
Part I– BUSINESS ARCHITECTURE

Appendix E – CROSSWALK DETAILS



MITA Framework Process Catalog

Table E-1 provides the complete process catalog listing of the ten (10) business areas and eighty (80) business processes that compose the MITA Framework 3.0 business model.

NOTE: Due to the regulation rule-making efforts underway at Centers for Medicare & Medicaid Services (CMS), the MITA Framework 3.0 does not include the Eligibility & Enrollment (Member), the Member Management business processes or business capability matrices, and a portion of the Concept of Operations (COO) outlining the “to-be” for eligibility, enrollment, and insurance exchange information. CMS will update the MITA Framework 3.0 with appropriate information from the final rules in 2012.

Table E-1 MITA Framework 3.0 Business Model

MITA Framework v3.0		
Business Area Title	Business Category Title	AA## Business Process Title
Business Relationship Management (BR)		
Standards Management		
		BR01 Establish Business Relationship
		BR02 Manage Business Relationship Communication
		BR03 Manage Business Relationship Information
		BR04 Terminate Business Relationship
Care Management (CM)		
Case Management		
		CM01 Establish Case
		CM02 Manage Case Information
		CM03 Manage Population Health Outreach
		CM04 Manage Registry
		CM05 Perform Screening and Assessment
		CM06 Manage Treatment Plan and Outcomes
Authorization Determination		
		CM07 Authorize Referral
		CM08 Authorize Service
		CM09 Authorize Treatment Plan
Contractor Management (CO)		
Contractor Information Management		
		CO01 Manage Contractor Information
		CO04 Inquire Contractor Information
Contractor Support		
		CO02 Manage Contractor Communication
		CO03 Perform Contractor Outreach
		CO09 Manage Contractor Grievance and Appeal
Contract Management		

MITA Framework v3.0		
Business Area Title	Business Category Title	AA## Business Process Title
		CO05 Produce Solicitation
		CO06 Award Contract
		CO07 Manage Contract
		CO08 Close Out Contract
Eligibility and Enrollment Management (EE)		
Member Enrollment (Future Release)		
		EE01 Determine Member Eligibility <i>(Under Development)</i>
		EE02 Enroll Member <i>(Under Development)</i>
		EE03 Disenroll Member <i>(Under Development)</i>
		EE04 Inquire Member Eligibility <i>(Under Development)</i>
Provider Enrollment		
		EE05 Determine Provider Eligibility
		EE06 Enroll Provider
		EE07 Disenroll Provider
		EE08 Inquire Provider Information
Financial Management (FM)		
Accounts Receivable Management		
		FM01 Manage Provider Recoupment
		FM02 Manage TPL Recovery
		FM03 Manage Estate Recovery
		FM04 Manage Drug Rebate
		FM05 Manage Cost Settlement
		FM06 Manage Accounts Receivable Information
		FM07 Manage Accounts Receivable Funds
		FM08 Prepare Member Premium Invoice
Accounts Payable Management		
		FM09 Manage Contractor Payment
		FM10 Manage Member Financial Participation
		FM11 Manage Capitation Payment
		FM12 Manage Incentive Payment
		FM13 Manage Accounts Payable Information
		FM14 Manage Accounts Payable Disbursement
		FM15 Manage 1099
Fiscal Management		
		FM16 Formulate Budget
		FM17 Manage Budget Information
		FM18 Manage Fund
		FM19 Generate Financial Report
Member Management (ME)		
Member Information Management (Future Release)		

