

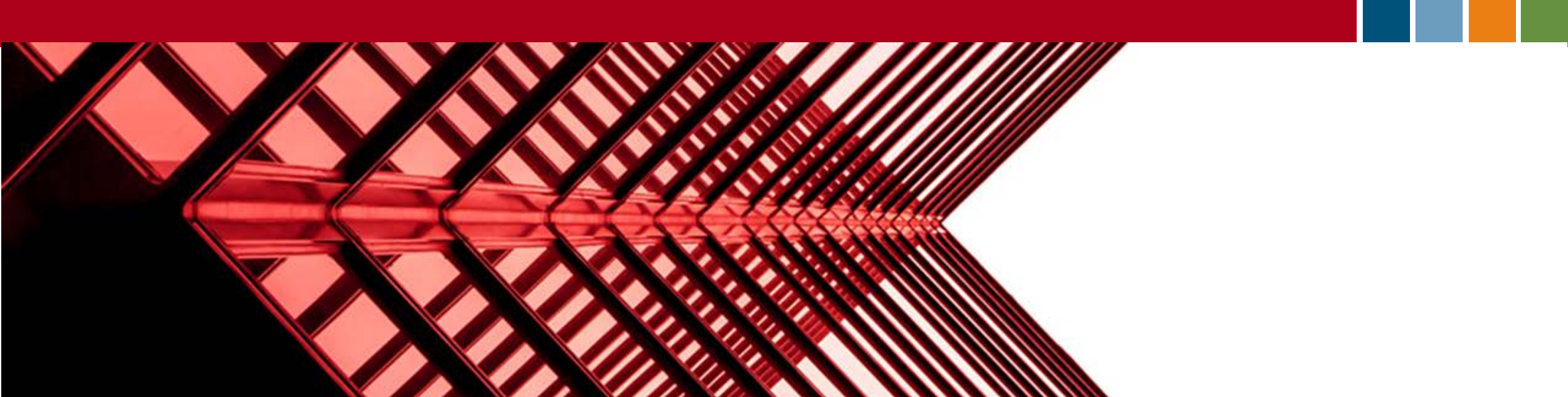


POWER OF THE PMO

# Mastering Modularity

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## TODAY'S GOAL

**Formulate** an approach to managing modular implementations

# CURRENT SITUATION

- Managing multiple vendor contracts and operations
- Sequencing implementations and procurements
- Navigating scheduling and resource complications
- Coordinating between different state agencies to manage modules



# AGENDA

- Presentation Takeaways
- Modularity Overview
- States' Options
- Project Management Office (PMO) Basics
- PMO Master Contract



## PRESENTATION TAKEAWAYS

- Gain a baseline understanding of challenges presented by a modular approach
- Review options that may be available to states for managing modularity
- Investigate what a PMO is and how it can be leveraged
- Formulate an approach to managing modular implementations

# MODULARITY OVERVIEW

- Center for Medicare and Medicaid Services (CMS) regulations
- “Build out” systems in parts
- Open interfaces and exposed application programming interfaces (APIs)
- Separation of business rules
- Customization
- Incremental approach

