CASE STUDY

Michigan Department of Health and Human Services MES

Michigan Modernizes Medicaid Through a Shared, Cloud-Based Platform

The Michigan Department of Health and Human Services (MDHHS) needed to scale its Medicaid Management Information System (MMIS) and related business applications following Medicaid expansion and the implementation of the Affordable Care Act.

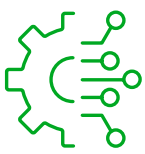
MDHHS needed to reduce operational costs, simplify IT service management, and maintain a secure environment for protected healthcare data. Acentra Health designed and implemented the nation's first completely web-based MMIS for Michigan and later helped upgrade the platform to a cloud-enabled system with real-time automation.

Through a multi-state governance model, the solution enabled Michigan to share knowledge, infrastructure, and operational resources with Illinois. The collaboration generated millions of dollars in implementation and projected operational savings.

THE CHALLENGE

Michigan's original MMIS had been implemented decades earlier and lacked the modern technology needed to support the state's evolving Medicaid program. Following Medicaid expansion and the Affordable Care Act, MDHHS needed to:

- Implement a Medicaid Enterprise System (MES) platform and related business applications rapidly while maintaining high performance
- Reduce operational expenses through virtualization, consolidation, and simplified IT service management
- Provide a secure environment for protected healthcare data
- Meet service-level agreements for data protection and system availability
- Accelerate backup and restoration operations
- Support evolving federal requirements, compliance standards, and Medicaid program needs



MDHHS needed a solution that could modernize its technology infrastructure while improving efficiency, security, scalability, and long-term value for taxpayers and Medicaid beneficiaries.

THE SOLUTION

Acentra Health began working with Michigan in 2006 to design and implement the Michigan Community Health Automated Medicaid Processing System (CHAMPS), the first completely web-based MMIS in the United States.

CHAMPS established the foundation for a long-term partnership between Acentra Health and Michigan. Six years later, Acentra Health and MDHHS advanced the platform through another industry first: a fully automated, real-time, cloud-enabled MES.

The cloud-based platform was designed around a multi-state governance model, allowing more than one state to use a common Medicaid platform and share technology, infrastructure, operational resources, and lessons learned.

The solution supported Michigan's "Reinventing our Government" initiative and aligned with the state's IT Strategic Plan and cloud-first strategy.

In 2013, Illinois joined Michigan in using the shared platform. Illinois implemented the Electronic Medicaid Incentive Payment Program (eMIPP) in March 2014, followed by Provider Enrollment in July 2015. The remaining Michigan cloud MES modules were completed in 2017, and Illinois implemented its remaining modules in 2018.

THE RESULTS

The shared cloud solution created efficiencies for Michigan, Illinois, and the federal government by enabling the states to share knowledge, resources, infrastructure, and operational capabilities.

By modernizing its Medicaid infrastructure and establishing a shared Medicaid-as-a-Service model, Michigan helped redefine how states can use technology to improve government operations. The approach reduced the burden on taxpayers while supporting more efficient delivery of Medicaid services to people who rely on them.

Benefits of a Cloud-Based MES

1. Scalable infrastructure to support growing program demands
2. Real-time automation for improved processing and operational efficiency
3. Secure access to sensitive healthcare data
4. Shared infrastructure and operations to reduce costs
5. Faster, more reliable backup and restoration capabilities to minimize system downtime
6. Flexibility for implementing federal operating rules and compliance standards

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Key results

$10M

Illinois realized approximately $10 million in implementation savings through eMIPP and Provider Enrollment compared with traditional standalone development

10%

Michigan was projected to realize 10% in operational savings



Both states gained opportunities to share best practices and more efficiently implement federally mandated requirements



The platform supported secure, reliable access to state healthcare data



Michigan and Illinois reduced and development costs through a shared technology model



The cloud-enabled platform improved the scalability and availability of Medicaid operations

A SUCCESSFUL TRANSITION

As Illinois began operating their system and felt the impacts of COVID-19, they decided to move their MES to a separate platform. Acentra Health supported that migration and continues to manage the eMIPP, Provider Enrollment, and other MES modules today.

ABOUT ACENTRA HEALTH

Acentra Health combines public sector knowledge, clinical expertise, and technological ingenuity to modernize the healthcare experience for state, federal, and commercial partners, and their priority populations. From designing and developing advanced claims, encounter, and provider solutions that drive efficiency and cost savings to delivering clinically focused solution models for care management, clinical assessments, and quality oversight, Acentra Health is accelerating better health outcomes.



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Acentra Health is ready to help you strengthen programs, improve outcomes, and deliver measurable value for the people you serve.

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