

## 2019 AMA MITA Maturity Matrix

The spreadsheet below represents the results of Medicaid's MITA State Self- Assessment, which was completed February 2019.

MITA BUSINESS AREA	ALABAMA BUSINESS AREA	MITA BUSINESS PROCESS	ALABAMA BUSINESS PROCESS	AS IS LEVEL OF BUSINESS CAPABILITY	TO BE LEVEL OF BUSINESS CAPABILITY
<b>Member Management</b>					
Member Management	Member Management	ME Manage Member Information	ME01 Manage Member Information	2	3
Member Management	Member Management	ME Manage Applicant and Member Communication	ME02 Manage Applicant and Member Communication	2	3
Member Management	Member Management	ME Perform Population and Member Dispatch	ME03 Perform Population and Member Dispatch	2	3
Member Management	Member Management	ME Manage Member Grievance and Appeal	ME08 Manage Member Grievance and Appeal	1	2
<b>Contractor Management</b>					
Contractor Management	Contractor Management	CO Manage Contractor Information	CO01 Manage Contractor Information	1	2
Contractor Management	Contractor Management	CO Manage Contractor Communication	CO02 Manage Contractor Communication	1	2
Contractor Management	Contractor Management	CO Perform Contractor Outreach	CO03 Perform Contractor Outreach	2	3
Contractor Management	Contractor Management	CO Inquire Contractor Information	CO04 Inquire Contractor Information	1	2
Contractor Management	Contractor Management	CO Produce Solicitation	CO05 Produce Solicitation	2	3

<b>MITA BUSINESS AREA</b>	<b>ALABAMA BUSINESS AREA</b>	<b>MITA BUSINESS PROCESS</b>	<b>ALABAMA BUSINESS PROCESS</b>	<b>AS IS LEVEL OF BUSINESS CAPABILITY</b>	<b>TO BE LEVEL OF BUSINESS CAPABILITY</b>
Contractor Management	Contractor Management	CO Award Contract	CO06 Award Contract	1	2
Contractor Management	Contractor Management	CO Manage Contract	CO07 Manage Contract	2	3
Contractor Management	Contractor Management	CO Close Out Contract	CO08 Close Out Contract	1	2
Contractor Management	Contractor Management	CO Manage Contractor Grievance and Appeal	CO09 Manage Contractor Grievance and Appeal	1	2
<b>Eligibility and Enrollment Management</b>					
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Determine Member Eligibility	EE01 Determine Member Eligibility	2	3
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Enroll Member	EE02 Enroll Member	2	3
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Dis-enroll Member	EE03 Dis-enroll Member	1	2
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Inquire Member Eligibility	EE04 Inquire Member Eligibility	2	3
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Determine Provider Eligibility	EE05 Determine Provider Eligibility	2	3
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Enroll Provider	EE06 Enroll Provider	2	3
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Dis-enroll Provider	EE07 Dis-enroll Provider	2	3

<b>MITA BUSINESS AREA</b>	<b>ALABAMA BUSINESS AREA</b>	<b>MITA BUSINESS PROCESS</b>	<b>ALABAMA BUSINESS PROCESS</b>	<b>AS IS LEVEL OF BUSINESS CAPABILITY</b>	<b>TO BE LEVEL OF BUSINESS CAPABILITY</b>
Eligibility and Enrollment Management	Eligibility and Enrollment Management	EE Inquire Provider Information	EE08 Inquire Provider Information	1	2
<b>Financial Management</b>					
Financial Management	Financial Management	FM Manage Provider Recoupment	FM01 Manage Provider Recoupment	2	3
Financial Management	Financial Management	FM Manage TPL Recovery	FM02 Manage TPL Recovery	1	2
Financial Management	Financial Management	FM Manage Estate Recovery	FM03 Manage Estate Recovery	1	2
Financial Management	Financial Management	FM Manage Drug Rebate	FM04 Manage Drug Rebate	2	3
Financial Management	Financial Management	FM Manage Cost Settlement	FM05 Manage Cost Settlement	1	2
Financial Management	Financial Management	FM Manage Accounts Receivable Information	FM06 Manage Accounts Receivable Information	1	2
Financial Management	Financial Management	FM Manage Accounts Receivable Funds	FM07 Manage Accounts Receivable Funds	2	3
Financial Management	Financial Management	FM Prepare Member Premium Invoice	FM08 Prepare Member Premium Invoice	N/A	N/A
Financial Management	Financial Management	FM Manage Contractor Payment	FM09 Manage Contractor Payment	1	2
Financial Management	Financial Management	FM Manage Member Financial Participation	FM10 Manage Member Financial Participation	1	2
Financial Management	Financial Management	FM Manage Capitation Payment	FM11 Manage Capitation Payment	1	3

