


MAY 15TH, 2025

MEDICAID ENTERPRISE SYSTEM TRANSFORMATION

MEST Release 5 Forum

A Comprehensive Update on the MEST Program


During our last MEST Forum, we...



Discussed the MEST Roadmap, what we had accomplished to date, and the direction we were headed in for the future.



Conducted a demonstration of the new Georgia CareConnect Portal.



Held an exciting leadership Q+A Session where participants were able to ask their burning questions to MEST leaders.



Today's Agenda

MAY 15, 2025

Meeting Format:

Join us for our Release 5 Forum either in-person or virtually!

Meeting Objective:

To provide a comprehensive update on the MEST program's current status, introduce key leadership changes, demonstrate Release 5 functionality, outline organizational developments, and establish next steps while encouraging open dialogue through leadership Q&A.



- Review of the MEST Program – 10 min
- Meet Rick Anderson: Our Newest Deputy Chief Information Officer – 5 min
- The Current Roadmap: Where Are We Now? – 5 min
- Release 5 is Live: Accomplishments and Demonstrations – 25 min
- Organizational Design: Powering the MEST Program – Updates on New MEST Roles – 5 min
- Next Steps: Where Do We Go From Here? – 5 min
- Leadership Q+A Session and Closing Remarks – 25 min

01

Review of the MEST Program

Medicaid Enterprise System (MES) Vision

Medicaid Enterprise System

Vision: Empowering a healthy Georgia through access to quality health care supported by innovative technology



CUSTOMER EXPERIENCE

Enable efficient and effective interactions with stakeholders to support seamless and timely health care



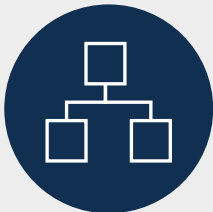
DATA SERVICES

Enable data-driven decision making for stakeholders from a single source of truth



PROGRAM ACCOUNTABILITY

Ensure appropriate use of state and federal Medicaid funds by identifying and reducing fraud, waste, and abuse