MITA Framework v3.0		
Business Area Title	Business Category Title	AA## Business Process Title
		ME01 Manage Member Information (<i>Under Development</i>)
	Member Support (Future Release)	
		ME02 Manage Applicant and Member Communication (<i>Under Development</i>)
		ME08 Manage Member Grievance and Appeal (<i>Under Development</i>)
		ME03 Perform Population and Member Outreach (<i>Under Development</i>)
	Operations Management (OM)	
	Payment and Reporting	
		OM14 Generate Remittance Advice
		OM18 Inquire Payment Status
		OM27 Prepare Provider Payment
		OM28 Extract Information
	Claims Adjudication	
		OM07 Process Claims
		OM29 Process Encounters
		OM20 Calculate Spend-Down Amount
		OM04 Submit Electronic Attachment
		OM05 Apply Mass Adjustment
	Performance Management (PE)	
	Compliance Management	
		PE01 Identify Utilization Anomalies
		PE02 Establish Compliance Incident
		PE03 Manage Compliance Incident Information
		PE04 Determine Adverse Action Incident
		PE05 Prepare REOMB
	Plan Management (PL)	
	Plan Administration	
		PL01 Develop Agency Goals and Objectives
		PL02 Maintain Program Policy
		PL03 Maintain State Plan
	Health Plan Administration	
		PL04 Manage Health Plan Information
		PL05 Manage Performance Measures
	Health Benefits Administration	
		PL06 Manage Health Benefit Information
		PL07 Manage Reference Information
		PL08 Manage Rate Setting
	Provider Management (PM)	
	Provider Information Management	
		PM01 Manage Provider Information
		PM08 Terminate Provider

MITA Framework v3.0		
Business Area Title	Business Category Title	AA## Business Process Title
Provider Support		
	PM02 Manage Provider Communication	
	PM07 Manage Provider Grievance and Appeal	
	PM03 Perform Provider Outreach	

Crosswalk for 2.01 to 3.0

The MITA team provides a detailed change crosswalk from the MITA 2.01 business model to the MITA 3.0 business model. This map not only assists with understanding what the changes are, but also where original 2.01 activities reside in MITA 3.0. A substantial amount of the Medicaid business functionality identified in MITA 2.0 remains in MITA 3.0; however, there is significant movement of business activity to accommodate an enterprise framework that is consistently structured and streamlined. The MITA Framework 3.0 incorporates additional business activity to provide full coverage of Medicaid business operations as expected by CMS.

The following listing provides the actions the MITA team uses to create the crosswalk for MITA 2.01 Business Architecture to MITA 3.0 Business Architecture.

NOTE: The designation AA## refers to the business identification format alpha character, alpha character, numeric, numeric that is assigned to each business process within the MITA business process catalog.

- ❖ Assigned AA##.
- ❖ Combined activity with *BusinessProcessTitleName*.
- ❖ Created new business area.
- ❖ Created new business category.
- ❖ Created new business process.
- ❖ Demoted to use case to use with *BusinessProcessTitleName*.
- ❖ Divided into *BusinessProcessTitleNameOne* and *BusinessProcessTitleNameTwo*.
- ❖ Moved from *BusinessAreaTitleName*.
- ❖ Moved to *BusinessAreaAbbreviation(AA) BusinessCategoryTitleName*.
- ❖ Retitled.

Table E-2 provides the crosswalk from the MITA Framework 2.01 business model to the MITA Framework 3.0 business model.

NOTE: Due to the regulation rule-making efforts underway at CMS, the MITA Framework 3.0 does not include the Eligibility & Enrollment (Member), the Member Management business processes or business capability matrices, and a portion of the Concept of Operations (COO) outlining the “to-be” for eligibility, enrollment, and insurance exchange information. CMS will update the MITA Framework 3.0 with appropriate information from the final rules in 2012.

