

# Doug Wilson Joins CNSI as Vice President of Enterprise Program Management

*Addition of Process Excellence Leader Underscores Commitment to Quality*

ROCKVILLE, Md., Sept. 5, 2019 /PRNewswire/ – [CNSI](#), a leading business solutions provider in developing and delivering innovative health information technology solutions, announced today that Doug Wilson has joined the company as Vice President of Enterprise Program Management.

Wilson has over 20 years of Federal Government and commercial program management and process improvement leadership experience. Most recently, he led the Process Engineering and Improvement program at Octo Consulting. He has also led large-scale PMO and process improvement initiatives at Booz Allen Hamilton, CareFirst, Acentia, and MAXIMUS.

“It is great to welcome Doug to the CNSI team,” said CNSI Chief Executive Officer Todd Stottlemeyer. “Doug brings a passion for quality, program management, mature and repeatable business practices and processes, and exquisite execution on all client engagements. His industry experience and demonstrated leadership will help foster outstanding execution for our clients and resulting market growth.”

Wilson is a certified PMP, PMI Agile Practitioner, ITIL professional, and CMMI Associate. He is recognized in the process improvement community as a subject-matter expert and leader in multi-model process initiatives and innovative techniques.

“I am excited to join the client-focused and innovative team at CNSI,” said Wilson. “I look forward to helping CNSI be

recognized for exquisite execution and innovation on all client engagements.”

Wilson’s hire is the latest in a series of new management hires the company has recently announced to strengthen its market position and accelerate growth. For more information, please visit <http://www.cns-inc.com>.

### **About CNSI**

CNSI delivers a broad range of health information technology enterprise solutions and customizable products to a diverse base of state and federal agencies. We align, build, and manage innovative, high-quality, cost-effective solutions that help customers achieve their mission, enhance business performance, reduce costs, and improve the health for over 50 million Americans. With locations throughout the U.S. and in India, CNSI employs a world-class team of technologists, healthcare subject-matter experts, and program managers, all of whom have experience with large scale mission-critical information technology implementations. CNSI’s website is: <http://www.cns-inc.com>.

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# **Planning for the Future Medicaid Enterprise**

There’s no doubt that Medicaid has transformed significantly since the passage of the Affordable Care Act in 2010. As the number of Medicaid beneficiaries has increased by 40% to 73 million recipients in 2018, so too has interest in Medicaid from investors, health insurers, provider-led plans and

others. And together with leaders from federal and state government, Medicaid is being reshaped in ways that were never possible before.

Research firm McKinsey has identified [five trends that are most likely to have an impact on Medicaid](#) over the next five to ten years. Let's take a closer look at three of their predictions and talk about ways that state leaders can prepare for and take advantage of these trends.

## Changing Demographics Want Digital Solutions

Research estimates that Medicaid will be a trillion-dollar program by 2026, thanks in large part to its expansion. And while more people are now eligible for the program, their disparate needs and communication preferences mean that traditional outreach programs may miss the mark for certain audiences.

While the expansion of Medicaid has increased the program's diversity, one across-the-board shift has been in the area of the adoption of digital tools. For example, even elderly populations expressed a desire for improved convenience and have adopted digital tools, with 70% of all Medicaid recipients surveyed indicating that they preferred digital solutions to phone or in-person encounters. And Medicaid recipients' expectations are high; because many new recipients have had previous private or exchange-run coverage, they will be anticipating Medicaid service levels to be similar.

State health leaders should keep this information in mind as you're budgeting for and developing outreach programs and other efforts. Putting more time and money into digital offerings is likely to pay dividends.

# Medicaid Expectations and Needs are Evolving

Today's Medicaid agencies are under tremendous pressure to fulfill two vital roles: to serve as the traditional payer-purchaser for health services, and more recently, to stand at the forefront of innovation and act as a market shaper. But competing priorities—like reining in costs while expanding programs—along with increasing complexities among service providers (like those providing remote or virtual care) and a lack of certainty about future funding can make forward momentum tricky.