TECHNOLOGY AND BUSINESS SERVICES

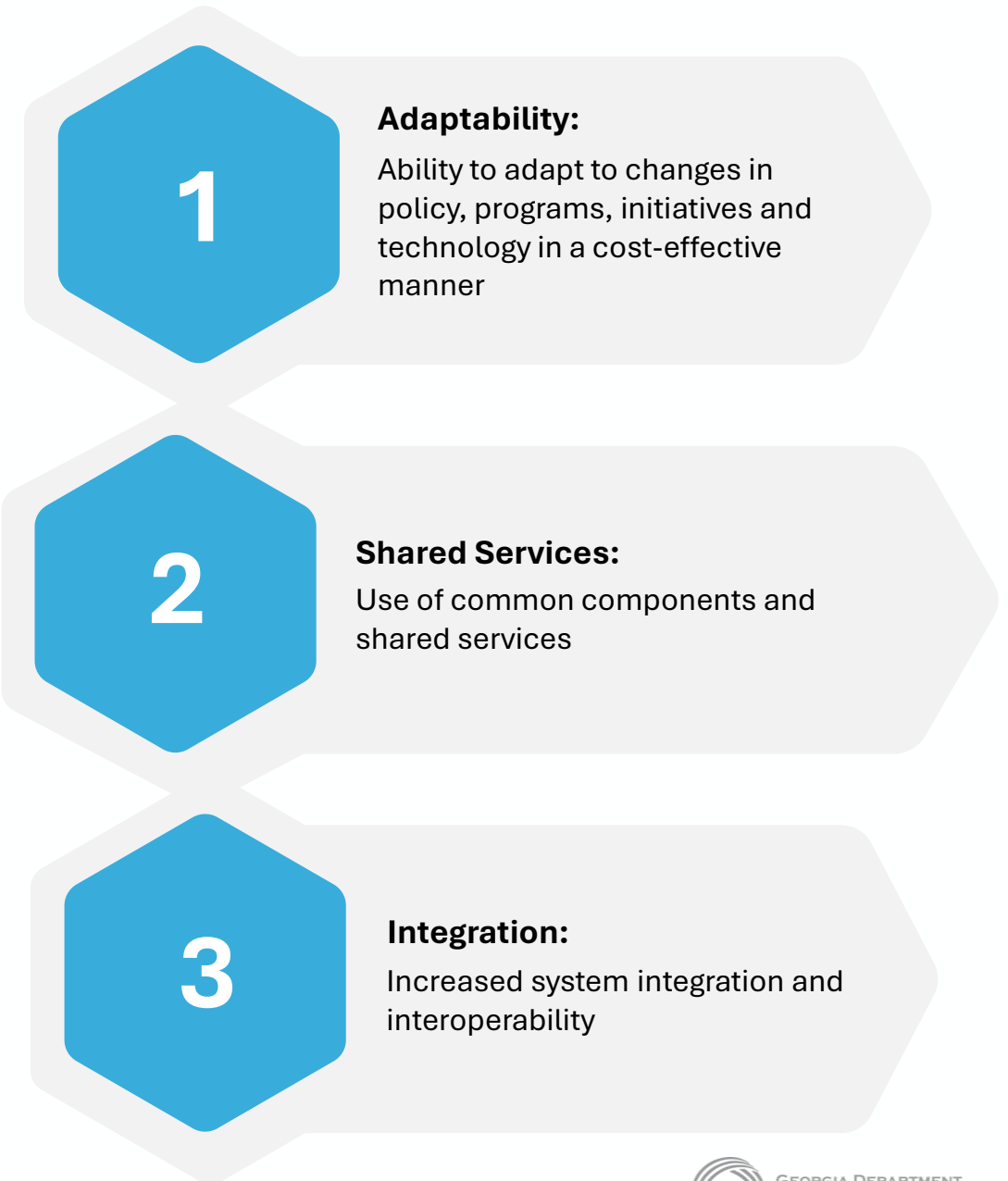
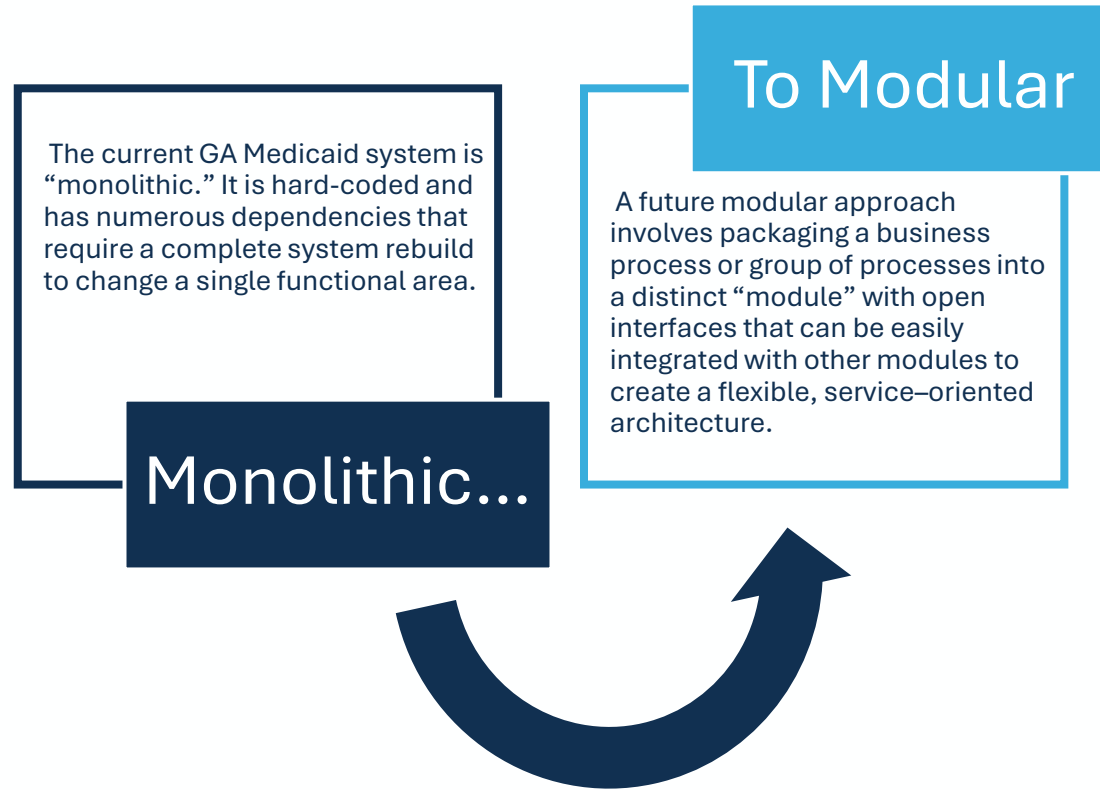
Be proactive and flexible to changes in technology, programs, and policy



POPULATION HEALTH MANAGEMENT

Enhance health care quality and outcomes

Benefits of Modularity



Readiness Assessments



When you and your teams complete a Readiness Assessment, you're helping us understand the full story ...



