CASE STUDY

Balancing Speed and Stability in Medicaid Modernization

How Acentra Health Helped Wyoming Implement a Modern Medicaid Enterprise System in 19 Months

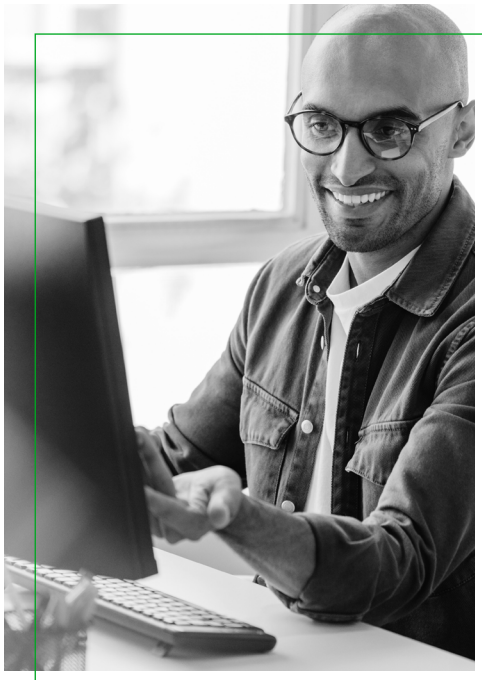
Replacing a core Medicaid system requires more than new technology. It requires a carefully managed approach that protects operational continuity, supports program integrity, and minimizes disruption for providers and beneficiaries.

Acentra Health partnered with the Wyoming Department of Health to transform its legacy Medicaid Management Information System (MMIS), originally implemented in 1993, into the Wyoming Integrated Next Generation System (WINGS), a modern, modular, and configurable Medicaid Enterprise System (MES) powered by Acentra Health's evoBrix® X platform.

Despite the additional challenges created by the COVID-19 pandemic, Acentra Health and Wyoming implemented the system in 19 months—at the time, the fastest MMIS implementation on record—and achieved CMS certification with zero findings.

THE CHALLENGE

Wyoming's legacy MMIS had served the state for decades, but its aging technology and reliance on manual workflows created increasing operational risk. Updates to reporting, policies, and business processes often required significant staff intervention, increasing the potential for data errors and making it more difficult for the state to respond quickly to changing Medicaid requirements.



Acentra Health recognized that Wyoming needed more than a technology replacement. The state required a modernization strategy that could improve flexibility, transparency, interoperability, and policy responsiveness while protecting eligibility coordination, claims processing, provider reimbursement, and continuity of coverage.

The timing added another layer of complexity. The COVID-19 pandemic required the Wyoming and Acentra Health teams to coordinate remotely while Medicaid programs nationwide faced heightened operational demands. The implementation approach needed to support momentum without compromising stability, testing, oversight, or program integrity.

THE SOLUTION

Acentra Health worked closely with Wyoming to implement WINGS using evoBrix® X, a modern Medicaid platform designed to support configurable, transparent, and efficient Medicaid operations.

A key element of Acentra Health's approach was helping Wyoming move away from a single, large-scale "big bang" deployment. Instead, the teams established a modular and phased implementation strategy that allowed system components to be modernized incrementally while critical services remained operational.

Acentra Health supported the effort through its Fit-to-Product implementation methodology, hybrid-agile development practices, structured governance, and experience with organizational change management. Through shared governance, transparency, and disciplined execution, Acentra Health helped Wyoming make timely decisions and manage the complexity of the implementation in a remote environment.

evoBrix® X provided the modern technology framework, shared infrastructure, configurable business rules, and proven Medicaid capabilities needed to support an accelerated implementation. The platform also enabled Wyoming to leverage pre-existing rules and modifications, helping the state modernize more efficiently while reducing ongoing operational costs.

Benefits of a Modular, Phased Implementation

- Isolate policy changes and system updates within specific modules
- Prioritize components most closely tied to operational risk
- Reduce the risk that changes in one area would affect core functions elsewhere
- Sequence less time-sensitive elements appropriately
- Limit the potential disruption associated with technical challenges
- Maintain testing, oversight, and certification processes throughout implementation

THE RESULTS

Acentra Health and Wyoming implemented WINGS in 19 months, an unprecedented timeline in an industry where implementations have historically taken two to three years. The phased approach helped compress the implementation schedule while maintaining a deliberate focus on risk containment and operational stability.

During this period, Wyoming also saw measurable improvement in program integrity metrics. The state's **Payment Error Rate Measurement (PERM) score decreased from 15.39% in 2022 to 0.43% in 2025,** significantly below the 2025 national average of 6.12%. These results reflect the combined impact of system modernization, process improvements, and ongoing program oversight.

From Acentra Health's perspective, Wyoming's experience demonstrates that Medicaid modernization is not simply a choice between speed and caution. With the right technology, governance model, implementation methodology, and state-vendor partnership, states can modernize critical infrastructure while minimizing disruption for providers and the beneficiaries who depend on Medicaid coverage.

17 months faster



Wyoming and Acentra Health implemented MES ***17 months faster*** than the longest average implementation time

Implementing an MES system is a complex undertaking that has historically taken ***between 24 and 36 months to complete.*** However, Wyoming and Acentra Health's partnership achieved this remarkable feat in an unprecedented 19 months.

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Key results

- Fastest MMIS implementation on record at the time
- CMS certification with zero findings
- Modernized Medicaid infrastructure supporting interoperability and transparency
- Reduced reliance on manual workflows
- Incremental modernization that helped protect operational continuity
- Successful hybrid-agile implementation in a remote environment

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.

Let's move forward together

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

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