Infinite Helps U.S. State Modernize IT Infrastructure and Applications for Improved Medicaid Processing

At a Glance

Client

An eastern U.S. state that offers Medicaid to residents

Challenge

The existing legacy system could not support the federally-mandated Medicaid Management Information System (MMIS), a claims processing application

Approach

Infinite provided IT services to help the state modernize legacy systems and transition to new cloud-based technology, as well as provided ongoing system monitoring and maintenance

Results

- Upgraded outdated legacy systems to a modern technology stack and introduced cloud-based solutions
- Delivered a global view of Medicaid claims, improving the user/provider experience
- Increased claims processing time to 250,000 per hour from 70,000
- Introduced real-time pre-validation of provider claims for faster payments

The Challenge

U.S. states that provide Medicaid insurance to their residents are mandated by the federal government to adopt the Medicaid Management Information System (MMIS), a processing and information retrieval system for Medicaid. This system is required for all Medicaid business functions including claims authorization and processing, payment and financials, provider enrollment, client eligibility, reporting and more.

The implementation of MMIS was particularly challenging for state governments that did not have the IT infrastructure to support all of the core functionality of the application. Infinite Computer Solutions was engaged by a leading provider of healthcare IT solutions to help an eastern U.S. state transition from its legacy mainframe-based IT platform to a certified, modern technology stack that would support the MMIS application.

The Approach

Nearly 400 Infinite technology experts formed a core implementation team for the state's IT department. The first step was to migrate a legacy IBM mainframe IT environment to a modern technology stack that could support high performance applications. Over time, these systems have been upgraded to cloud-based solutions to provide improved application security and scalability.

The state's legacy technology primarily relied on offline, batch processing of transactions. To improve performance, the Infinite team created real-time validation functionality within the new system architecture to handle claim preauthorization and processing. Previously, claims were processed in batches that required multiple validation steps and repeated batch processing that took a long time to complete. Infinite's real-time core validation solution eliminated batch processing, resulting in much faster system performance and advantages for providers. The technology upgrade enables providers submitting claims to MMIS to know immediately if the amount of their claim has been validated. This also helps them to receive payment much faster.

Beyond spearheading the IT transformation, the Infinite team continues to monitor and support the state's MMIS application residing on the state's modernized IT system. Infinite's infrastructure production support and development testing experts work together to ensure

that all changes – such as changes to federal or state Medicaid regulations or new security integration functionality – go through multiple phases of testing before they are released to production.

Infinite's infrastructure testing team is solely responsible for the entire application and infrastructure. In addition, they also monitor all systems related to the MMIS application and manage the release of software updates to ensure that the application is always 100% available.

Infinite has also worked with a technology partner to implement analytics functionality to facilitate the daily, weekly, and monthly reporting requirements for the internal managers of the state's Medicaid program. These analytics applications are integrated with federal and state systems so they can access additional records and data.

The Results

Today, the state's Medicaid program processes more claims is less time thanks to the MMIS application and the underlying modern, cloud-based technology platform on which it resides. Thanks to the real-time core validation functionality in particular, the system is now able to process 250,000 claims in just one hour compared to 75,000 using the previous legacy system and batch processing.

As a result of the system's improved performance, providers no longer experience long delays in claim processing. They receive their Medicaid compensation faster and therefore are able to provide patients with the healthcare services they need in a timely manner.

Overall, MMIS and its supporting technology have made it easier and more efficient for Medicaid providers to submit and manage claims. After enrolling in MMIS and being certified as a Medicaid provider, they can log in to the MMIS portal with a user name and password. Through the portal, providers have a global view of the complete lifecycle of a claim. They can submit claims, adjustment requests, and other types of authorization requests. They can also check the payment status of a claim, as well as which claims have been processed and which are still pending. The system gives providers unprecedented capabilities to ensure that their claims have been processed and adjustments have been completed.

After a successful track record of more than a decade, Infinite has been retained to work on MMIS implementation projects for several other U.S. states.

About Infinite Computer Solutions
Founded in 2001, Infinite Computer Solutions is a global digital technology solutions and services provider, headquartered in Rockville, Md. with more than 10,000 employees and half in the United States. The company provides proprietary frameworks, platforms, accelerators, and domain experts to deliver technology solutions and product engineering services for Healthcare, Banking & Finance, Telecommunications & Technology, Media & Publishing, Public Sector, Government and Consumer service industries. For more information, please visit **www.infinite.com**.

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