

MEDICAID OPERATING MODEL (DRAFT v5)

USER

Member

Employee

Provider

Partners

Researcher

Help Desk

Channels

Web

Mobile

Email

Web Service

EDI

IVR

Contact Center

Hard Copies

Medicaid Claims Processing System

Reference Data

Contract Management

Rate Maintenance

Plan Management

Claim Submission

Financial Services

Care Management

TPL

MCO Services

Claim Processing

Payment Services

Medicare Interface

Customer Service

Security Services

Performance Management

Interfaces

Federal Reporting

Quality Assurance

Education Outreach

MARS

Medicaid Member/Provider/Eligibility & Enrollment Management Systems

Provider Management

MCO Management

Eligibility and Enrollment

Waiver Management

Document Management

Security Services

Customer Service

Notification fulfillment

Member Services

Medicaid Encounter Processing System/DSS/Reporting

Encounter Processing

Rx Rebate

Federal Reporting

PI/SURS

Data Warehouse

Utilization Management

Service Authorization (UM)

Claims/Clinical Data Analytics

APCD

Clinical Data Analytics

Fraud Analytics System

Fraud Analytics

Pharmacy Management System

PBM

