

# Findings Summary: **State User Interviews**

For Medicaid CMS-64 & CHIP-21 Expenditures

Suzanne Ankerbrand, Tracy Lau, Drew Zipp  
March 28, 2022



●

# Why, Who & How

# Why, How & Who

## Why We Talked to State Users



Learn about the CMS-64 submission process



Learn how data is prepared for submission



See how the current system is used in the process



Discover user pain points about the current process



Determine what possible improvements can be made

# Why, How & Who

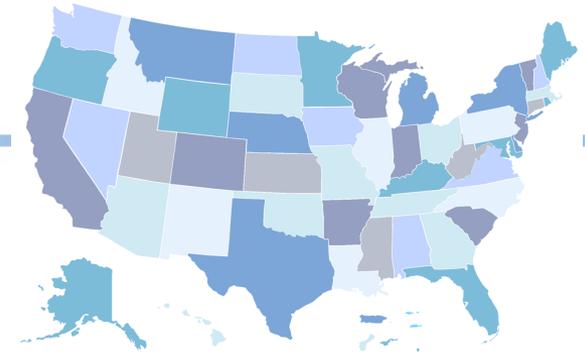
## How We Did It

- Interviews conducted via Zoom in 1- to 1.5-hour sessions
- Questions asked using a prepared interview guide
- Users explained and demonstrated their process along the way, and shared supporting artifacts

## Who We Talked To

- State users who prepare the data
- State users who submit the data
- State users who review and approve the data

# Why, How & Who



## Who We Interviewed

1

States (*mix from East/West branches*)

3

Territory

1-3

Number of participants in each interview

17

Total number of users interviewed



# What We Learned

# What We Learned



## Preparation of Expenditure Data

- ◆ Different systems used (MMIS, in-house or other systems)
- ◆ Bulk of the work is in preparing the data for MBES
- ◆ Data is exported from State systems into spreadsheets
- ◆ There is almost a tab in the spreadsheet file for every form
- ◆ Various functions can be performed in Excel such as:
  - Pivot tables added for MBES format
  - Anything that is a prior period is isolated
  - Data broken down to facilitate federal mandates
  - FMAPs updated if it's a new fiscal year

# What We Learned

## Output Reports

- Not all reports are useful nor is it always clear what information a report will produce
- It's confusing where to find reports a second time
- The list of reports is extensive; they are not categorized how they should be; users must manually search for a report
- There are only “canned reports”; can't always get to the data you really need; can't modify them
- Unable to download an inclusive report of all entries in the submission package which would be helpful for review

*\*This functionality exists but not all participants were aware of it*

# What We Learned

## Variations & Variance Analysis

- Some variances are caused by differing number rounding between the state system and MBES
- Unidentified variances cause report to be uncertified; then users must hunt down the variance which adds time to the process
- Variance Reports do little to facilitate identifying variances with entry
- Variations aren't identified until after everything is entered and submitted

# What We Learned

## Submission Forms

- ◆ There is no way to search or sort them
- ◆ There isn't a summary level report
- ◆ Lines 7, 8 and 10 are cumbersome

## Feeder Forms

- ◆ Easy to make errors or misplace info because a new page opens
- ◆ Hard to identify errors and make corrections
- ◆ Quick entry is not available for feeder forms

# What We Learned

## Waivers

- Some waivers have the same name, it's easy to select the wrong one
- List of waivers is long, hard to find the right one
- There is no way to sort or filter them
- Archived waivers are included in the list

## Prior Period Adjustments (PPAs)

- Time consuming because you may only be adjusting one line in several periods but must do each one individually
- Takes time to ensure they go to the correct forms, quarters, etc.

# What We Learned

## Advanced Planning Documents (APDs)

- ◆ Naming conventions are long and sometimes incorrect
- ◆ Expired APDs are not removed or archived
- ◆ APD list is long because expired ones are not removed

## FMAP Rates

- ◆ Excel files must be updated each year with new FMAP rates which is very labor-intensive
- ◆ There are many rates which makes it easy to key data into an incorrect column

# What We Learned

## Allotments

- System does not state what the allotment is
- Don't know there's an error until after it's been entered

## Quick Entry

- Can be very helpful
- Not available for all forms i.e. p-page forms and lines, and feeder pages

# What We Learned

## Training, Tutorials, Guides

- ◆ Training sessions for States are no longer being held
- ◆ New regulatory or system changes are not always clearly communicated
- ◆ Assistance for new procedures is not provided (help or checklists)
- ◆ Some users don't know where to find Medicaid memos
- ◆ Some users find that the line numbers in MBES are helpful

## Internal State Training

- ◆ Most state users are trained by their predecessors and are largely lacking organized materials
- ◆ Some states circulate internal “cheat sheets” to help their staff; some learn by trail and error



# Possible Enhancement Opportunities

# Possible Enhancement Opportunities

## Submission Process and Forms

- Ability to upload data to save time and reduce errors\*
- Unable to view, sort, filter, add, report on, or manipulate the large number of filed, base/standard, and state-specific forms
- Feeder forms: Hard to identify errors; difficult to enter data, view inputs and make corrections

## Variations

- Possible variations are flagged before the report is submitted\*
- Ability to provide an explanation before submission

## Waivers

- Ability to hide or archive old ones; ability to search/sort

*\*Features built into MACFin Budget module*

# Possible Enhancement Opportunities

## Output Reports

- ◆ Provide a clear purpose and description for each report
- ◆ Provide the ability to filter, sort, or search for reports
- ◆ Ability to add reports to a favorites list
- ◆ Ability to create customized reports based on data needed
- ◆ Option to pull report of current/existing entry

## Prior Period Adjustments (PPAs)

- ◆ Build in functionality to streamline how PPAs are completed

## Advance Planning Documents (APDs)

- ◆ Better naming convention; ability to sort/filter APDs; ability to archive or hide expired APDs

# Possible Enhancement Opportunities

## Output Reports

- ◆ Provide a clear purpose and description for each report
- ◆ Provide the ability to filter, sort, or search for reports
- ◆ Ability to add reports to a favorites list
- ◆ Ability to create customized reports based on data needed
- ◆ Option to pull report of current/existing entry

## Prior Period Adjustments (PPAs)

- ◆ Build in functionality to streamline how PPAs are completed

## Advance Planning Documents (APDs)

- ◆ Better naming convention; ability to sort/filter APDs; ability to archive or hide expired APDs

# Possible Enhancement Opportunities

## Allotments

- System does not state what it is; don't know there's an error until after it's been entered

## Help & Training

- Offer CMS training sessions that are recorded for later viewing
- Create a resources page that contains: Help topics; recorded training sessions, regulatory and system changes, links to Medicaid Memos, etc.



# Future Feedback

We need your help to create a new system that works for you. If you are interested in providing future input and feedback, please email...



THANK  
YOU