To successfully face these challenges, agencies will need to focus on providing effective oversight to their managed Medicaid programs, aligning their standards with those of other major care sources. Additionally, focusing on improving transparency and outcomes will likely lead to significant modernization of operations and technology.

## Newcomers are Disrupting Medicaid Business As Usual

Thanks to the approximately \$1.5 billion in private-equity and venture-capital funding over the past five years, more than a dozen investor-backed startups and tech companies are making a play to become household names in the Medicaid environment. Unfettered by bureaucracy, these agile businesses are launching high-touch delivery models that deliver integrated care across physical, social and mental health.

Additionally, companies like these have the ability to take on the risk associated with reaching out to specific populations—for example, dual-eligible beneficiaries—through partnerships with MCOs. As a state healthcare leader, it's important that you know about and keep an eye on how these

innovators are interacting in the larger marketplace, as their actions will ultimately have an impact on yours.

## Plan a Solid Medicaid Future

Certainly, continued Medicaid expansion will have an impact on Medicaid budgets, but it will also have a big impact on the expectations of beneficiaries, service providers and technology companies that want to reach the market.

To prepare your state for these changes, it's important that you realize the role the digital tools are playing in care delivery, and shape your outreach and care programs appropriately. Additionally, understanding the changing role of Medicaid—from that of simply being a payer to that of being an innovator in the space—is well underway. And finally, remember to keep an eye on what agile tech companies are doing in the marketplace, keeping an eye out for ideas worth borrowing or potential partnership opportunities. By recognizing these trends and following these tips, you'll be on your way toward planning a solid future for your Medicaid enterprise.

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*MESC 2019 was a stunning success! Thanks to everyone who stopped by our booth, attended our sessions and said hello at networking events; we're already looking forward to next year's conference. Got a question you didn't get answered at MESC? Please [get in touch](#).*

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# John Nixon Steps into SVP Role at CNSI

Former Michigan and Utah budget chief John Nixon has joined health information technology solutions provider [CNSI](#) as senior vice president, senior account executive and corporate strategy.

In this role, Nixon will take charge of state health care business initiatives to promote company growth and innovation. His experience in state government will serve him well in this position – he played a significant role in Michigan’s economic turnaround as the state’s director for the Department of Technology, Management, and Budget from 2011 to 2014.

Nixon also spent time as Utah’s state budget director overseeing a \$11 billion budget.

“John brings a wealth of state government technology, management, and budget expertise, strategic thinking, and leadership to our growing team at CNSI,” said CNSI CEO [Todd Stottlmyer](#). “With his deep experience in the operations of state government, John will play a key role as we work to help our clients find innovative ways to achieve their mission, enhance business performance, and improve healthcare outcomes.”

In his previous role, Nixon served as vice president for administrative services for the University of Utah. He was named Public Official of the Year in 2012 by Governing magazine.

Nixon stated his enthusiasm for his new role.

“I am very excited to join CNSI and am honored to have the opportunity to provide strategic direction to build on the company’s successes as we work to transform healthcare for the

public sector,” he said.

*Original article can be found [here](#)*

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## **CNSI hires former Optum exec to steer federal strategy**

CNSI has hired 25-year federal health care veteran and former Optum executive Melissa Fannin as senior vice president of federal business development.

Fannin joins Rockville, Maryland-based CNSI to lead its efforts in expanding across federal health agencies, the company said Thursday.

CNSI has been busy in [building up its leadership team this year](#) since the health care IT company hired former Acentia CEO and Inova Health System executive Todd Stottlemeyer [as chief executive in December 2018](#).

CNSI's other top executive hires have included Chief Technology Officer Harish Nanda and Chief Business Development Officer Carl Rosenblatt. The company also announced earlier this week it named former Michigan and Utah state official John Nixon as a senior vice president to steer its state health care strategy.

At Optum, Fannin was vice president of business development and account executive for its Health and Human Services Department business. She also held leadership positions at Clifton Gunderson and KPMG.

Her career also includes nearly a decade in government at the Centers for Medicare and Medicare Services, and Food and Drug Administration.

Read original article [here](#).

