASRR)
  - LT101 Health Assessment
    - Utilize a type of “Appropriate Payer” Solution (Dart Chart for NH)
    - Service Thresholds
      - Process Utilization Management/Service Utilizations

- **Utilize PAs from External UM Vendors**
  - Utilize TPL Info from External TPL Vendors

- **Assess Final Claim Disposition**
  - Send Final Claim Disposition to DW & Financial Module
  - Pay or Deny Claims
  - Pay Capitations & Premiums
  - Mass Claim Reprocessing
  - Member Transportation Claim

- **Administrative/Manual Claim Review**
- **Process External Claim Data (PACE, CHIP)**
Project/Contract Management

- Project Initiation/Planning
  - Requirement Definition
  - Enterprise Data Model & Definitions
  - Design & Configuration
  - Data Conversion & Migration
- Design & Configuration
  - Project Schedule
  - Communication
  - Architecture & Technical Standards
  - Privacy & Security Standards
  - Configuration Management
- Testing
  - Integration Testing/ Application Interface Testing
  - End to End Testing
  - User Acceptance Testing
  - Regression Testing (Automated/Manual)
  - Parallel Testing
  - Performance Stress Testing
  - Security Testing
- Implementation & Rollout
  - Training
  - Go-Live
  - Communications to Providers, Project Updates
- Certification
  - System Certification (R2) (Go-Live)
  - System Certification (R3) (Final)
- Operations & Maintenance (O&M)
  - Monitoring SLAs – Throughout Project
  - Contractor Invoicing – Throughout Project
- Project Closeout & Turnover
  - Deliverables – Throughout Project
  - Archiving
- Staffing
  - Key Staff
  - Other Project Staff

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