Medi-Cal Medicaid Business Process Diagram

Business Relationship Management

Standards Mgmt
- **Establish Business Relationship**
- **Manage Business Relationship Information**
- **Manage Business Relationship Communication**
- **Terminate Business Relationship**

Contractor Management

Contractor Info Mgmt
- **Manage Medi-Cal Contractor Information**
- **Inquire Medi-Cal Contractor Information**

Contractor Support
- **Perform Potential Medi-Cal Contractor Outreach**
- **Manage Medi-Cal Contractor Communication**
- **Manage Medi-Cal Contractor Grievance and Appeal**

Contract Mgmt
- **Award Medi-Cal Contract**
- **Close Out Medi-Cal Contract**
- **Manage Medi-Cal Contract**
- Manage CA-MMIS FI Contract
- **Produce Medi-Cal Solicitation**
- **Manage Advanced Planning Document (APD)**

Financial Management

Accounts Receivable Mgmt
- **Manage Overpayment Recoupment**
- **Manage TPL Recovery**
- **Manage Estate Recovery**
- **Manage Drug Rebate**
- **Manage Cost Reports Settlement**
- **Manage Medi-Cal Accounts Receivable Information**
- **Manage Medi-Cal Accounts Receivable Funds**
- Manage Dental Accounts Receivable Information
- Manage Dental Accounts Receivable Funds
- **Prepare Member Premium Invoice**

Accounts Payable Mgmt
- **Manage Contractor Payment**
- **Manage Medicare Premium Payment**
- **Manage Health Insurance Premium Payments**
- **Manage Capitation Payment**
- Manage Dental Pure Premium Payment
- **Manage Incentive Payment**
- **Manage Medi-Cal Accounts Payable Information**
- Manage Dental Payable Disbursement
- **Manage Medi-Cal Payable Disbursement**
- **Manage 1099**

State Specific
- **Manage Member Health Care Reimbursement**

Fiscal Mgmt
- **Formulate Medi-Cal Budget**
- **Manage State Funds**
- **Generate Medi-Cal Budget Estimates Financial Report**

Care Management

Case Mgmt
- Establish CCS/GHPP Case
- Manage CCS/GHPP Case Information
- **Establish Case**
- **Manage Case Information**
- **Manage Medi-Cal Population Health**
- **Manage Medi-Cal Registries**
- Perform PASRR Screening and Assessment
- **Perform Screening and Assessment**
- **Manage Treatment Plan and Outcomes**

Authorization Determination
- Authorize Dental Service
- Authorize CCS/GHPP Services
- **Medi-Cal Treatment Authorization Requests**
- **Authorize Treatment Plan**

State Specific
- **Reserve Service**

Operations Management

Claims Adjudication
- **Process Medi-Cal Claim**
- Process Dental Claim
- Process Short-Doyle Medi-Cal Claim
- Process IHSS Claim
- **Submit Medi-Cal Claim Attachment**
- Submit Dental Claim Attachment
- **Apply Medi-Cal Mass Adjustment**
- Dental Erroneous Payment Correction (EPC)
- **Calculate Medi-Cal Share of Cost**
- Calculate LTC Share of Cost
- Apply Capitation Premium Mass Adjustment

Process Encounter
- Process Supplemental Program Encounter
- **Process Managed Care Encounter**

Payment & Reporting
- Generate Premium Payment Remittance Advice
- **Generate Medi-Cal Remittance Advice**
- Generate Short-Doyle Medi-Cal Remittance Advice
- Prepare Dental Explanation of Benefits
- **Inquire Medi-Cal Payment Status**
- Inquire Dental Payment Status
- Inquire Short-Doyle Medi-Cal Payment Status
- Inquire Supplemental Program Payment Status
- Inquire IHSS Payment Status
- **Manage Data**

Plan Management

Plan Administration
- **Develop Agency Goals and Objectives**
- **Maintain Program Policy**
- **Maintain State Plan**

Health Plan Administration
- **Develop and Manage Performance Measures**
- **Manage Medi-Cal Program Information**

Health Benefits Administration
- **Manage Benefit Information**
- **Maintain Benefits-Reference Information**
- Manage Drug Formulary
- **Manage Rate Setting**
- Manage Capitation Rate Setting

Performance Management

Compliance Mgmt
- **Identify Utilization Anomalies**
- **Establish Compliance Incident**
- **Manage Compliance Incident Information**
- **Determine Adverse Action Incident**
- **Prepare Beneficiary Confirmation Letters**

Provider Eligibility & Enrollment Management

Provider Enrollment
- **Determine Medi-Cal Provider Eligibility**
- Determine CHDP Provider Eligibility
- Determine Dental Provider Eligibility
- Determine Incentive Program Provider Eligibility
- Determine Drug Medi-Cal Provider Eligibility
- **Enroll Medi-Cal Provider**
- Enroll Supplemental Program Provider
- Enroll Drug Medi-Cal Provider
- Enroll Mental Health Provider
- Enroll Dental Provider
- Enroll CCS Provider
- Enroll CHDP Provider
- Enroll IHSS Provider
- **Disenroll Medi-Cal Provider**
- Disenroll Dental Provider
- **Inquire Medi-Cal Provider Information**
- Inquire Dental Provider Information
- Inquire Supplemental Program Provider Information
- Inquire IHSS Provider Information

Provider Management

Provider Info Mgmt
- **Manage Medi-Cal Provider Information**
- Manage Drug Medi-Cal Provider Information
- Manage Mental Health Provider Information
- Manage Dental Provider Information
- Manage Supplemental Program Provider Information
- Manage IHSS Provider Information

Provider Support
- **Manage Medi-Cal Provider Communication**
- Manage Dental Provider Communication
- Manage Supplemental Program Provider Communication
- Manage IHSS Provider Communication
- **Perform Medi-Cal Provider Outreach**
- Perform Dental Provider Outreach
- Perform Drug Medi-Cal Provider Outreach
- Perform FPACT Provider Outreach
- **Manage Medi-Cal Provider Grievance & Appeal**

Member Eligibility & Enrollment Management

Member Enrollment
- Determine BCCTP Eligibility
- **Determine Standard Medi-Cal Eligibility**
- Determine CHDP Eligibility
- Determine FPACT Eligibility
- **Enroll Medi-Cal Member**
- Enroll HCBS Waiver Member
- Enroll AIDS Waiver Member
- Enroll Managed Care Member
- Enroll CCS/GHPP Member
- **Disenroll Medi-Cal Member**
- Disenroll AIDS Waiver Member
- Disenroll Managed Care Member
- **Inquire Medi-Cal Eligibility**

Member Management

Member Info Mgmt
- Manage FPACT Member Information
- **Manage Medi-Cal Beneficiary Information**

Member Support
- **Manage Medi-Cal Applicant and Member Communication**
- **Perform Medi-Cal Population and Member Outreach**
- **Manage Medi-Cal Member Grievance and Appeal**

Business Processes in bold text Indicates Centers for Medicare and Medicaid (CMS) Standard Business Processes

Business Processes that are not bolded are processes specific to California Medicaid and in some cases will be folded into the CMS Standard Business Processes where possible.