DHCS

A State of California agency maximize the value of their applications, drive operational excellence and competitive advantage by outsourcing technical support and application maintenance services.

About Our Client

The mission of DHCS is to provide Californians with access to affordable, integrated, high-quality health care, including medical, dental, mental health, substance use treatment services and long-term care.

Their vision is to preserve and improve the overall health and well-being of all Californians. DHCS funds health care services for about 13 million Medi-Cal beneficiaries. About one-third of Californians receive health care services financed or organized by DHCS, making the Department the largest health care purchaser in California.

Business Need

Failure of CMS Net applications impact providers, government staff, and clients and their families across all 58 counties in the State of California with 15000+ users and up to 150,000+ clients.

CMS Net applications are currently in a maintenance mode, and additional years of maintenance and operations (M&O) are needed to continue to support it. The State was also in need of making CMS Net, a HIPAA compliant system, specifically to the Health claims and equivalent encounter information and the referral certification and authorization formats and required extensive analysis to achieve this compliance.

Business Solution

Mentis is chosen as a prime vendor to assume the responsibility to maintain and support statewide the CMS Net operations as well as the Provider Electronic Data Interchange (PEDI) performing the following services:

— Project Management
— Release Management
— CMS Net Help Desk support
— Software Maintenance
— Application Change Requests

— Performance Monitoring and Tuning
— Training Coordination to Counties
— Capacity Planning, Security and
— Compliance Monitoring.
— Create/Update System Documentation

Business Benefits

Excellent medical services for approximately 150,000+ clients

Quick medical case management across 58 counties in California

Online access to data for 15,000+ users including health care facilities, professionals, case managers, and administrators

Compliant with HIPAA policies related to PHI and PI privacy guidelines, specifically to the health claims, referral, and authorization formats

Problem resolution, knowledge sharing and end user help desk support through ServiceNow™