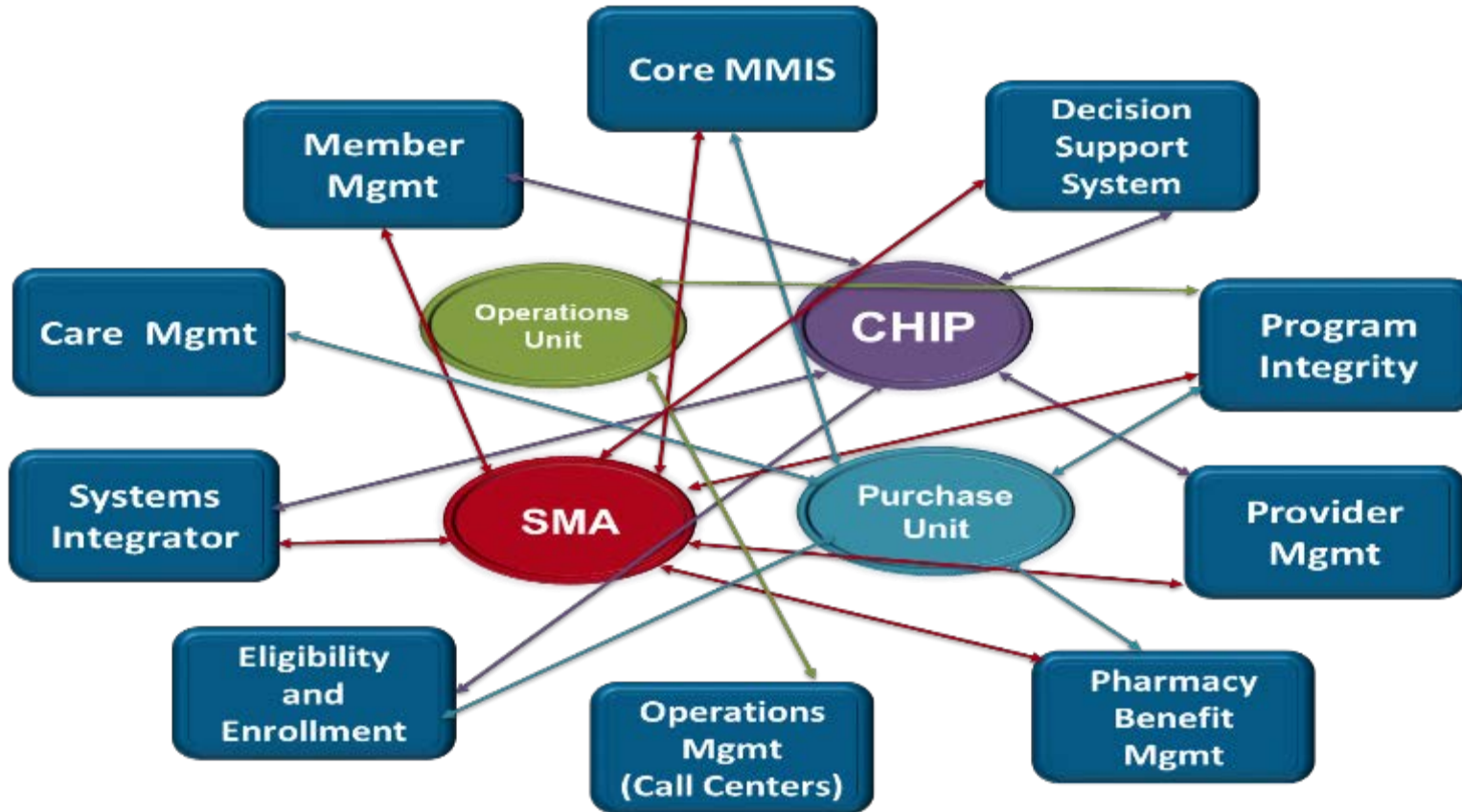
# CONCURRENT MODULES IN MOTION

| MODULES                        | YR. 1          |    |    |    | YR. 2          |    |    |    | YR. 3   |    |    |    | YR. 4          |    |    |    | YR. 5          |    |    |    | YR. N |
|--------------------------------|----------------|----|----|----|----------------|----|----|----|---|----|----|----|----------------|----|----|----|----------------|----|----|----|-------|
|                                | Q1             | Q2 | Q3 | Q4 | Q1             | Q2 | Q3 | Q4 | Q1  | Q2 | Q3 | Q4 | Q1             | Q2 | Q3 | Q4 | Q1             | Q2 | Q3 | Q4 |       |
| Decision Support System        | Operations—Old |    |    |    | Procurement    |    |    |    | Design, Development, and Implementation (DDI) |    |    |    | Operations—New |    |    |    |                |    |    |    |       |
|                                | Operations—Old |    |    |    | Operations—New |    |    |    | Operations—New                                |    |    |    |                |    |    |    |                |    |    |    |       |
| Electronic Visit Verification  | Operations—Old |    |    |    | Procurement    |    |    |    | DDI   |    |    |    | Operations—New |    |    |    |                |    |    |    |       |
| Systems Integrator             | Operations—Old |    |    |    | Procurement    |    |    |    | DDI   |    |    |    | Operations     |    |    |    |                |    |    |    |       |
| Provider and Member Management | Operations—Old |    |    |    | Operations—Old |    |    |    | Operations—Old                                |    |    |    | Procurement    |    |    |    | DDI            |    |    |    |       |
|                                | Operations—Old |    |    |    | Operations—Old |    |    |    | Operations—Old                                |    |    |    | Operations—Old |    |    |    | Operations—Old |    |    |    |       |
| Pharmacy Benefit Management    | Operations—Old |    |    |    | Procurement    |    |    |    | DDI   |    |    |    | Operations—New |    |    |    |                |    |    |    |       |
|                                | Operations—Old |    |    |    | Operations—Old |    |    |    | Operations—Old                                |    |    |    | Operations—New |    |    |    |                |    |    |    |       |