Where readiness challenges may be arising



Whether enough expectation and context-setting is being provided to DCH stakeholders involved in MEST



Whether or not we're improving over time

Readiness Assessment Findings

Key Findings and Themes



Staff are seeking regular communication about the MEST Program from leadership.



There is a strong desire for enhanced training and education.



Teams want more opportunities for collaboration to improve cross-team alignment.



Greater leadership presence and clearer vision is desired in meetings.



There are notable gaps in technical knowledge (understanding new systems and business processes).

Suggested Areas of Focus



Introduce regular updates via the “The Scoop!” newsletter and the Intranet, highlighting project milestones and updates.




Build an online MEST knowledge base on the portal with FAQs and process documentation.



Establish comprehensive MEST forums that include: regular updates, dedicated working groups with cross-vendor and team representatives (including DCH business leaders), interactive Q+A sessions with leadership, and technical demo sessions showcasing new features.

Newest Readiness Assessment Just Launched

Please use this link (also provided in the Zoom chat) to participate: <https://nam.dcv.ms/4TzdnmSmEM>



GA MEST - Change Readiness Assessment

Thank you for taking the time to fill out this survey

This survey will take you approximately 10 minutes to complete.

Kindly note that you can only take the survey once. All questions marked with an asterisk (*) are required.

The survey will be closed on **May 22nd, 2025**. Your inputs will remain confidential and the results will be aggregated for reporting purposes.

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02

Meet Rick Anderson: Our Newest Deputy Chief Information Officer

DEPUTY CHIEF INFORMATION OFFICER

Meet Rick Anderson

OUR NEWEST DEPUTY CHIEF INFORMATION OFFICER

As Deputy Chief Information Officer, Rick spearheads Georgia's Medicaid IT modernization, focusing on strategic planning and federal funding to enhance the state's Medicaid Enterprise System.

