Managed Care Information System

Process, Findings and Recommendation

MSHN
Mid-State Health Network

What we will cover:

- Needs Assessment
- Request for Proposals
- Explaining the process
- Findings and Recommendation

Needs Assessment

Data here, data there, data everywhere

Staff using manual processes, or fragmented solutions with duplicated labor to make things work

Region-wide Substance Use Disorder software that cannot keep up with current demands and future requirements

MSHN staff and CMHSP staff needing information at their fingertips and not being able to get to it

MSHN Board identifies data management and data exchange as high priority during annual strategic planning process

- Contract management and interconnectivity of a provider network
- Initiation of authorizations
- Ability to receive outcome data for services provided
- Claims adjudication, rejection and remittance
- Utilization management and review
- Provider credentialing, background checks, and source verification
- Quality assurance and Compliance
- Regional crisis capacity
- Needs assessment and network adequacy
- Population health management tools and reports
- Data mining and reporting functionality

The Procurement Process

Mid State Health Network and Lakeshore Regional Entity partner in the software procurement process to reduce the cost to each region

- Develop a Request For Proposals
- Review and score the written proposals
- Participate in vendor demonstrations
- Visit organizations to see vendor software in use
- Follow up questions
- Findings
- Selection and Recommendation

Request for Proposals

A request for proposals was publicly released on our website for a 30-day period. Over 20 software vendors for behavioral health were notified of request

Reference: Board\MCIS_RFP.pdf
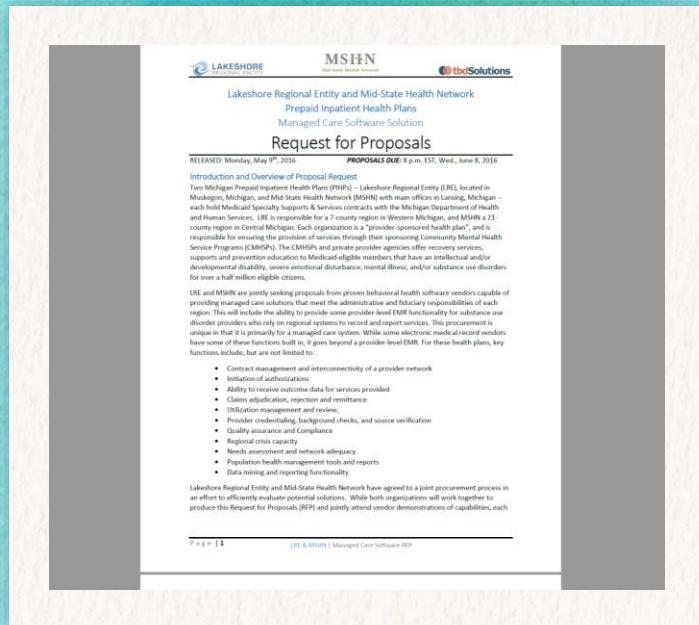
Score the written proposals

Five proposals were received and scored by MSHN staff. We wanted to be sure to identify staff from all of the key functional areas. Twelve staff participated in the scoring process. The vendors were: Core Solutions, InfoMC, Netsmart, PCE Systems and Qualifacts (jointly with PLEXIS). The key processes are shown with 40 questions in total.

Example: Demonstrate how your system manages consumer consents and consent interchange.

Reference: Board\MCIS_ScoringTool.pdf

Function	Exceeds, Meets, or Doesn't
Intake process	
Assessment	
Authorization	
Claims processing	
Discharge process	
Clinical	
Financial	
State Reporting	
Data mining	
Quality/Compliance	
Utilization Management	
Provider Network	
Customer Services	
Health Information Exchange	

Participate in vendor demonstrations

Four vendors were considered to have acceptable solutions based on scoring their written proposals: Core Solutions, InfoMC, Netsmart and PCE Systems and were offered opportunities to demonstrate their software systems. We set a 4-hour demonstration time limit for each and opened it to over 30 representatives of MSHN and LRE.

MSHN offered CMHSPs to have staff attend as desired, and we encouraged any current CMHSP information technology contractors to do so and offer perspective on these systems.

Following the demonstrations, MSHN rated PCE Systems and InfoMC as the top two vendors.

Vendor	Grade
PCE Systems	√
InfoMC	√
Netsmart	
Core Technologies	

Visit organizations to see software in use

• MSHN sent representatives to existing customers of PCE Systems and InfoMC in order to see their systems in use and to get feedback on support and service

• PCE Systems visit was at Region 10 PIHP in St. Clair

• InfoMC visit was at New Avenues of South Bend

• Both were very beneficial visits for staff because we had an opportunity to see operations and to ask questions about their processes, regardless of software use

Vendor Follow up Questions

- References and site-visit customers spoke highly about the systems and on-going support offered by PCE Systems and InfoMC

- Both PCE Systems and InfoMC offered great reasons to select their solutions and answered any final questions by MSHN staff

- Both solutions are excellent and the deciding factors are: cost and best fit for our business

Example: Data interchange with the provider network is critical to avoid duplicate data entry. Does this have to be built by MSHN staff or is this developed by InfoMC?

Reference: Board\MCIS_QuestionsPCESystems.pdf   Board\MCIS_QuestionsInfoMC.pdf

Findings

InfoMC	PCE Systems
Managed care solution that was developed for that purpose	Managed care solution with electronic medical records capabilities. Some features need development
Presence in many states with a wide range of organizations using it	Primarily used in Michigan, with 7 of 10 PIHPs and 45 CMHSPs using it
Manages multiple ways to pay claims, including fee for service, case rates, incentives	Demonstrated fee for service payment model, will develop other ways as CFO defines
Requires customization to do the Substance Use Disorder processes currently in CareNet	Already built to do the Substance Use Disorder processes immediately
Requires building BH-TEDS process	BH-TEDS process built into base product
Flexibility in adding forms for collecting data.	Some forms developed for processes, any new forms will require customizations
Dynamic reporting based on data warehouse that is customer driven	Dynamic reporting based on data warehouse that is customer driven
HIE engine is a part of the product and configurable by customer. Standard exchange processes included in base product	HIE is developed as needed by vendor. Standard exchange processes included in base product
Care coordination and patient portal very robust and being used actively in other states	Patient portal is robust and in use, care coordination needs to be developed
Base cost is reasonable. Added cost for customizations. Rate per hour = $225	Base cost is reasonable. Prioritized customizations are included in monthly cost. Rate per hour = $95

Pricing

	PCE Systems	InfoMC
One-Time Implementation Cost	$189,180	$170,000
Disaster recovery and reporting	Included	$172,800
Annual Licensing Cost	$295,200	$587,520
Out of Scope Customizations	$95/hour	$225/hour

Both vendors submitted revised pricing that was lower than original quotes, with over 15% savings.

Recommendation

PCE Systems offers the best opportunity for MSHN current and future needs.

Its presence in 7 of 10 regions in Michigan and a solution that designed to meet reporting requirements, along with a lower cost of ownership, are distinct advantages.