# MODULARITY OVERVIEW

The typical approach without a PMO







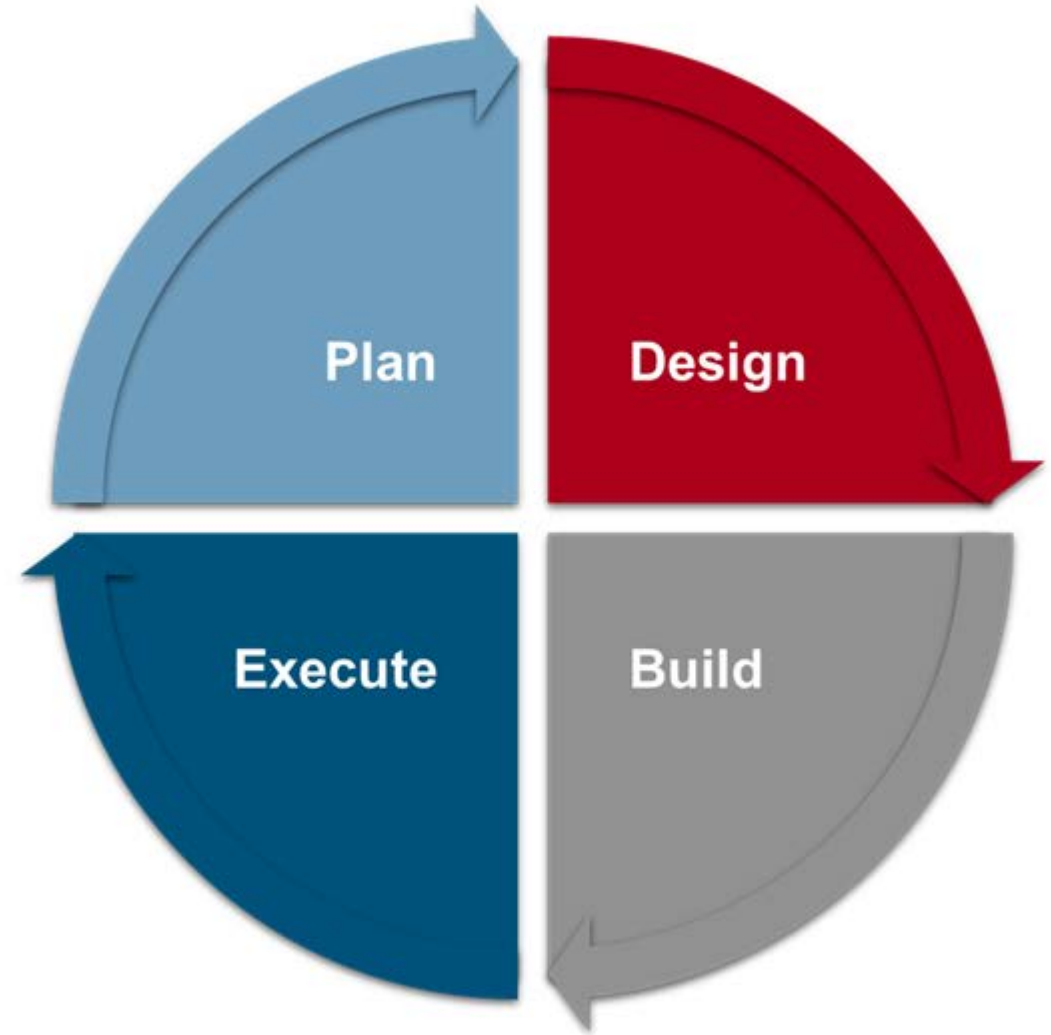
# STATES' OPTIONS

- Go it alone
- Staff augmentation
- Multiple, individual vendor contracts
- PMO Master Contract