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# Melissa Fannin Joins CNSI as Senior Vice President of Federal Business Development

*Fannin Brings Clinical and Federal Health Policy Expertise to New Role*

**Rockville, MD – August 15, 2019 – [CNSI](#)**, a leading business solutions provider with vast experience developing and delivering innovative health information technology solutions, announced today that Melissa Fannin has joined the company as Senior Vice President of Federal Business Development.

A registered nurse by training, Fannin has more than 25 years of experience spanning across the continuum of healthcare. She most recently served as Vice President of Business Development and Health and Human Services Account Executive at Optum. Previously, she held leadership positions at Clifton Gunderson and KPMG.

Prior to her private sector work, Fannin served for over a decade with the Centers for Medicare and Medicaid Services (CMS) and the Food and Drug Administration (FDA). Her experience includes leading numerous public sector projects and consulting on the Affordable Care Act legislation with a specific focus on health policy, information technology,



informatics, program integrity, project management, and compliance.

“We are very pleased to welcome Melissa to CNSI. A seasoned industry professional, Melissa has a true understanding of the healthcare system – from working as a Shock Trauma Nurse to her government and private sector work – and has seen healthcare from every possible vantage point,” said CNSI Chief Executive Officer Todd Stottlemeyer. “Melissa is a dynamic leader with deep expertise in healthcare and information technology. We are excited to have her join the CNSI team to help us significantly expand our work for Federal Government healthcare clients.”

“I am thrilled to join the innovative and client-focused team at CNSI,” said Fannin. “As we help our clients navigate a complex healthcare system, I look forward to adding value with my highly diverse background and passion for what we do to help our clients improve health outcomes and lower healthcare costs.”

The addition of Fannin comes at a pivotal time as CNSI continues to expand its senior management team. Earlier, the company announced the hiring of [John Nixon](#) as Senior Vice President, Senior Account Executive and Corporate Strategy.

## **About CNSI**

CNSI delivers a broad range of health information technology enterprise solutions and customizable products to a diverse base of state and federal agencies. We align, build, and manage innovative, high-quality, cost-effective solutions that help customers achieve their mission, enhance business performance, reduce costs, and improve the health for over 50 million Americans. Headquartered in Rockville, Maryland, with locations throughout the U.S. and India, CNSI employs a world-class team of technologists, program managers, and subject matter experts, all of whom have experience with large scale

mission-critical information technology implementations.  
CNSI's website is: <http://www.cns-inc.com>.

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# John Nixon Joins CNSI as Senior Vice President

*Former Michigan and Utah Budget Director Brings Transformative Expertise to Growing Health IT Firm*

**Rockville, MD – August 12, 2019 –** [CNSI](#), a leading business solutions provider with vast experience developing and delivering innovative health information technology solutions, announced today that John Nixon has joined the company as Senior Vice President, Senior Account Executive & Corporate Strategy. In this role, Nixon will be responsible for helping to drive CNSI's state healthcare business initiatives to further innovation, growth, and success.

Nixon served as Michigan's Director for the Department of Technology, Management, and Budget (DTMB) from 2011 to 2014, reporting directly to the Governor, where he led a department of 2,700 employees responsible for the oversight of the state budget, government technology, and the administrative functions of state government. Nixon also served as Utah's state budget director, where he served under Governor Jon Huntsman and current Governor Gary Herbert.

"We are very pleased to welcome John Nixon to CNSI. John brings a wealth of state government technology, management, and budget expertise, strategic thinking, and leadership to our growing team at CNSI," said CNSI Chief Executive Officer Todd Stottlemeyer. "With his deep experience in the operations of state government, John will play a key role as we work to

help our clients find innovative ways to achieve their mission, enhance business performance, and improve healthcare outcomes.”

Nixon previously served as Vice President for Administrative Services for the University of Utah where he focused on optimizing resources and administrative efficiencies for the university’s \$5 billion enterprise. He is a frequent speaker on government financial best practices, including the importance of funding information technology and cyber security. Nixon was named Public Official of the Year in 2012 by *Governing* magazine, which cited his role in Michigan’s economic turnaround.