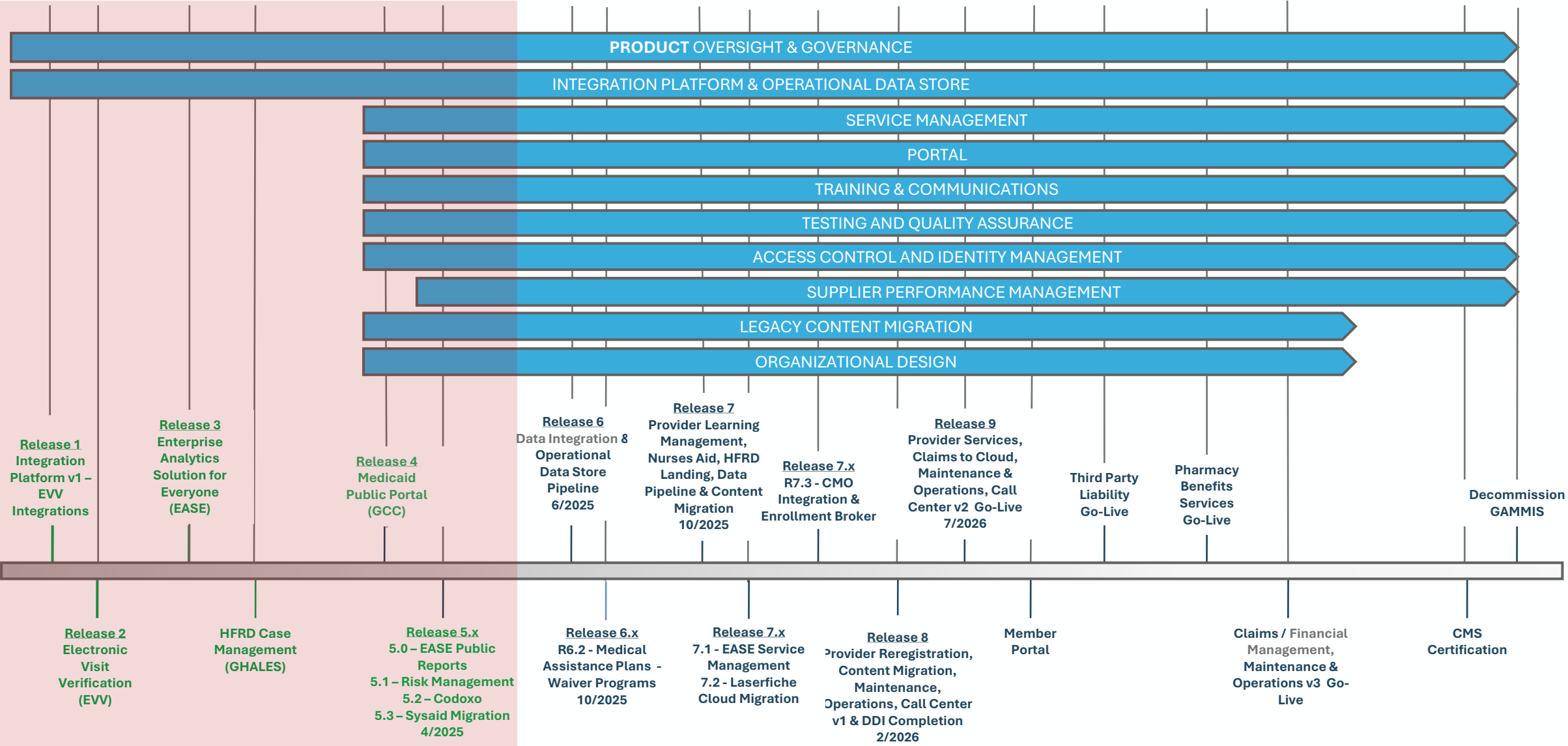
With a robust IT leadership background, Rick excels in managing complex regulatory landscapes and large-scale IT investments, ensuring Georgia's Medicaid systems will be modern, compliant, and sustainable.



03

The Current Roadmap: Where Are We Now?

Product Roadmap



A glance at Release 5 and its impact on Medicaid Programs

Recently Deployed Updates

5.0

- Enhanced Georgia CareConnect Portal
- Added access to EASE Public Reports

5.1

- Additional Georgia CareConnect functionality
- Communications and incident management via ServiceNow
- Foundation for centralized communication approach
- Improved logging, escalation, and resolution processes

5.2

- Implement fraud, waste, and abuse functionality
- Authorized user access for Office of Inspector General and Program Integrity

Upcoming Release Deployment Updates

5.3

- DCH Help Desk migration to ServiceNow platform
- Enhanced data filtration capabilities
- Will streamline support processes and improve service delivery

5.4

- Katie Beckett grant waiver implementation

04

Release 5 is Live: Accomplishments and Demonstrations

Codoxo: Using AI to Reduce Claims Fraud

1

What is Codoxo?

2

Why is Codoxo important to DCH?

3

How is Codoxo different than what we're doing today?

04

EASE Public Portal Reports Demonstration

Google Analytics

Google Analytics is a powerful web analytics service that tracks and reports website traffic. It's a comprehensive tool that helps businesses and organizations understand their audience, improve marketing strategies, and enhance website performance.

Google Analytics enables organizations to:

- Make data-driven decisions.
- Optimize marketing campaigns and improve user experience.
- Identify trends and patterns in user interactions.



User Behavior

Tracks how users interact with a website, including page views, time spent, and navigation paths.



Real-Time Data

Provides insights into the number of visitors, their geographic location, and the devices they use. Offers live updates on website activities as they happen.



Audience Insights

Delivers detailed demographic and interest reports to understand the characteristics of the website's visitors.



Integration Capabilities

Seamlessly integrates with other Google services (Search Console, Data Studio, etc.) and non-Google services for a holistic view of digital performance.

Google Analytics within Georgia CareConnect and Medicaid Delivery

Google Analytics can be strategically utilized to improve the efficiency and user experience of Georgia CareConnect by providing valuable insights into website performance, user behavior, and service accessibility. By analyzing these metrics, DCH can make informed decisions to better serve members and comply with regulatory requirements.