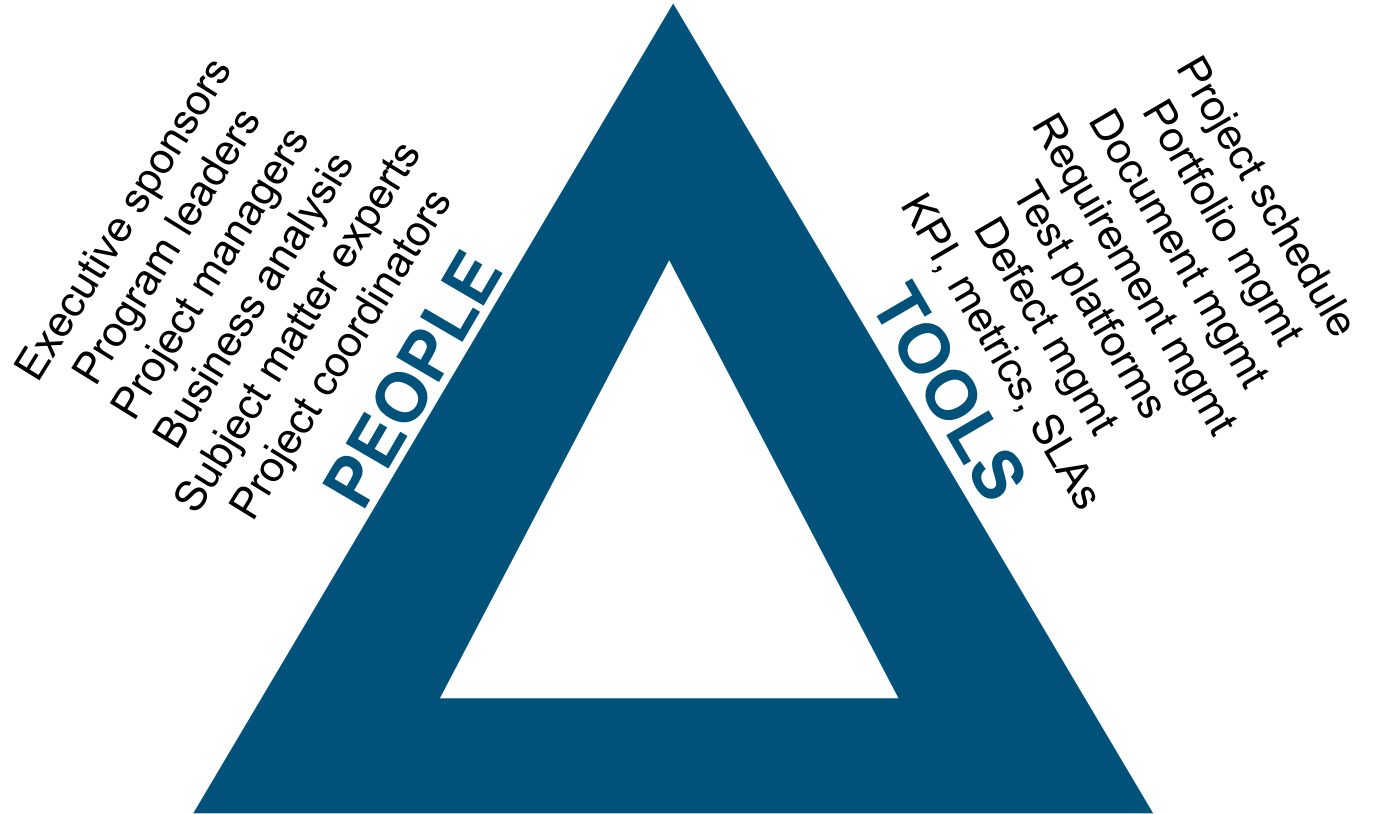
# PMO BASICS

- Start small and evolve
- Build a PMO culture
- Establish a relationship
- Leverage processes, tools, templates, and people