Table E-2 Crosswalk for MITA Framework 2.01 to 3.0

v2.01 to v3.0 Crosswalk Action		
Business Area Title (v2.01)		Business Area Title (v3.0)
		Business Category Title (New)
AA## Business Process Title		AA## Business Process Title
Business Relationship Management (BR)		Business Relationship Management (BR)
<i>Created new business category</i>		Standards Management (New)
BR01 Establish Business Relationship		BR01 Establish Business Relationship
BR02 Manage Business Relationship Communications	<i>Retitled</i>	BR02 Manage Business Relationship Communication
BR03 Manage Business Relationship	<i>Retitled</i>	BR03 Manage Business Relationship Information
BR04 Terminate Business Relationship		BR04 Terminate Business Relationship
Care Management (CM)		Care Management (CM)
<i>Created new business category</i>		Case Management (New)
CM01 Establish Case		CM01 Establish Case
CM02 Manage Case	<i>Retitled</i>	CM02 Manage Case Information
CM03 Manage Medicaid Population Health	<i>Retitled</i>	CM03 Manage Population Health Outreach
CM04 Manage Registry		CM04 Manage Registry
	<i>Created new business process and assigned CM05</i>	CM05 Perform Screening and Assessment (New)
	<i>Created new business process and assigned CM06</i>	CM06 Manage Treatment Plan and Outcomes (New)
<i>Created new business category</i>		Authorization Determination (New)
	<i>Moved from Operations Management and assigned CM07</i>	CM07 Authorize Referral
	<i>Moved from Operations Management and assigned CM08</i>	CM08 Authorize Service
	<i>Moved from Operations Management and assigned CM09</i>	CM09 Authorize Treatment Plan

v2.01 to v3.0 Crosswalk Action		
Business Area Title (v2.01)		Business Area Title (v3.0)
		Business Category Title (New)
Contractor Management (CO)		Contractor Management (CO)
<i>Created new business category</i>		Contractor Information Management (New)
CO01 Manage Contractor Information		CO01 Manage Contractor Information
CO04 Inquire Contractor Information		CO04 Inquire Contractor Information
<i>Created new business category</i>		Contractor Support (New)
CO02 Manage Contractor Communication		CO02 Manage Contractor Communication
CO03 Perform Contractor Outreach		CO03 Perform Contractor Outreach
CO09 Support Contractor Grievance and Appeal	<i>Retitled</i>	CO09 Manage Contractor Grievance and Appeal
<i>Create new business category</i>		Contract Management (New)
CO05 Produce Administrative or Health Services RFP	<i>Retitled</i>	CO05 Produce Solicitation
CO06 Award Administrative or Health Services Contract	<i>Retitled</i>	CO06 Award Contract
CO07 Manage Administrative or Health Services Contract	<i>Retitled</i>	CO07 Manage Contract
CO08 Close Out Administrative or Health Services Contract	<i>Retitled</i>	CO08 Close Out Contract
<i>Created new business area</i>		Eligibility and Enrollment Management (EE) (New)
<i>Created new business category</i>		Member Enrollment (New) (Future Release)
	<i>Moved from Member Management, retitled, and assigned EE01</i>	EE01 Determine Member Eligibility (Under Development)
	<i>Moved from Member Management and assigned EE02</i>	EE02 Enroll Member (Under Development)
	<i>Moved from Member Management and assigned EE03</i>	EE03 Disenroll Member (Under Development)
	<i>Moved from Member Management and assigned EE04</i>	EE04 Inquire Member Eligibility (Under Development)
<i>Created new business category</i>		Provider Enrollment (New)

v2.01 to v3.0 Crosswalk Action		
Business Area Title (v2.01)		Business Area Title (v3.0)
		Business Category Title (New)
	<i>Created new business process, and assigned EE05</i>	EE05 Determine Provider Eligibility (New)
	<i>Moved from Provider Management, and assigned EE06</i>	EE06 Enroll Provider
	<i>Moved from Provider Management and assigned E07</i>	EE07 Disenroll Provider
	<i>Moved from Provider Management and assigned EE08</i>	EE08 Inquire Provider Information
Member Management (ME)		Member Management (ME)
	<i>Created new business category</i>	Member Information Management (New) (Future Release)
ME01 Manage Member Information		ME01 Manage Member Information (Under Development)
ME06 Inquire Member Eligibility	<i>Moved to EE Member Enrollment and assigned EE04</i>	
	<i>Created new business category</i>	Member Support (New) (Future Release)
ME02 Manage Applicant and Member Communication		ME02 Manage Applicant and Member Communication (Under Development)
ME08 Manage Member Grievance and Appeal		ME08 Manage Member Grievance and Appeal (Under Development)
ME03 Perform Population and Member Outreach		ME03 Perform Population and Member Outreach (Under Development)
ME04 Determine Eligibility	<i>Moved to EE Member Enrollment, retitled, and assigned EE01</i>	
ME05 Enroll Member	<i>Moved to EE Member Enrollment and assigned EE02</i>	
ME07 Disenroll Member	<i>Moved to EE Member Enrollment and assigned EE03</i>	
Operations Management (OM)		Operations Management (OM)
	<i>Created new business category</i>	Claims Adjudication (New)

