

MHDO Maine Health Data Organization

Information | Insight | Improvement

Claims Data Submitters

February 26, 2013

Welcome

Today's discussion:

- 1) What is happening at MHDO
- 2) What that means for our claims data partners
- 3) We want your input
- 4) Next steps

Background

- Earlier this summer the MHDO Board of Directors acted to respond to feedback received from data submitters and end users.
- We are restructuring our internal operations to better serve our customers: both data submitters and data users and their changing needs.
- Our vision is to be a data provider to our clients and the public that is:
 - **Responsive and timely:** clearly communicating to our clients what data are available and managing data release to published timeframes.
 - **Accurate:** ensure consistency and conformity of claims submissions
 - **Accessible:** providing self-service applications where possible and removing barriers to data access.
 - **Streamlined:** building efficient processes for data gathering and release.
 - **Secure:** protecting the confidentiality of personal health data – electronic threats change and systems must adapt to meet these challenges.
- To achieve these goals, the organization will build upon its existing systems to take advantage of newer technologies better suited to meet the changing needs of the market.

Background (continued)

- In July we released a request for proposal (RFP) to qualified bidders for the build and operations of a highly robust and secure data warehouse. The RFP described the Organization's requirements which include:
 - an efficient extract, transform, load (ETL) architecture that can support high-volume imports of multiple data files in multiple formats at rapid speeds and
 - a set of common data structures that are used across the data streams and externally available for 3rd parties and
 - a self-service architecture to support web access to raw data sets, generated queries, and higher-level standard reports based on the data held in the data warehouse (via web services, etc.)

ETL-Requirements in the RFP

- From a data submitter perspective, the ETL platform should be an online portal that allows for the upload of properly formatted and identified files from authenticated users.
- The ETL platform should provide fast and automated detailed feedback to submitters regarding formatting and data integrity issues as defined by the MHDO. The ETL platform should be a configurable data validation and upload (to warehouse) mechanism.
- The ETL platform must allow the MHDO to define file validation routines (“edits”) per file type across multiple levels (e.g., field, row, file, past submissions and other external criteria)
- The platform should allow the MHDO to characterize edits as binary (either correct or wrong) or as threshold values (exceed / not reach a value) and as a failure or a warning.
- These edits should be configurable by non-technical staff (i.e., not require coding changes).
- Data submitters should be able to override warnings but not failures. When warnings are overridden the ETL should record the override information as part of the meta-data held in the warehouse about specific uploads.
- It is critical that the MHDO have direct control over these edits and their parameters, and that bidders not consider solutions where file validations are in any way “hard-coded” into the system.

The Team

MHDO is currently finalizing a contract with the successful bidder, Human Services Research Institute (HSRI) www.hsri.org , partnered with National Opinion Research Center (NORC) www.norc.org, and Public Consulting Group (PCG) www.publicconsultinggroup.com .

- **HSRI** will lead the project, perform project management and quality assurance functions and will staff the product development team which will develop the user-facing elements of the web applications, the ETL processing and the self – service and reporting and download functions. HSRI has over 15 years experience working with health claims, encounter, eligibility, assessment and outcome data.

The Team (continued)

- **NORC** will lead the IT technical infrastructure team; they will be hosting the system as part of their secure Data Enclave and will be responsible for the core engineering and maintenance of the warehouse infrastructure in partnership with Metadata Technology North America Inc (MTNA). NORC will also be developing the core web services that will provide access to warehoused data and will take the lead in training staff on system and database architecture, system administration and other technical tasks. NORC brings considerable experience in working with claims data.
- **PCG** will lead and contribute staff to the health data content team working with HSRI on the data warehouse definition. PCG has extensive experience working with policymakers and Maine health data and in areas of financial management, health care reform issues, long-term care issues, Medicaid, and Medicare.

Key Milestones in 2013

- Planned project start date: March 1, 2013.
- Final submission of claims files through current vendor: July 31, 2013 (for claims paid through June 30, 2013).
 - MHDO has extended its current relationship with Onpoint to allow for submission of claims via the current system through June, 2013.
- First submission of claims files through new system: August 30, 2013 (for claims paid from July 1, 2013 through July 31, 2013).

What Happens in August?

- Will the file layout change?
- If I currently use the encryption tool from Onpoint will I need to use a new tool?
- If I currently load my files into the Claims Data Manager (CDM) from Onpoint will I need to use a new site?
- Who will I call if something doesn't work?

We Want Your Input

- MHDO is committed to the active involvement of our data submitters throughout the design, development, and deployment process of the new system.
- Goal is to streamline and improve the existing process:
 - Faster feedback
 - Fewer iterations
 - More direct control over threshold overrides
 - Better insight and reporting into past submissions

We Want Your Input

- Payer User Group (PUG) – starts in March
 - Business and Technical resources who are familiar with:
 - current file submission processes at your organization
 - data elements / data process at your organization
 - your organization's IT operations and current schedule / resource load
 - Time commitment would be a 90 minute bi-weekly web conference to discuss project status, and provide feedback on proposed design.
- Beta Testers –starts in June
 - 4 – 5 organizations familiar with data submissions to Maine who would be willing to submit files and work with MHDO and HSRI in testing and validating the new system.

If your organization is interested in joining the PUG and/or the Beta Testers group, please contact Philippe Bonneau at philippe.bonneau@maine.gov.

First meeting will occur mid-March

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Questions?