“I am very excited to join CNSI and am honored to have the opportunity to provide strategic direction to build on the company’s successes as we work to transform healthcare for the public sector,” said Nixon.

## **About CNSI**

CNSI delivers a broad range of health information technology enterprise solutions and customizable products to a diverse base of state and federal agencies. We align, build, and manage innovative, high-quality, cost-effective solutions that help customers achieve their mission, enhance business performance, reduce costs, and improve the health for over 50 million Americans. Headquartered in Rockville, Maryland, with locations throughout the U.S. and India, CNSI employs a world-class team of technologists, program managers, and subject matter experts, all of whom have experience with large scale mission-critical information technology implementations. CNSI’s website is: <http://www.cns-inc.com>.

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# Transforming Medicaid Care with Technology

If you've been holding off on developing an app for your Medicaid audience because you think they aren't ready for it, it's time to think again. While there has historically been little interest in innovating technology in the Medicaid space for a number of reasons—the thought that Medicaid recipients lack access to the Internet and the perception that Medicaid recipients are less technically savvy, among others—the reality is much different. And state Medicaid leaders who are prepared to lead the technology charge will reap the rewards of streamlined processes, more satisfied patients and a more efficient system.

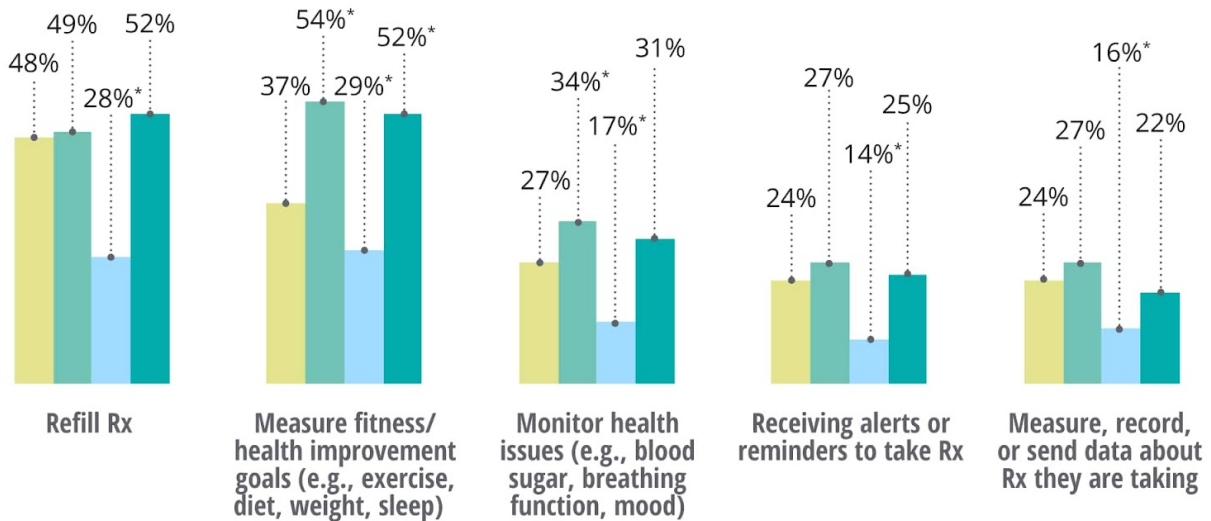
## Medicaid Recipients are Embracing Technology

The Pew Research Center for Internet & Technology [reports that 95% of people who earn under \\$30,000 a year own a cellular phone, and 71% of those are smartphones](#). And it is [suggested that](#) “Thus, far from being disconnected, many Medicaid beneficiaries are likely using their smartphones for all or most of their internet activity, potentially making them an exceptionally receptive audience for mobile health apps.”

FIGURE 3

# **Medicaid beneficiaries' use of technology for health purposes is generally similar to that of individuals with employer and exchange coverage, and significantly higher than those who are uninsured**

■ Medicaid ■ Exchange ■ Uninsured ■ Employer



Note: \* Statistically different from Medicaid at the  $p < 0.05$  level. This question was asked to all respondents, including those who said they did not own mobile technologies.

