

## State of Texas

# Partnering with a State Medicaid Agency to implement business process improvements in their Medicaid Administrative Claiming programs

### Overview:

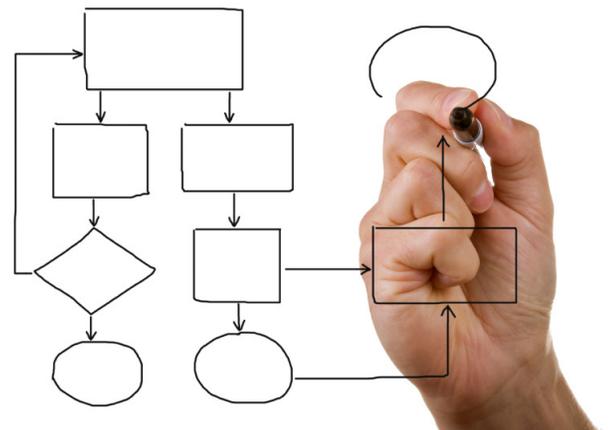
Fairbanks was awarded a contract by the Texas Health and Human Services Commission (HHSC) in 2007 to transform four separate Medicaid Administrative Claim (MAC) programs. These four separate programs include over 1200 Independent School District (ISD), over 60 Early Childhood Intervention (ECI), over 60 Local Health Department (LHD) and over 70 Mental Health/Mental Retardation (MHMR) programs representing approximately 60,000 total end users statewide. Each of the four MAC programs moved from a worker day log process to a statewide Random Moment Time Study (RMTS) approach. HHSC was in need of the following services from Fairbanks:

- State Plan Amendment & Cost Allocation Plan development
- Program negotiations with federal Centers for Medicare and Medicaid Services (CMS)
- Statewide training development and delivery
- Random Moment Time Study methodology development, operations and execution
- Independent random moment coding of all sampled time study moments
- Secure, web-based software developed, hosted and maintained for statewide use
- Automated claim calculation with flexible data edit checks, claim adjustment and edit tracking tool
- Electronic claim submission to State of Texas accounts payable system
- 24 Hour/day toll-free Help Desk support
- Reporting capabilities to support both standard and ad hoc needs

### Fairbanks Approach:

Since 2007, Fairbanks has worked with HHSC as a partner in deploying statewide RMTS and MAC programs that lends itself to an efficient claiming program that has built in data quality and data edit checks throughout the system. Fairbanks worked with HHSC to implement the web-based technology and deploy an “all in one” system that tracks all required information in support of federal MAC claiming. This “all in one” Fairbanks system allows all claiming entities and the State of Texas access to an easy to track and audit set of data.

Fairbanks has worked collaboratively with HHSC and end users throughout the design, development, delivery and ongoing maintenance phases of the project. Fairbanks and HHSC have approached the software and services as a “living” toolset that is updated and improved on a regular basis to allow for easier system access and more effective MAC claiming by all entities.



**Results:**

Fairbanks and HHSC have successfully transformed all MAC programs to a statewide RMTS claiming model and have successfully completed MAC claims since contract inception in 2007. The “all in one” system tracks training participation, project timelines, RMTS compliance rates, collects required financial information and necessary data elements. Statewide RMTS compliance is consistently above 97%. In 2010, HHSC awarded Fairbanks with a new four year contract to continue to provide RMTS and MAC claiming services for the State of Texas.

As used in this document,  
“Fairbanks” means Fairbanks LLC.

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