

## Supporting mission-critical IT programs for CMS



As budgets shrink and the need for information technology (IT) solutions grows, government agencies are looking for ways to maximize their IT investment while working to improve the efficiency and quality of their health and human services programs. That's why government officials count on Optum<sup>®</sup> to deliver market-driven business and technology solutions that measurably improve the health care ecosystem. Our global health services capabilities — distinguished by innovation, quality and deep health industry experience — provide the full range of technology and business process services that can scale at any size.

Together with our subsidiary Quality Software Services Inc. (QSSI), we have been trusted partners with the Centers for Medicare and Medicaid Services (CMS) for nearly 10 years, providing key IT capabilities on transformational projects such as the following.

### **Data Services Hub Health Insurance Exchange project**

We are proud to serve as the prime contractor for the CMS Center for Consumer Information and Insurance Oversight (CCIIO) Data Services Hub (DSH) Health Insurance Exchange (HIX) project. DSH is a system-to-system solution providing data used by CMS and state officials, insurance carriers and issuers, and citizens seeking to find information or to enroll in health insurance programs.

To date, DSH has processed more than 17 million marketplace cases. We helped CMS by building the DSH to help route enrollment verification requests between the federally facilitated marketplaces, State-Based Exchanges (SBEs), Medicaid/Children's Health Insurance Program (CHIP) agencies, and the authoritative data sources (Federal agencies).

DSH also routes enrollment transactions, including transactions in the Small Business Health Options Program (SHOP), from the FFM to issuers. We provide integral monitoring services to the DSH to ensure that the system's components clearly document its operational functionality and to help stakeholders see where improvements would yield the most benefit. These monitoring services are vital to maintaining the DSH's health; they include operational reports providing daily statistics of the number of "successful" and "failed" service requests; workload reports detailing the health of DSH's virtual machines; and electronic funds transfer reports listing the electronic file transfers between the systems.

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### **Enhancing the consumer experience for HealthCare.gov**

As the Marketplace Advisor and Systems Integrator (MASI), Optum/QSSI helped CMS monitor, assess, prioritize and manage the technical operations of HealthCare.gov. To accomplish this, we helped CMS manage and integrate the work of the many vendors working on the site, and initiated:

- Implementing infrastructure improvements
  - Defect prioritization and resolution processes
  - Change management processes and procedures
  - Reporting
  - Rapid deployment capabilities
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## Enterprise Identity Management System

Since 2012, we have assisted CMS with the implementation and operation of its Enterprise Identity Management (EIDM) System. EIDM collects personal information to uniquely identify a user who registers to use CMS' systems. It includes identity management, access management, user-authorized workflows, and functions for managing an identity across its lifecycle — for example, functions to reset a password and help a user who has forgotten his or her user ID. We provide identity and credential management, access management, auditing and reporting, and operations engineering services.

## Medicaid and CHIP Business Information Solutions

To make their systems' performance measurement, data collection and reporting more efficient and improve transparency, CMS entrusted Optum to oversee their Medicaid and CHIP Business Information Solutions (MACBIS) program.

For MACBIS, we provide CMS with a single portal to:

- Manage and administer state plans and amendments under the various Medicaid and CHIP authorities
- Collect state data about plans, beneficiaries, prescriptions and payments, amounting to hundreds of pages of forms and data
- Deliver integrated analytics capabilities for state programs to assess the quality and efficiency of the underlying systems

## One PI

To preserve and protect the integrity of Medicare and Medicaid, the CMS Center for Program Integrity (CPI) created the One PI system, an enterprise resource to identify, deter and prevent all fraud, waste and abuse (FWA) activities across the agency. To maintain and improve the One PI portal and create new ways for One PI and CMS to analyze data, Optum:

- Ensures that data available in the Integrated Data Repository (IDR) can be accessed by One PI users through a CPI-specific access layer
- Implements new data sources
- Ensures that portal users can access the One PI analytic tools
- Ensures that people who wish to share information about program integrity can do so through the portal
- Ensures that training materials are up-to-date
- Trains new and current One PI users
- Leads the Program Integrity Data Users Group
- Helps CMS arrive at the best ways to secure, load and interpret Medicaid data used for Medicare — Medicaid data matching so Medicaid data are available to One PI users
- Develops and maintains procedures and processes for quality assurance
- Maintains a One PI Help Desk
- Ensures One PI's performance, throughput and response time data are adequate
- Helps CMS implement data labs
- Improves integration between business intelligence and analytical tools
- Supports the growing base of One PI users
- Coordinates End User Acceptance Testing

## Optum and QSSI: Delivering cost savings, improved efficiency for government IT projects

Optum is a leading health services and innovation company dedicated to helping make the health system work better for everyone. With more than 100,000 people collaborating worldwide, Optum combines technology, data and business expertise to improve the delivery, quality and efficiency of health care.

For government agencies, QSSI — an Optum company — provides IT and consulting services and delivers solutions that support millions of users in highly secure, scalable environments:

- Software and cloud application engineering
- Security and privacy solutions
- Software quality assurance
- Data management
- Managed business services

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For more information or to schedule a meeting visit [optum.com](http://optum.com), call 1-800-765-6073 or email [solutions@optum.com](mailto:solutions@optum.com).

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11000 Optum Circle, Eden Prairie, MN 55344

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