Source: Deloitte Center for Health Solutions' 2018 survey of health care consumers.

Deloitte Insights | [deloitte.com/insights](https://deloitte.com/insights)

Medicaid users who currently have access to health technology seem to be embracing it at a similar level to those who receive health insurance on the exchange or through their employer. Additionally, Medicaid recipients show overwhelming interest in future technologies that could help manage their health. Deloitte also reports that:

- Nearly half (48%) of Medicaid beneficiaries use their technologies to refill prescriptions
- 37% of Medicaid beneficiaries measure fitness and health improvement goals such as exercise, diet, weight, and sleep
- More than a quarter (27%) monitor health issues such as blood sugar, breathing function, and mood
- Nearly a quarter (24%) receive prescription alerts or reminders and measure, record, or send data about a prescription they are taking
- 77% of Medicaid survey respondents indicated that they'd

*be “extremely” or “somewhat” interested in engaging with a virtual assistant to help identify symptoms and direct them to a physician or nurse*

## Technology Takeaways

With 1 in 5 Americans being covered by Medicaid, there's clearly a large market for apps and technologies that make it easier for patients to use. But what are the key takeaways state Medicaid leaders should know when it comes to technology, apps and reaching individuals on Medicaid? Here are a few tips:

### Design for Mobile

Clearly, to best serve Medicaid recipients, responsive design is not an option but a necessity. Because the vast majority of your audience will be accessing your site and its functionality via a smartphone, it's imperative that you take a mobile-first approach to your user experience. From your Medicaid application process to your online portal where recipients can find a provider, check on their cost-sharing responsibilities and view their benefits, ensure that all of your features and functionality work seamlessly on mobile devices.

For a good example of a mobile app done well, check out Colorado Medicaid's [PEAKHealth app](#). PEAKHealth lets Medicaid recipients access their electronic Medicaid card for use on doctor's visits, update information including uploading pay stubs and get fitness, happiness, parenting and other tips aimed at helping them stay healthy.

As you're moving forward with your technology, remember to walk before you run. Ensure that your website is responsive and works well on mobile before investing the time and resources in an app. You'll have a much easier time converting

web users to app users if they can easily navigate your website via their mobile.

## Consider condition-specific apps

There are many subpopulations within the larger Medicaid population—for example, patients suffering from mental health issues, pregnant women and people with disabilities. To address the specific, unique needs of these audiences, some states have created apps that are focused on providing information and support to a particular subpopulation.

For example, Wyoming Medicaid has an app aimed at pregnant women called [Due Date Plus](#) which, in addition to being connected to a 24/7 Nurse Line, also allows users to find providers, look up free community resources, and more. Reports on the effectiveness of the app showed [strong user engagement](#) and a return on investment of 3:1.

Think about the specific subpopulations in your state and then determine which, if any, may benefit most from technology. Then, identify existing resources that you could help leverage in a unique way.

## Expand your focus

It's no secret to state Medicaid leaders that there are a number of social factors—education level, poverty, stability of employment, access to food, etc.—which have a huge impact on an individual's overall health. That's one reason why many states are collaborating with nonprofits and community-based organizations to either develop or incorporate technology that helps improve these social determinants of health.

For example, [Plentiful](#) is an app created through a collaboration of the United Way of NYC, several NYC government agencies and nonprofits. Aimed at helping eliminate long lines

and improve the service food pantries are able to provide, Plentiful allows people to make reservations to pick up food at their local food bank.

While New York's Medicaid program was not involved in the development of Plentiful, it's easy to see how NY Medicaid recipients would benefit from the technology. As you're working with your teams to develop innovative applications to improve your state's ability to provide access to care and resources, consider partnering with—or at least pointing to—other organizations in your state who are doing innovative things that would also serve your audience.