Investigate what a PMO is and how it can be leveraged



# PMO BASICS

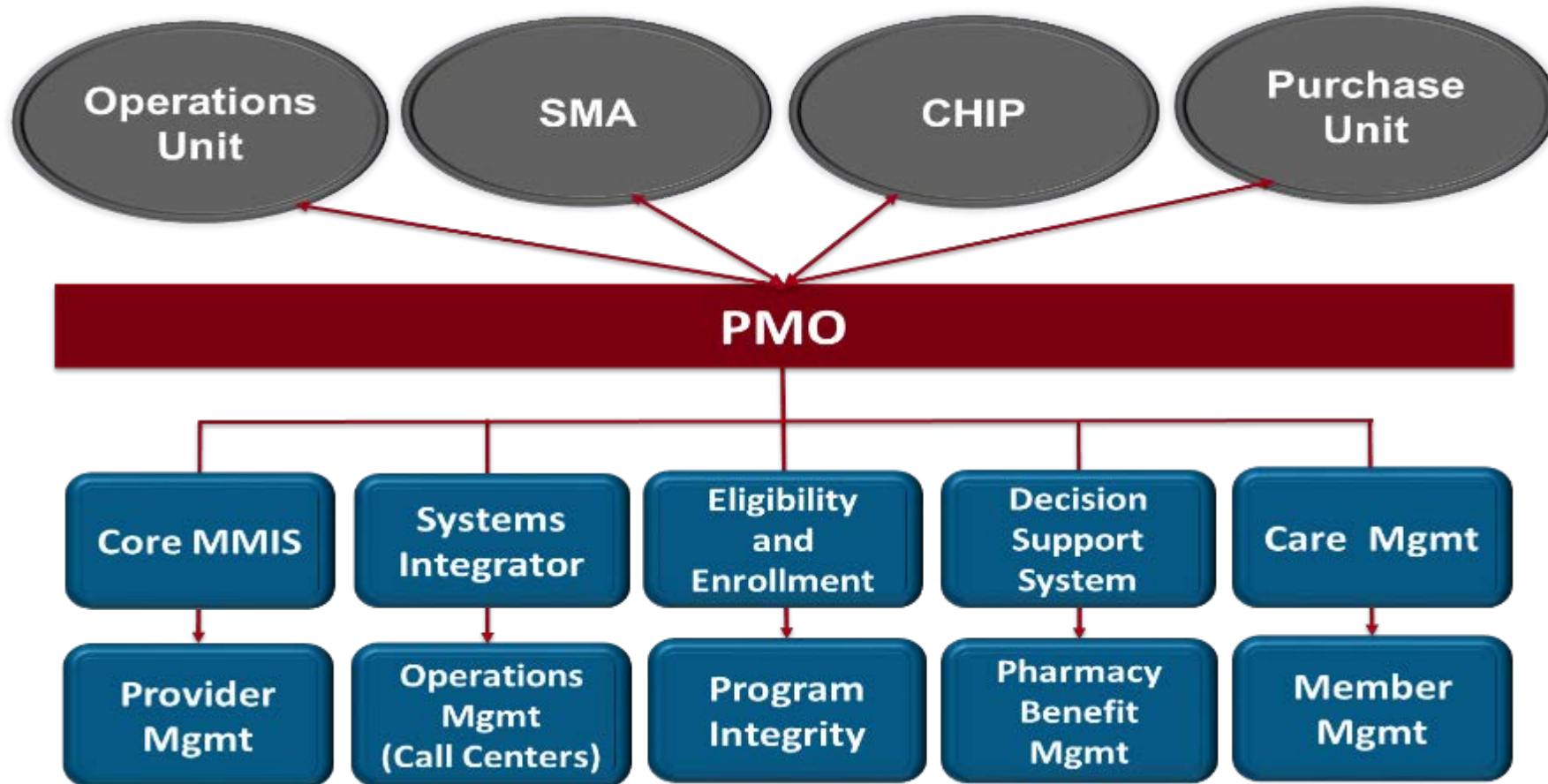


## PROCESS

- PMBOK® Sixth Edition
- ITIL / ITSM standards
- SEI CMM Level 3
- IEEE standards
- Processes and plans
- Templates
- Best practices

# PMO BASICS

Future State – PMO for Implementation, Operations and Maintenance





# PMO MASTER CONTRACT

- Tangible examples
- Recent procurements

**Formulate an approach to handling modular implementations**

# CONCLUSION

## Agenda Topics

- Modularity Overview
- States' Options
- PMO Basics
- PMO Master Contract



## CONSIDERATIONS + NEXT ACTIONS

- Are you taking advantage of CMS funding for PMOs?
- What barriers do you have in taking advantage of the funding?
- Do you have lessons learned with modular pain points or utilizing PMOs?
- Where are you in employing modules?
- Develop a strategic plan
- Focus on outcomes
- Consider operations and maintenance



# QUESTIONS?



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