

State and Local

Solution Profile

Is your Integrated Eligibility System
Truly Integrated and Extensible?



Integrated Eligibility & Enrollment

Medicaid is run by the Centers for Medicare and Medicaid (CMS) and provides health coverage for nearly 60 million Americans. Medicaid systems consist of two parts: 1) Eligibility Determination and Enrollment; and 2) Provider Payment and Processing. Eligibility systems are different from the provider payment and processing systems known as Medicaid Management Information Systems (MMIS). Both programs are funded jointly by states and the federal government.

Eligibility Determination and Enrollment was designed for Medicaid, but with the passage of OMB Circular A-87, states no longer have to allocate Medicaid eligibility costs to other programs. The Circular states that additional programs are only responsible for their specific eligibility rules. This new guidance allows states to build integrated eligibility systems. Most states begin by adding programs like Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP), because of the large overlap with Medicaid beneficiaries. But integrated eligibility systems can be used for any state assistance program that requires eligibility and enrollments services.

CMS created the Medicaid Information Technology Architecture (MITA) as a framework to help states modernize their aging systems. MITA proposes that states build services that are modular and reusable. “The Enhanced Funding Requirements: Seven Conditions and Standards” was published by CMS and is commonly referred to as the “Seven Conditions.” The Seven Conditions outlines the requirements for states to receive enhanced funding for modernization.

Integrated eligibility systems are far more complex than just Medicaid Eligibility. They require interoperability with multiple state programs. The Administration for Children and Families (ACF) is helping states deal with this complexity by publishing the Interoperability Toolkit. Working with John Hopkins University and the Applied Physics Laboratory, ACF developed the National Human Services Interoperability Architecture (NHSIA). The NHSIA provides a framework and roadmap to promote interoperability and information sharing among agencies for integrated eligibility. One of the technologies for information sharing in NHSIA is NIEM.

NIEM (www.niem.org) is a standards-based approach to information sharing. NIEM was formally initiated in April 2005 by the chief information officers of the U.S. Department of Homeland Security and the U.S. Department of Justice. ACF will be the Domain Steward for a new Human Services NIEM domain. At this time NIEM has been adopted by all 50 states.

As states outsource the modernization of integrated eligibility systems to system integrators, there are new issues and related technologies that states should consider. 1) IES requires interoperability with other agencies. API gateways that support NIEM securely manage the flow of data and communication between agencies. 2) The Health Insurance Portability Act of 1996 states protected health information in development must be protected. New Test Data Management tools using synthetic data sets protect PHI. 3) As state are responsible for development and test environments, service virtualization has been proven to reduce cost and remove constraints, transforming the way states modernize. 4) Health records are now more valuable to cyber criminals than credit cards. States should employ multi-factor and risk based authentication to protect citizen data.

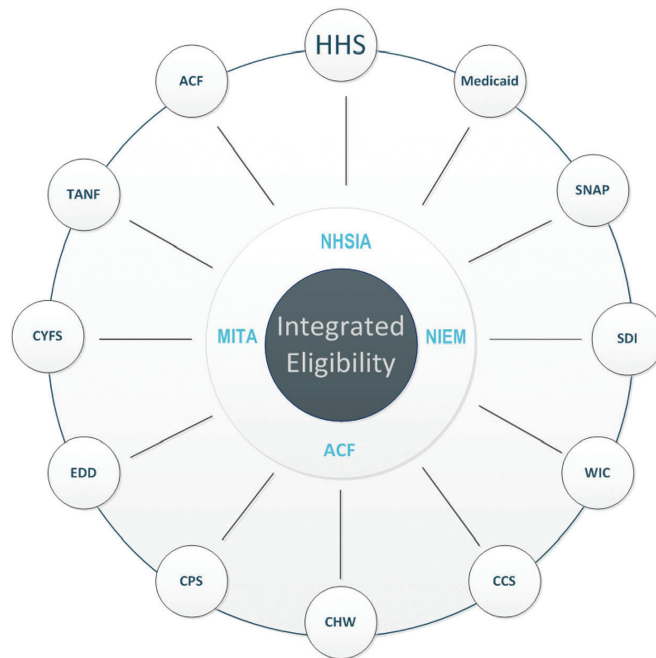
CA Solution

CA API Management

Implementing NIEM presents a number of highly-specific technical challenges for states. The CA API gateway provides NIEM support out of the box, making it easy for state agencies to implement interoperability and information sharing across eligibility programs.

The CA API Gateway technology delivers a wide range of NIEM-specific functionality, including turnkey capabilities for managing integration of information exchange packages (IEPs) with both NIEM-aware and non-NIEM systems. The heavy lifting of validating and transforming IEPs is removed from data sharing applications. The CA API Gateway supports NIEM metadata requirements, simplifying what has proved to be a significant challenge for many NIEM implementations.

