



GEORGIA DEPARTMENT  
OF COMMUNITY HEALTH

# Continuous Program Improvement (CPI)



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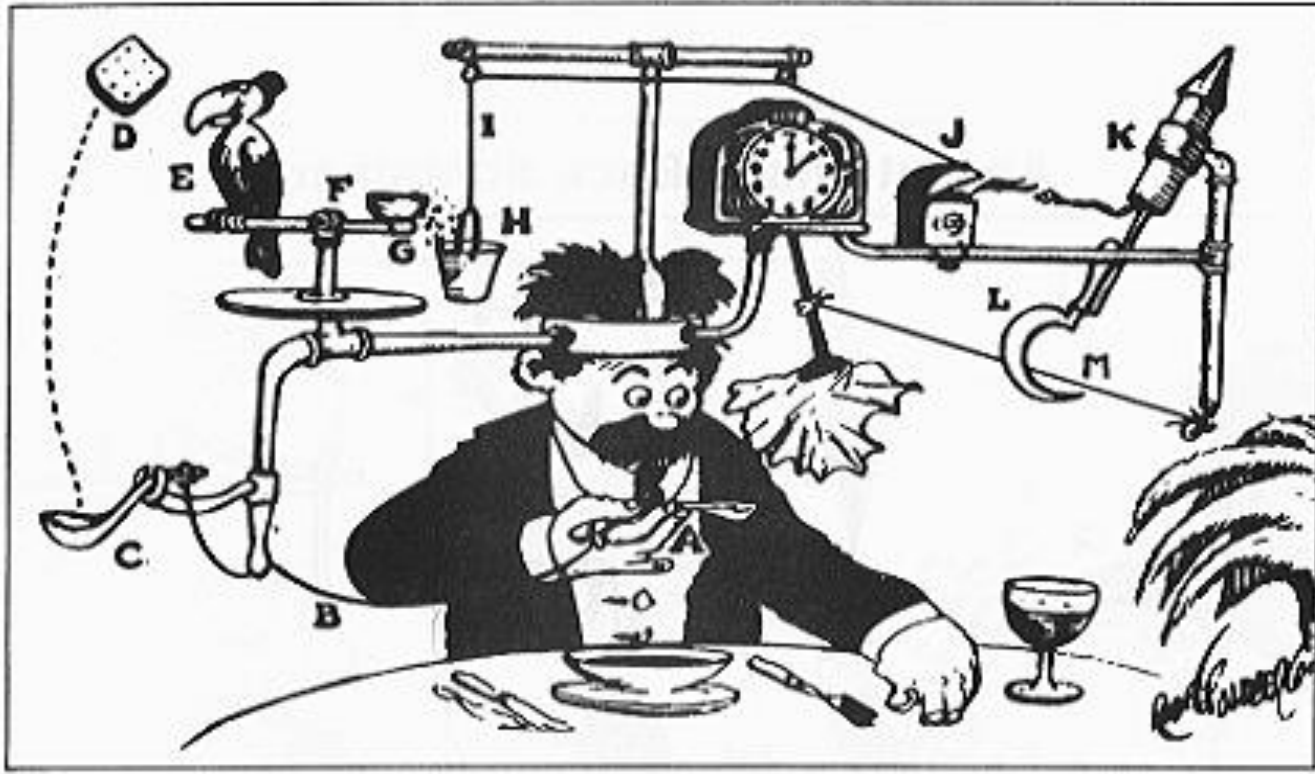
Date: March 14, 2019

# New Office of Continuous Program Improvement

- Created as part of DCH reorganization, November 2018
- Part of the Health Policy Office led by Blake Fulenwider
- Other offices include:
  - Health Care Analytics and Reporting
  - Medicaid and
  - SHBP



## Self-Operating Napkin





# Agenda

- **Continuous Program Improvement**
  - Mission
  - History
  - Guiding Principles
  - Membership
  - Core Functions
  - Project Prioritization
  - New Scope
  - Accomplishments and Coming Attractions
- **Questions**

# CPI Mission

- ***Reduce the administrative burden for DCH internal and external customers, health care providers and others through identifying and implementing processes that streamline and reduce administrative requirements, eliminate duplication and speed processes.***

# How it began

- Katie Beckett meeting– Advocacy groups and parents
- CEO/CMO Quarterly Meeting
- Medical Assistance programs

# CPI Initiative

## Guiding Principles

- Clarify, Simplify, and Streamline Requirements;
- Improve Quality of Care;
- Foster Cost Effectiveness;
- Ensure Program Integrity;
- Eliminate Duplication;
- Implement Data Driven Solutions; and
- Embrace Technology-based Solutions

# Partial List of CPI Initiative Membership

Broad representation from providers, managed care contractors, State program administrators, and systems and policy experts.



