

**In September, 2000, the Division of Medicaid solicited proposals to provide fiscal agent services for a five year contract period. This RFP required a takeover of a functioning Medicaid Management Information System by January 1, 2002. The contract was awarded to Affiliated Computer Services effective March 2001, and takeover activities commenced immediately.**

**At the same time, the Medicaid Management Information System (MMIS) had to be renovated to comply with requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA). DOM received CMS approval for federal funding at the 90% match rate for the HIPAA renovation work and went live with this renovated HIPAA compliant system on October 16, 2003 as mandated.**

**Converting to a state-of-the-art information system by October 16<sup>th</sup> was no small task. This involved almost every Bureau within the Division of Medicaid working hand-in-hand with the fiscal agent. Provider workshops were conducted, banner messages detailing new procedures that conform to HIPAA standards were sent, and in-depth training was provided to Medicaid staff.**

**Even with this carefully documented, CMS approved, implementation plan, problems have arisen. Our development team has identified and corrected over 1,000 problem logs, and we continue to work through all of the issues that inevitably arise with a massive undertaking such as this.**

**Again, this process has been, and continues to be, a team effort. Although the Division of Medicaid contracts for fiscal agent services, we have and continue to maintain the leadership role of this team.**

**We respectfully request that all issues pertaining to fiscal agent services, and all contract services, be directed to the Division. We will diligently research the problems and provide an accurate and timely response to your concerns.**

**2/23/04**