DHCS TRANSFORMING AND INNOVATING TO ACHIEVE ITS COMMITMENTS

TO THE PUBLIC . . .

- Ensure a viable health care safety net
- Effectively engage the public and our partners
- Hold ourselves accountable for performance
- Be prudent, responsible fiscal stewards of public resources

TO THE PEOPLE WE SERVE . . .

- Improve the consumer experience with high quality health care
- Treat the whole person by coordinating and integrating care
- Improve health through effective prevention and early intervention
- Develop effective, efficient and sustainable health care delivery systems

TO OUR EMPLOYEES . . .

- Foster a healthy, positive and respectful work environment
- Focus on communication, teamwork and effective decisions
- Recognize and appreciate dedication, innovation and excellence
- Provide opportunities for professional learning and growth

BUSINESS ARCHITECTURE

Business Process Consolidation

Preserve and Improve the Physical and Mental Health of All Californians

- **Member Management Services**: Member Information Management; Member Support
- **Eligibility & Enrollment Services**: Member Enrollment; Provider Enrollment
- **Plan Management Services**: State Plan Administration; Health Plan Admin.; Health Benefits Admin.
- **Provider Management Services**: Provider Information Management; Provider Support
- **Care Management Services**: Case Management; Authorization Determination
- **Financial Management Services**: Accounts Receivable Mgmt.; Accounts Payable Mgmt.; Fiscal Management
- **Business Relationship Management Services**: Standards Management
- **Operations Management Services**: Claims Adjudication; Process Encounter; Payment and Reporting
- **Performance Management Services**: Compliance Management
- **Contractor Management Services**: Contractor Information Mgmt.; Contractor Support; Contract Management

Provide Low-Income Californians with Access to Affordable, High-Quality Health Care

Medical | Dental | Mental Health | Substance Use Disorder Services | Long Term Care

Horizontal Program Integration

TECHNICAL ARCHITECTURE

Business-Driven, Agile and Flexible

Collaboration and Reuse of Business Services through Efficient Service Integration

Service Integration Infrastructure

Software as a Service (SaaS) ⇄ Platform as a Service (PaaS) ⇄ Infrastructure as a Service (IaaS) ⇄ Shared Technical Services

Business Process Management System (BPMS) | Business Rules Management System (BRMS) | Content Management System (CMS) | Analytics, Business Intelligence (BI) & Reporting | Human Workflow | Mediation between Service Consumers & Service Providers | Service Federation | Event Identification & Response | Identity & Access Management (IAM)

OPEN STANDARDS

Web Services Standards (WS-), SOAP, WSDL, XML, BPEL, BPMN, Service Component Architecture (SCA), UML*

Agile Infrastructure Architecture — *Infrastructure as a Service (IaaS)* | Infrastructure Virtualization | Cloud Enablement

Technical Security and Compliance Policies

INFORMATION ARCHITECTURE

Accurate and Timely Health Information

Health and Human Services Information Standardized, Secured and Shared

Information Access and Sharing - Data as an Asset and Data as a Service (DaaS)

Health Information Access | Delivery of Services | Quality Measurement and Reporting | Utilization and Adequacy | Population Health Characteristics | Oversight and Accountability

Program Business Rules, Policy and Data Repository

Member Management Services | Eligibility & Enrollment Services | Plan Management Services | Provider Management Services | Care Management Services | Financial Management Services | Business Relationship Mgmt Services | Operations Management Services | Performance Management Services | Contractor Management Services

Unstructured Data | **Master Data Management**: Member, Provider, Operations, Identity | Data Warehouse

Metadata Management

Business Metadata | Process Metadata | Technical Metadata | Usage Metadata | Security and Privacy Metadata | Metadata Repository

Data Model: Conceptual, Logical, Physical

Reference Information Model (RIM): HIPAA, HL7, NIEM, Others

Data Standards: Data Naming Standards | Data Domain Standards | Common Word Lexicon | Class Word Lexicon

Information Security and Compliance Policies

Shared, Reusable Technical Capabilities	Dynamic Allocation of Resources	Compliance and Security Risk Reduction
Collaboration and Reuse of Existing Assets	*Infrastructure as a Service (IaaS) thru Virtualization and Cloud Enablement*	*Integration and Protection of Information and Systems*

Effective, Efficient and Sustainable Health Care Delivery Systems	Improve and Maintain Health and Well-Being	Communication, Collaboration, Teamwork and Effective Decision-Making
Delivery Systems and Payment Strategies Designed to Improve Quality and Outcomes, Responsible Fiscal Stewardship	*Address Quality, Population Health, and Outcomes across Systems of Care, Identify and Eliminate Disparities in Health Outcomes*	*Collaboration Strengthened across DHCS, Trust Built by Empowering People with Responsibility, Improved Performance Management*

Efficient and Secure Health Information Exchanges	Improved Quality of Health Data for California	Compliance and Security Risk Reduction
Standards used to ensure Safe and Effective Interoperability of Health Information Organizations	*Enhanced Public Facing Delivery Channels for Easier Health Information Access*	*Protection of Data Assets while having the Right Data at the Right Time for Service Delivery*

Medicaid Information Technology Architecture (MITA) Maturity Levels 3-5

- **DYNAMIC WORKFORCE**: Integrity; Service; Accountability; Innovation
- **SECURITY & PRIVACY**: Risk-Based Security & Privacy Framework; Health Insurance Portability and Accountability Act (HIPAA); Encryption; Secured Infrastructure Architecture; Security Policies & Standards
- **MAINTENANCE & OPERATIONS**: Centralized Deployment, Configuration & Versioning; Centralized Management & Monitoring; Rapid Cycle Quality Improvement; Analytics & Reporting
- **PORTFOLIO MANAGEMENT**: Project Management; Program Management; Agile Methodology; Change Management; MITA Alignment
- **GOVERNANCE**: Enterprise Governance; SOA Governance; Information Governance; IT Governance

Highlights of Change

	CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)	DELIVERY TRANSFORMATION	PROVIDERS	MEMBERS	CALIFORNIA HEALTH & HUMAN SERVICES AGENCY	BUSINESS	TECHNOLOGY	INFORMATION
	Alignment with Seven Conditions & Standards, MITA SS-A & Roadmap	Expanding Medi-Cal to more individuals, Affordable Care Act	PAVE "One Stop Shop" Provider Enrollment Process	Fee-For-Service to Managed Care, CAPMAN	Promote Health Information Technology	Enhanced Program Integrity	Agile IT Systems Aligned with Business Strategy	Health Information Exchanges, Electronic Health Records
	Enhanced Federal Funding, HIPAA ICD-10, 5010, 35C to 837	Payment Reform, Coordinated Care Initiative	CA-MMIS, Claims Processing Improvements	Health Benefit Exchange "Covered California", Health Care Options	Agency Enterprise Architecture, Interoperability Project	Consolidated Business Processes, Shared Services	Common IT Services	Paid Claims Encounters System, Data Warehouse (MIS/DSS)

DHCS

Drive Health Care Quality → ***Reducing Health Care Costs*** ◆ ***Enhancing Health Care Programs*** ◆ ***Improving the Health of All Californians***