User Engagement

Detailed analysis of user interactions helps in optimizing the layout and content of Medicaid portals to increase ease of access and user retention.

Performance Monitoring

Regular tracking of portal performance metrics ensures that common bottlenecks are identified and resolved to enhance user satisfaction and reliability.

Data-Driven Decisions

Leveraging continuous data inputs to drive platform updates ensures that user needs are met efficiently while aligning with compliance mandates.

Resource Optimization

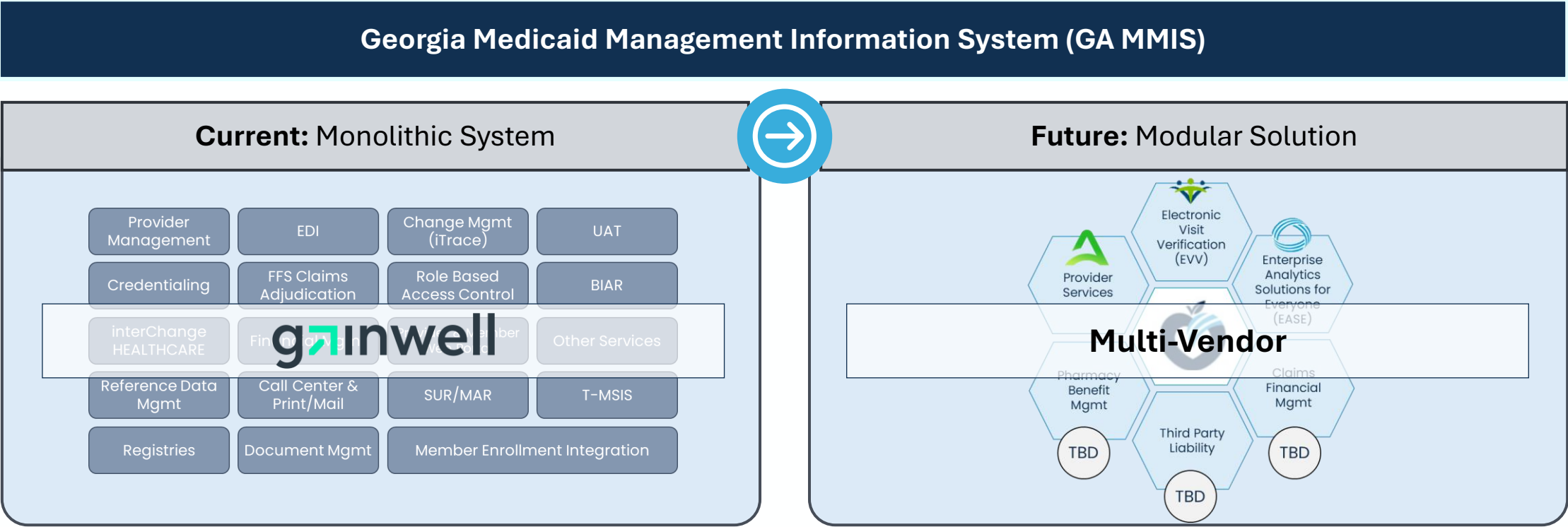
Analytics-driven insights can identify underutilized online resources, guiding placement and improvement strategies for impactful service delivery.

05

Organizational Design: Powering the MEST Program – Updates on New MEST Roles

The Need for Organizational Design (OD)

Transitioning from a monolithic system to a modular system requires more than just technical change. **It creates a need to transform Office of Information Technology’s (OIT) organizational structure to support a new, multi-vendor ecosystem.**



How We Are Thinking About OD

We define Organizational Design (OD) as...