Solution Profile: **Integrated Eligibility**



CA Solution (cont.)

When states implement NIEM, they facilitate the creation of automated enterprise-wide information exchanges which can be uniformly developed, centrally maintained, quickly identified and discovered, and efficiently reused.

The result: more efficient information sharing between agencies and jurisdictions; more cost-effective development of information systems; improved operations; and better quality decision making as a result of more timely, accurate, and complete information.

CA API Gateways allow agencies and system integrators to follow NHSIA guidelines and build interoperable systems that support integrated eligibility across state programs.

CA Service Virtualization

When states modernize their eligibility systems, moving to a Services Oriented Architecture presents challenges for system integrators. With IES, developers need access to legacy services. When these services or backend host systems are constrained or unavailable, it can cause serious delays to the overall project.

Even though states outsource the development of new systems, they are still responsible for providing test and development labs. The high costs of integration labs often leads to incomplete QA and user acceptance testing (UAT).

With Service Virtualization, developers no longer have to rely on others for their testing resources. CA Service Virtualization captures, models, and then simulates the behavior of constrained or unavailable systems. States can even virtualize mainframe services to run on a Windows platform. CA Service Virtualization allows states to create a low-cost virtual, “life-like” environment where services are always available to developers. This means the state can go live sooner with high-quality software and less project risk.

With CA Service Virtualization, developers see a reduction in the testing cycle time and an increase in test coverage. Developers can increase their test runs and regain more development and testing time in the lab. This means higher quality development and more effective regression and system testing. For states agencies, the benefits of service virtualization are a significant reduction in the cost of creating and maintaining development and test environments, while creating realistic integration labs. When state virtualize services that run on the mainframe, they can see significant savings in MIPS, or LPAR costs.

CA Solution (cont.)

Test Data Management

The Health Insurance Portability and Accountability Act (HIPAA) requires both production and non-production data to be protected. Organizations that fail to adequately protect HIPAA data have been subject to fines in excess of \$4.3 million dollars.

CA Test Data Management (CA TDM) integrates with CA Service Virtualization and provides a suite of tools for Test Data Provisioning and Testing Efficiencies. CA TDM provides secure de-sensitized data that is a referentially intact slice of production data. To generate data CA TDM uses innovative profiling tools and synthetic test data generation to read and create data sets that states can use in modernizing their legacy systems.

Synthetic test data contains all of the characteristics of production data but without any protected health information (PHI). This is critical for states to protect citizen data during development, something traditional masking tools do not provide. Masking can easily miss sensitive data and sub-setting doesn't provide adequate data coverage when building new services. CA TDM uses data profiling techniques, to take an accurate picture of your data and use this model to quickly generate smaller, richer, and referentially intact sets of test data to facilitate development.

CA TDM increases testing efficiencies. It generates data to ensure coverage where production data is insufficient to test new services. CA TDM provides a test data warehouse where developers can find and reserve data through a self-service interface, saving developers from having to create or manipulate their own data sets. CA TDM increases efficiencies for eligibility system developers while protecting critical PHI for the state.

CA Advanced Authentication

We live in an application economy where citizens now expect anytime anywhere access on their mobile phone and tablets. As states modernize their applications, they need ways to provide secure access to their online services. They need to confirm identities before access is granted, and at the same time make it easy for users. CA Advanced Authentication is transparent to users. It reduces the risk of improper access and fraud without burdening valid users.

CA Advanced Authentication provides a wide variety of multi-factor, strong authentication credentials, plus risk-based authentication methods like device identification, geolocation and user activity, techniques that the banking industry has adopted and used for years. This allows states to create the appropriate authentication process for each application or transaction, while supporting all of the popular mobile devices.

CA Advanced Authentication uses patented technology to protect against man-in-the-middle and man-in-the-browser attacks. It offers a wide variety of integration options such as SAML, API and RADIUS, while integrating with widely recognized standards such as OpenID and OAuth.

Making applications online enables business. CA Advanced Authentication employs novel multi-factor, and risk based authentication (RBA), so states can make applications both secure and easy to use. It also helps states agencies reduce fraud, while maintaining compliance with FFIEC, HIPAA, payment card industry standards (PCI), and the Sarbanes Oxley Act (SOX).

CA Technologies (NASDAQ: CA) creates software that fuels transformation for agencies and enables them to seize the opportunities of the application economy. Software is at the heart of every business, in every industry. From planning to development to management and security, CA is working with state agencies to change the way we live, transact and communicate – across mobile, private and public cloud, distributed and mainframe environments.

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