v2.01 to v3.0 Crosswalk Action		
Business Area Title (v2.01)		Business Area Title (v3.0)
		Business Category Title (New)
OM04 Apply Attachment	<i>Retitled</i>	OM04 Submit Electronic Attachment
OM05 Apply Mass Adjustment		OM05 Apply Mass Adjustment
OM07 Edit Claim-Encounter	<i>Retitled</i>	OM07 Process Claim
OM20 Calculate Spend-Down Amount		OM20 Calculate Spend-Down Amount
	<i>Created new business process and assigned OM29</i>	OM29 Process Encounter (New)
<i>Created new business category</i>		Payment and Reporting (New)
OM14 Prepare Remittance Advice-Encounter Report	<i>Retitled</i>	OM14 Generate Remittance Advice
OM18 Inquire Payment Status		OM18 Inquire Payment Status
	<i>Created new business process and assigned OM27</i>	OM27 Prepare Provider Payment (New)
	<i>Created new business process and assigned OM28</i>	OM28 Manage Data (New)
OM01 Authorize Referral	<i>Moved to CM Authorization Determination and assigned CM07</i>	
OM02 Authorize Service	<i>Moved to CM Authorization Determination and assigned CM08</i>	
OM03 Authorize Treatment Plan	<i>Moved to CM Authorization Determination and assigned CM09</i>	
OM06 Audit Claim-Encounter	<i>Demoted to use case within OM07 Process Claim and OM29 Process Encounter</i>	
OM08 Price Claim-Value Encounter	<i>Demoted to use case within OM07 Process Claim and OM29 Process Encounter</i>	
OM09 Prepare COB	<i>Demoted to use case within OM07 Process Claim and OM29 Process Encounter</i>	

v2.01 to v3.0 Crosswalk Action	
Business Area Title (v2.01)	Business Area Title (v3.0)
	Business Category Title (New)
OM10 Prepare EOB	<i>Moved to PE Compliance Management, retitled, and assigned PE05</i>
OM11 Prepare Home and Community Based Services Payment	<i>Combined activity with OM27 Prepare Provider Payment</i>
OM12 Prepare Premium EFT-check	<i>Combined activity with FM14 Manage Accounts Payable Disbursement</i>
OM13 Prepare Provider EFT-check	<i>Combined activity with FM14 Manage Accounts Payable Disbursement</i>
OM15 Prepare Capitation Premium Payment	<i>Combined activity with OM27 Prepare Provider Payment</i>
OM16 Prepare Health Insurance Premium Payment	<i>Combined activity with FM08 Prepare Member Premium Invoice</i>
OM17 Prepare Medicare Premium Payment	<i>Moved to FM Accounts Payable Management, retitled, and assigned FM10</i>
OM19 Manage Payment Information	<i>Divided activity into FM06 Manage Accounts Receivable Information and FM13 Manage Accounts Payable Information, moved to FM Accounts Receivable Management and FM Accounts Payable Management</i>
OM21 Prepare Member Premium Invoice	<i>Moved to FM Accounts Receivable Management and assigned FM08</i>
OM22 Manage Drug Rebate	<i>Moved to FM Accounts Receivable Management and assigned FM04</i>
OM23 Manage Estate Recovery	<i>Moved to FM Accounts Receivable Management and assigned FM03</i>