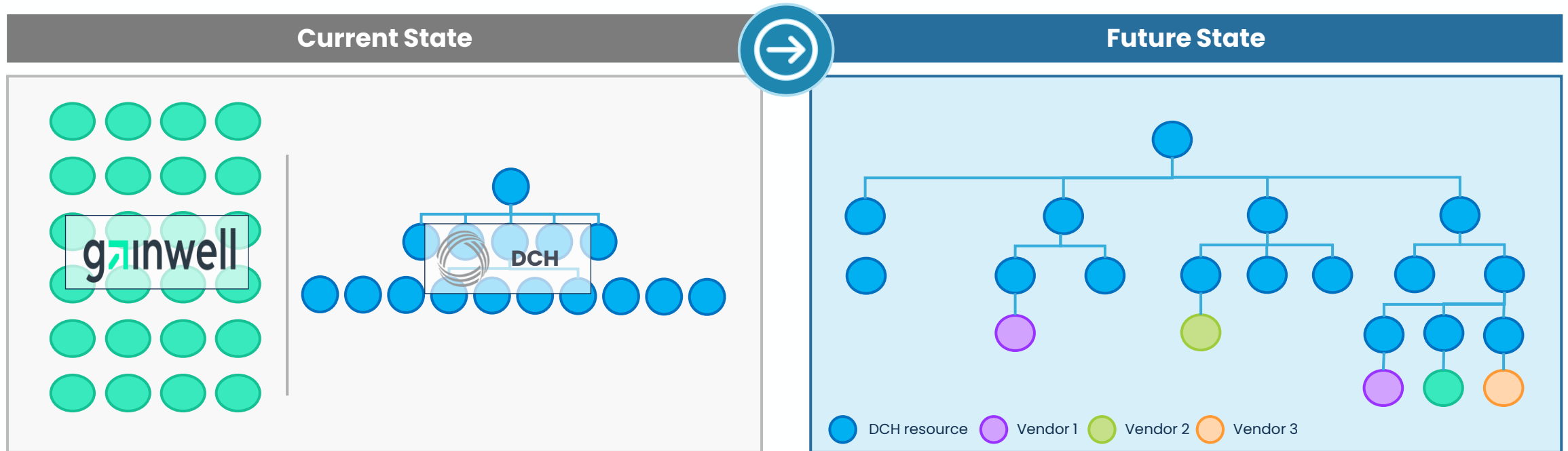
the deliberate process of configuring an organization's structure, roles, processes, and capabilities to effectively and sustainably deliver on business objectives and transformation goals.



Our goal is to figure out the best way to arrange people and processes within OIT so that teams can do their best work, processes and systems can produce optimal outputs and, ultimately, the agency can achieve its goals.

OIT's Organizational Structure Must Expand & Modernize to Support MEST

Transitioning from a monolithic system to a modular system **creates a need to transform OIT's organizational structure to support a new, multi-vendor ecosystem.** Organizational design must evolve to support the new modular architecture effectively.



- 60% Gainwell resources to 40% DCH resources*
- Lack of oversight / blind spots on multiple Gainwell processes
- DCH organization is overly flat and lacks appropriate structural layers

- ✓ Projected 50% DCH resources to 50% vendor resources
- ✓ Comprehensive DCH oversight across all shared services and products
- ✓ Logical structure with sufficient escalation paths

Integrating DCH Culture into the Future State Organization

We actively seek and incorporate diverse insights from stakeholders to ensure all OD deliverables and the ultimate future state design meet organizational needs through:



**Interviews with
Impacted Functions**



**Readiness
Assessments**



**Touchpoints
with HR**



**Forum Feedback
and Questions**



The OD workstream team collaborates closely with OIT leadership to develop and refine each OD deliverable. DCH ultimately retains the final decision-making authority on all OD matters.

What This Means For You

Exciting Career Opportunities Ahead

- OIT expansion creates **new roles for DCH employees**.
- **Internal talent is our priority** for these positions.
- Prepare to explore and **apply for opportunities** that match your skills and aspirations.
- **Stay tuned** for upcoming role announcements.



Questions? Reach out to :

Matt Jarrard,
MEST Project Leader
mjarrard@dch.ga.gov

06

Next Steps: Where Do We Go From Here?

Ongoing and Future Release Work Dates

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RELEASE 6

Data Integration & Operational Data Store Pipeline

- Release 6 planning workshop occurred early March 2025
- Release 6 working dates: March – June 2025

7

RELEASE 7

Provider Learning Management, Nurses Aid, HFRD & Non-EDI Migration

- **Release 7 planning workshop Happening NOW:** May 14 – 15
- Release 7 working dates: May – September 2025


07

Leadership Q+A Session

Newest Readiness Assessment Just Launched

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English (United States) ▼



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 Georgia
CareConnect

 GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

Confidential (Client)

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08

Closing Remarks

Thank You!



A Product of Georgia Department of Community Health