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# CPI

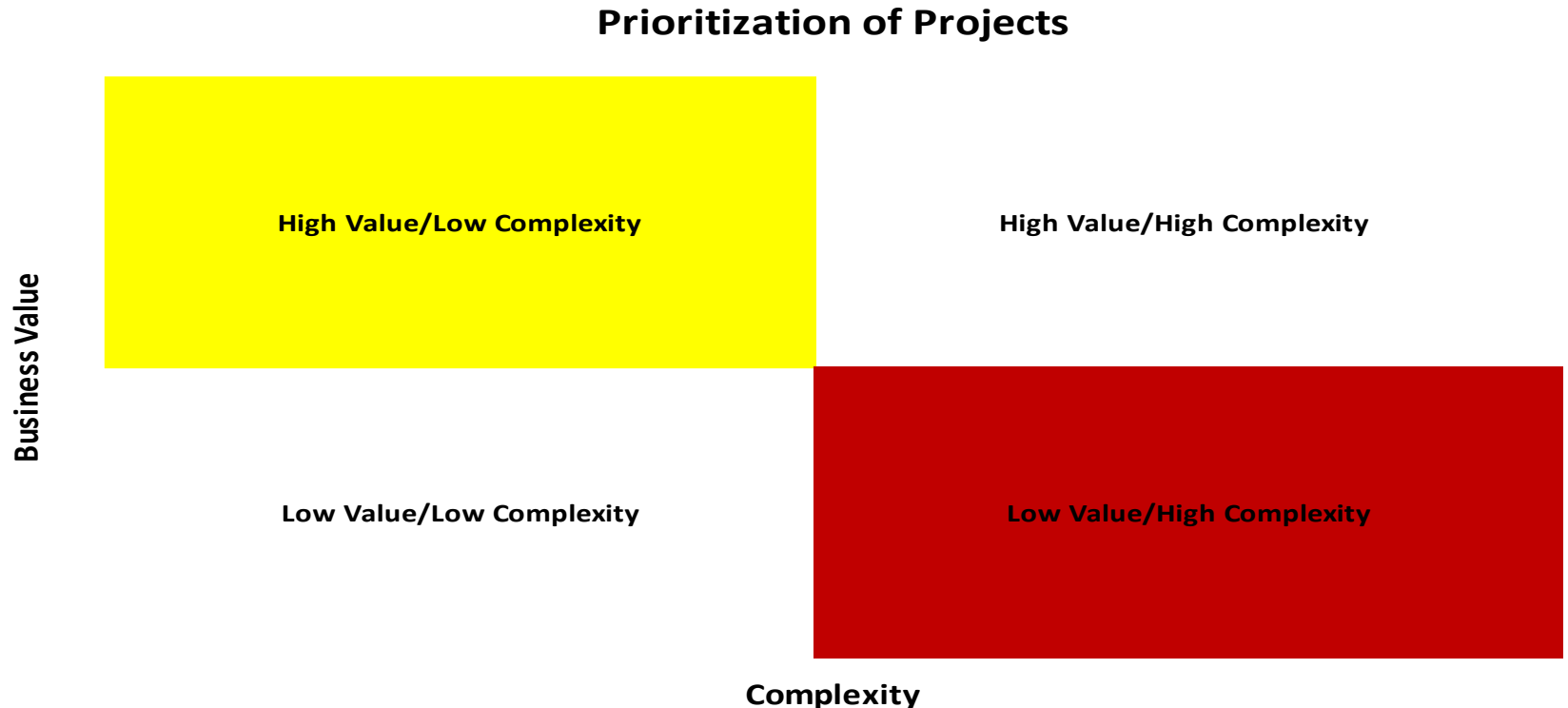
## Core Functions

- Identify areas of focus for administrative simplification opportunities.
- Facilitate the development of standardized processes which reduce the need for providers to submit duplicative information, in different formats, to multiple entities.
- Identify opportunities to incorporate technology-based solutions for administrative requirements that simplify compliance for providers and expedite decision-making.



# CPI Prioritization of Projects

- The AS Workgroup assesses the ***Business Value*** and ***Complexity*** of each project



# Expanded Scope in 2019

- Added SHBP
- Joint Workgroups for Medicaid/SHBP created:
  - Provider Enrollment/Credentialing
  - Claiming and Payment
  - Member Eligibility
  - Preauthorization

# Accomplishments

- Katie Beckett Waiver– Recertify Level of Care every other year, instead of every year.
- As of April 2019, eliminate need for manual upload of Excel spreadsheets to the CMO's
- Changed the “look and feel” of the Provider Enrollment module to enhance its user friendliness
- Added functionality to provide for on-line demographic changes in Provider Enrollment



# Accomplishments

- Heightened visibility of the Provider Enrollment module on the DCH website.
- Redesigned two provider forms to reduce complexity and eliminate requirement for physician signature.

# Coming Attractions

- Vast reduction in data entry in Provider Enrollment through use of templates- slated for late May 2019.
- Addition of members' renewal date in system so that providers can remind members to renew. Prevents gap in coverage.
- Reviewing medications to determine if some may be prescribed without pre-authorization.
- Studying feasibility of Centralized Claiming Portal.





# Questions?