v2.01 to v3.0 Crosswalk Action		
Business Area Title (v2.01)		Business Area Title (v3.0)
		Business Category Title (New)
OM24 Manage Recoupment	Moved to FM Accounts Receivable Management, retitled, and assigned FM01	
OM25 Manage Cost Settlement	Moved to FM Accounts Receivable Management and assigned FM05	
OM26 Manage TPL Recovery	Moved to FM Accounts Receivable Management and assigned FM02	
	Created new business area	Financial Management (FM) (New)
	Created new business category	Accounts Receivable Management (New)
	Moved from Operations Management, retitled, and assigned FM01	FM01 Manage Provider Recoupment
	Moved from Operations Management and assigned FM02	FM02 Manage TPL Recovery
	Moved from Operations Management and assigned FM03	FM03 Manage Estate Recovery
	Moved from Operations Management and assigned FM04	FM04 Manage Drug Rebate
	Moved from Operations Management and assigned FM05	FM05 Manage Cost Settlement
	Created new business process and assigned FM06	FM06 Manage Accounts Receivable Information (New)
	Created new business process and assigned FM07	FM07 Manage Accounts Receivable Funds (New)
	Moved from Operations Management, and assigned FM08	FM08 Prepare Member Premium Invoice
	Created new business category	Accounts Payable Management (New)

v2.01 to v3.0 Crosswalk Action		
Business Area Title (v2.01)		Business Area Title (v3.0)
		Business Category Title (New)
	<i>Created new business process and assigned FM09</i>	FM09 Manage Contractor Payment (New)
	<i>Moved from Operations Management, retitled, and assigned FM10</i>	FM10 Manage Member Financial Participation
	<i>Created new business process and assigned FM11</i>	FM11 Manage Capitation Payment (New)
	<i>Created new business process and assigned FM12</i>	FM12 Manage Incentive Payment (New)
	<i>Created new business process and assigned FM13</i>	FM13 Manage Accounts Payable Information (New)
	<i>Created new business process and assigned FM14</i>	FM14 Manage Accounts Payable Disbursement (New)
	<i>Moved from Program Management, retitled and assigned FM15</i>	FM15 Manage 1099
	<i>Created new business category</i>	Fiscal Management (New)
	<i>Moved from Program Management and assigned FM16</i>	FM16 Formulate Budget
	<i>Created new business process and assigned FM17</i>	FM17 Manage Budget Information (New)
	<i>Moved from Program Management, retitled, and assigned FM18</i>	FM18 Manage Fund
	<i>Moved from Program Management, retitled, and assigned FM19</i>	FM19 Generate Financial Report
Program Management (PG)	<i>Retitled</i>	Plan Management (PL)
	<i>Created new business category</i>	Plan Administration (New)
PG04 Develop Agency Goals and Objectives	<i>Assigned PL01</i>	PL01 Develop Agency Goals and Objectives

