

# Health Enterprise MMIS Solution

Simplifying the complexities of Medicaid management.

Updating your Medicaid management solution can be a high-risk proposition – not to mention high-dollar. When the continued well-being of so many members' lives depends on your decision, securing the most value for your investment requires a fresh, innovative approach. It requires Health Enterprise.

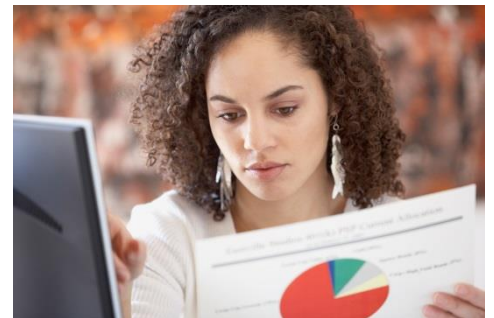
Medicaid now involves adapting to unprecedented amounts of data, regulations and complexities. But the hard-coded, decades-old foundation of most Medicaid management systems has not evolved in kind, resulting in disparate, discrete systems that require slow, costly reprogramming to respond to today's program needs. That's why Xerox reinvented the entire market approach with our Health Enterprise MMIS Solution.

## Evolving to Meet Today's Demands

### Our Product-Based Approach to Medicaid Management

We developed our next-generation solution from the ground up with the vision of offering a *product*. The core system compiles the functions needed to meet the CMS MECT requirements common to all Medicaid programs, making it MITA-aligned and ready for certification from day one. And by using a consistent, reusable base, Health Enterprise takes advantage of the experience and enhancements gained from prior deployments. That means drastically reduced implementation time and cost compared with outdated, overly customized systems – and more starting value for your healthcare investment.

Health Enterprise's product approach also adds value over the long term. We curate the core system, applying enhancements resulting from new regulations and maintenance requests through regular new releases. That helps ensure your program stays current and



## Solution Features

- Service-Oriented Architecture platform fully aligns with MITA interoperability guidelines and Web-based technologies.
- Reusable, adaptable core provides common starting point, reducing implementation time and costs.
- Fully aligned with MITA 3.0, MECT and the Seven Conditions and Standards from the first day of service.
- Flexible architecture enables edits and updates to be implemented in days or hours – not weeks or months.
- More than 40 years' experience with Medicaid and other publicly funded health programs.



that Health Enterprise continually evolves to meet new market demands – whatever they may be. We also built in expansion points throughout the product. These enable you to adjust to future program needs by expanding functionality through a state-specific code layer. We help you develop more accurate care and financial plans, reducing your long-term risk and costs and allowing you to do more to improve your members' health.

### **Simplifying Evolution through Cloud Technology**

Health Enterprise grows that value even more by integrating the latest cloud technologies. As program demands increase, our Infrastructure as a Service (IaaS) model helps you scale without worrying about hardware and other assets; that's part of what we do for you. And as your needs change, our Software as a Service (SaaS) capabilities enable you to expand functionality quickly and easily without prolonged implementation efforts. Health Enterprise provides you with scalability and flexibility, enabling you to adjust to market demands without the need for continual substantial MMIS investments.

### **Enabling a Flexible Foundation**

#### **Enhanced Exposed Services**

An example of that flexibility is the extensive use of exposed services. As a MITA-aligned solution, our unique client layer enables you to integrate, include and exclude functions in the core system product according to your program's needs. You can structure your program to your exact specifications without needing to touch the core programming or build workarounds to hard-coded processes. That not only reduces your costs, but also gives you more control over what happens in your program – and when.

#### **Rules More Responsive to Your Needs**

Health Enterprise also shows flexibility in how it accepts your program's criteria. While its rules engine contains thousands of criteria, it's not limited to them. As we evolve our solution, we continually make more rules available based on user feedback. This enables you to easily tailor the solution to your state's specific needs. And the rules are highly configurable – you make edits by pointing and clicking, not hiring a programmer.

### **Easily Used by Today's Audiences**

#### **Intuitive Interfaces**

Health Enterprise's usability is enhanced with the latest HTML5 technologies that simplify operation for public-facing users. We conducted extensive testing to see how providers and members prefer to access and use information. Developed with the results in mind, our responsive interface provides each group with a unique, intuitive user experience without the need for – or expenses of – extensive instruction or assistance.

#### **Enhanced for Mobility**

What's more, Health Enterprise is as mobile as your stakeholders. Its interface was designed for use with mobile and tablet devices. Providers with appropriate access can check member eligibility, claim or payment status from a mobile device. And accessibility empowers Members to be more involved in their care. This best-in-class experience puts more information at your members and providers' fingertips, enabling more effective and timely care – and that translates into reduced costs for your program.

### **Partners in Helping the Citizens You Serve**

Put our experience in government healthcare to work for you. We act as a partner instead of a vendor. And we continually find new ways to help you focus on what matters most: delivering the right care to the right people, in the right setting, at the right cost.

**You can learn more about us at [www.xerox.com/govhealthcare](http://www.xerox.com/govhealthcare). And discover how Xerox creates better outcomes across all parts of the healthcare ecosystem at [www.xerox.com/freedomtocare](http://www.xerox.com/freedomtocare).**

### **We bring you the tools to support population health management.**

The evolution of healthcare has introduced new methods of improving population health. To be truly effective, today's Medicaid programs must support them. That's why Health Enterprise was developed to incorporate these methods into any state program.

#### **How do you manage Managed Care programs effectively?**

Many states are aggressively moving populations into Managed Care Organizations (MCOs). While it's easy to track the financial performance of capitated payments, it's very difficult to judge how accurately an MCO performs at improving your members' health – and reducing your care costs over the long term.

That's why Health Enterprise provides analytics on a variety of metrics specific to MCO monitoring and management, such as encounter data. It enables you to compare MCOs with each other based on the kinds of members they serve and their associated risks. You can even see what a service would have cost on a fee-for-service basis. That helps you understand what's happening in each population so you can report to CMS about your MCOs' effectiveness.

#### **Encouraging Care Management and Cost Avoidance**

Health Enterprise also gives your program the tools needed to better control costs associated with chronic health issues and other high-risk factors. Its data analytics help you uncover trouble spots and target specific populations within your Medicaid membership. It also supports functionality for member outreach so you can deploy interventions that reinforce health and wellness activities and reduce reliance on emergency services. It's one more way Health Enterprise enables you to improve population health and control your program costs.