<b>MITA BUSINESS AREA</b>	<b>ALABAMA BUSINESS AREA</b>	<b>MITA BUSINESS PROCESS</b>	<b>ALABAMA BUSINESS PROCESS</b>	<b>AS IS LEVEL OF BUSINESS CAPABILITY</b>	<b>TO BE LEVEL OF BUSINESS CAPABILITY</b>
Financial Management	Financial Management	FM Manage Incentive Payment	FM12 Manage Incentive Payment	2	3
Financial Management	Financial Management	FM Manage Accounts Payable Information	FM13 Manage Accounts Payable Information	1	2
Financial Management	Financial Management	FM Manage Accounts Payable Disbursement	FM14 Manage Accounts Payable Disbursement	1	2
Financial Management	Financial Management	FM Manage 1099	FM15 Manage 1099	2	3
Financial Management	Financial Management	FM Formulate Budget	FM16 Formulate Budget	1	2
Financial Management	Financial Management	FM Manage Budget Information	FM17 Manage Budget Information	1	2
Financial Management	Financial Management	FM Manage Fund	FM18 Manage Fund	2	3
Financial Management	Financial Management	FM Generate Financial Report	FM19 Generate Financial Report	1	2
<b>Operations Management</b>					
Operations Management	Operations Management	OM Submit Electronic Attachment	OM04 Submit Electronic Attachment	1	2
Operations Management	Operations Management	OM Apply Mass Adjustment	OM05 Apply Mass Adjustment	2	3
Operations Management	Operations Management	OM Process Claim	OM07 Process Claim	2	3
Operations Management	Operations Management	OM Generate Remittance Advice	OM14 Generate Remittance Advice	2	3
Operations Management	Operations Management	OM Inquire Payment Status	OM18 Inquire Payment Status	2	3

<b>MITA BUSINESS AREA</b>	<b>ALABAMA BUSINESS AREA</b>	<b>MITA BUSINESS PROCESS</b>	<b>ALABAMA BUSINESS PROCESS</b>	<b>AS IS LEVEL OF BUSINESS CAPABILITY</b>	<b>TO BE LEVEL OF BUSINESS CAPABILITY</b>
Operations Management	Operations Management	OM Calculate Spend Down Amount	OM20 Calculate Spend Down Amount	N/A	N/A
Operations Management	Operations Management	OM Prepare Provider Payment	OM27 Prepare Provider Payment	2	3
Operations Management	Operations Management	OM Manage Data	OM28 Manage Data	2	3
Operations Management	Operations Management	OM Process	OM29 Process	N/A	N/A
<b>Performance Management</b>					
Performance Management	Performance Management	PE Identify Utilization Anomalies	PE01 Identify Utilization Anomalies	1	2
Performance Management	Performance Management	PE Establish Compliance Incident	PE02 Establish Compliance Incident	1	2
Performance Management	Performance Management	PE Manage Compliance Incident Information	PE03 Manage Compliance Incident Information	2	3
Performance Management	Performance Management	PE Determine Adverse Action Incident	PE04 Determine Adverse Action Incident	1	2
Performance Management	Performance Management	PE Prepare REOMB	PE05 Prepare REOMB	1	2
<b>Plan Management</b>					
Plan Management	Plan Management	PL Develop Medicaid Goals and Objectives	PL01 Develop Medicaid Goals and Objectives	1	2
Plan Management	Plan Management	PL Maintain Program Policy	PL02 Maintain Program Policy	1	2
Plan Management	Plan Management	PL Maintain State Plan	PL03 Maintain State Plan	1	2

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Plan Management	Plan Management	PL Manage Health Plan Information	PL04 Manage Health Plan Information	2	3
Plan Management	Plan Management	PL Manage Performance Measures	PL05 Manage Performance Measures	1	2
Plan Management	Plan Management	PL Manage Health Benefit Information	PL06 Manage Health Benefit Information	1	2
Plan Management	Plan Management	PL Manage Reference Information	PL07 Manage Reference Information	1	2
Plan Management	Plan Management	PL Manage Rate Setting	PL08 Manage Rate Setting	1	2
<b>Provider Management</b>					
Provider Management	Provider Management	PM Manage Provider Information	PM01 Manage Provider Information	1	2
Provider Management	Provider Management	PM Manage Provider Communication	PM02 Manage Provider Communication	1	2
Provider Management	Provider Management	PM Perform Provider Outreach	PM03 Perform Provider Outreach	1	2
Provider Management	Provider Management	PM Manage Provider Grievance and Appeal	PM07 Manage Provider Grievance and Appeal	1	2
Provider Management	Provider Management	PM Terminate Provider	PM08 Terminate Provider	1	2
<b>Business Management</b>					
Business Relationship Management	Business Relationship Management	BR Establish Business Relationship	BR01 Establish Business Relationship	1	2

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Business Relationship Management	Business Relationship Management	BR Manage Business Relationship	BR02 Manage Business Relationship	2	3
Business Relationship Management	Business Relationship Management	BR Terminate Business Relationship	BR03 Terminate Business Relationship	2	3
Business Relationship Management	Business Relationship Management	BR Manage Business Relationship Communication	BR04 Manage Business Relationship Communication	1	2
<b>Care Management</b>					
Care Management	Care Management	CM Establish Case	CM01 Establish Case	1	2
Care Management	Care Management	CM Manage Case	CM02 Manage Case	1	2
Care Management	Care Management	CM Manage Medicaid Population Health	CM03 Manage Medicaid Population Health	2	3
Care Management	Care Management	CM Manage Registry	CM04 Manage Registry	1	2
Care Management	Care Management	CM Perform Screening and Assessment	CM05 Perform Screening and Assessment	2	3
Care Management	Care Management	CM Manage Treatment Plan and Outcomes	CM06 Manage Treatment Plan and Outcomes	1	2
Care Management	Care Management	CM Authorize Referral	CM07 Authorize Referral	1	2
Care Management	Care Management	CM Authorize Service	CM08 Authorize Service	1	2
Care Management	Care Management	CM Authorize Treatment Plan	CM09 Authorize Treatment Plan	1	2