v2.01 to v3.0 Crosswalk Action		
Business Area Title (v2.01)		Business Area Title (v3.0)
		Business Category Title (New)
PG05 Develop and Maintain Program Policy	<i>Retitled and assigned PL02</i>	PL02 Maintain Program Policy
PG06 Maintain State Plan	<i>Assigned PL03</i>	PL03 Maintain State Plan
	<i>Created new business category</i>	Health Plan Administration (New)
PG19 Manage Program Information	<i>Moved from Program Management, retitled, and assigned PL04</i>	PL04 Manage Health Plan Information
	<i>Created new business process and assigned PL05</i>	PL05 Manage Performance Measures (New)
	<i>Created new business category</i>	Health Benefits Administration (New)
PG02 Develop and Maintain Benefit Package	<i>Divided activity into PL06 Manage Health Benefit Information and PL07 Manage Reference Information and retitled</i>	PL06 Manage Health Benefit Information
	<i>Created new business process and assigned PL07</i>	PL07 Manage Reference Information (New)
PG03 Manage Rate Setting	<i>Assigned PL08</i>	PL08 Manage Rate Setting
PG01 Designate Approved Services and Drug Formulary	<i>Demoted to use case within PL07 Manage Reference Information</i>	
PG07 Formulate Budget	<i>Moved to FM Fiscal Management and assigned FM16</i>	
PG08 Manage FFP for MMIS	<i>Demoted to use case within FM18 Manage Fund</i>	
PG09 Draw and Report FFP	<i>Demoted to use case within FM18 Manage Fund</i>	
PG10 Manage FFP for Services	<i>Demoted to use case within FM18 Manage Fund</i>	
PG11 Manage F-MAP	<i>Demoted to use case within FM18 Manage Fund</i>	

v2.01 to v3.0 Crosswalk Action		
Business Area Title (v2.01)	Business Area Title (v3.0)	
	Business Category Title (New)	
PG12 Manage State Funds	<i>Moved to FM Fiscal Management, retitled, and assigned FM18</i>	
PG13 Manage 1099s	<i>Moved to FM Accounts Payable Management, retitled, and assigned FM15</i>	
PG14 Perform Accounting Functions	<i>Divided into FM Accounts Receivable Management and Accounts Payable Management business categories</i>	
PG15 Develop and Manage Performance Measures and Reporting	<i>Combined activity into PL05 Manage Performance Measures</i>	
PG16 Monitor Performance and Business Activity	<i>Combined activity into PL05 Manage Performance Measures</i>	
PG17 Generate Financial and Program Analysis Report	<i>Moved to FM Fiscal Management, retitled, and assigned FM19</i>	
PG18 Maintain Benefits-Reference Information	<i>Moved to PL Health Benefits Administration, and combined activity into PL06 Manage Health Benefit Information and PL07 Manage Reference Information</i>	
Program Integrity Management (PI)	Retitled	Performance Management (PE)
	Created new business category	Compliance Management (New)
PI01 Identify Candidate Case	<i>Retitled and assigned PE01</i>	PE01 Identify Utilization Anomalies
	<i>Created new business process and assigned PE02</i>	PE02 Establish Compliance Incident (New)
	<i>Created new business process and assigned PE03</i>	PE03 Manage Compliance Incident Information (New)
PI02 Manage Case	<i>Retitled and assigned PE04</i>	PE04 Determine Adverse Action Incident

v2.01 to v3.0 Crosswalk Action		
Business Area Title (v2.01)		Business Area Title (v3.0)
		Business Category Title (New)
	Moved from Operations Management, retitled, and assigned PE05	PE05 Prepare REOMB
Provider Management (PM)		Provider Management (PM)
	Created new business category	Provider Information Management (New)
PM01 Manage Provider Information		PM01 Manage Provider Information
	Created new business process and assigned PM08	PM08 Terminate Provider (New)
PM05 Inquire Provider Information	Moved to EE Provider Enrollment and assigned EE08	
PM04 Enroll Provider	Moved to EE Provider Enrollment and assigned EE06	
PM06 Disenroll Provider	Moved to EE Provider Enrollment and assigned EE07	
	Created new business category	Provider Support (New)
PM02 Manage Provider Communication		PM02 Manage Provider Communication
PM07 Manage Provider Grievance and Appeal		PM07 Manage Provider Grievance and Appeal
PM03 Perform Provider Outreach		PM03 Perform Provider Outreach

MITA Business Process Model

Figure E-1 below provides an overview of the MITA Framework 3.0 Business Process Model (BPM) with business areas and business processes.

NOTE: The following exhibits Tiers 1 and 3 of the MITA BPM in order to present the BPM on a single page.



BA - E - 1

Figure E-1. MITA 3.0 Business Process Model