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*Looking for other innovative technology ideas for transforming your state's Medicaid program? Join us at [MESC](#), August 19-22 in Chicago. CNSI will have representatives in the exhibit hall, speaking in sessions and at networking events; make sure to find us and say hello or [get in touch](#) to schedule an appointment.*

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## Chi-town's Top 10

While you're in Chicago this week for #MESC2019, take a moment to enjoy some of the sights, sounds, and foods that make this city special. We've compiled our own Top 10 list to help you get started:





10. [Food Tour](#): Deep dish? Chicago dog? What's a better way to experience a city than through its food?

9. [Chicago](#)

[Theatre](#): Experience this iconic venue in the heart of downtown Chicago (even if you aren't seeing a show).

8. [Mob](#)

[& Crime Bus Tour](#): Experience a distance past with Al Capone, Bugs Moran, and Dion Johnny Torrio through local historians and a guided bus tour.

7. [Field Museum of Natural History](#): One of the best and largest natural history museums in the world, the Field Museum's museum collection has swelled to more than 24 million objects since it opened in 1893.

6. [Lincoln Park Zoo](#): In 37 acres and dating back

to 1868, this zoo is one of the last remaining free admission animal parks in the United States.

5. [Magnificent Mile](#): Squeezed into eight blocks on the arterial Michigan Avenue is a whole world of shopping, entertainment, dining, dazzling architecture and more things to do than you could manage in a week.

4. [Wrigley Field](#): Built in 1914, Wrigley Field is home to the Chicago Cubs for the 102<sup>nd</sup> year and will be hosting the San Francisco Giants during the week of MESC ([tickets](#)).

3. [Millennium Park](#): Discover a state-of-the-art collection of architecture, landscape design and art that provide the backdrop for hundreds of free cultural programs.

2. [Skydeck Chicago](#): Offering spectacular views spanning up to four states, a one-stop Chicago experience full of interactive exhibits and...The Ledge, a glass balcony extending four feet outside the 103rd floor of Willis Tower!

1. [Chicago River Cruises](#): Out on Lake Michigan and along the Chicago River you can sit back and give Chicago's cityscape the attention it deserves.

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Join us at [MESC](#), August 19-22 in Chicago. You can find out how to connect with CNSI here: [cns-inc.com/mesc2019](https://cns-inc.com/mesc2019)

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# Medicaid Transformation: Where Are Things Today?

Savvy readers may remember our [post from last September about The Medicaid Transformation Project](#), a two-year initiative spearheaded by former administrator for The Centers for Medicare and Medicaid (CMS) Andy Slavitt. As you may recall, the project's goal was to identify, create, and spread access to creative solutions to improve the health of underserved individuals and save providers money.

At the time of the [initial announcement last year](#), Slavitt and seventeen major health systems were dedicated to targeting four key areas: behavioral health, substance use disorder, women and infant care and avoidable emergency department visits. And now that we're nearly a year into the initiative, where are things today?

## 28 Health Systems Involved

Since the project kickoff, 11 more health systems have joined the initiative; [now there are a total of 28 health systems participating, representing 350 hospitals across 25 states](#). And to amplify their effectiveness, the participating health systems have spent their first year focusing on a single challenge area: improving behavioral health resources in underserved communities.

[According to FierceHealth](#), overwhelming need and cost challenges are two of the drivers behind the participants' desire to focus on behavioral health. "As of 2016, 44.7 million American adults—including 10 million adults covered by Medicaid—experienced a mental health illness. Beyond issues of

care, there are cost challenges as well. Spending on Medicaid beneficiaries with mental health needs is nearly four times greater than for peer beneficiaries.”

## **National Collaboration Leads to Local Action**

To address the challenge of improving behavioral health, executives at [partner healthcare innovation network AVIA](#) researched and analyzed more than 150 digital solutions in the space and created a shortlist of 11 solutions and best practices. Then, at a forum this past spring, health system leaders evaluated the solutions—including using data to identify high-risk patients—and pinpointed the tools that best suited their organizations. Then they started using those tools at their organizations.

The thought around this approach is that national collaboration can lead to local action, and that this collaborative approach helps speed decision-making and adoption. And Slavitt was quick to remind participants that progress, not perfection, is always the goal. “I challenged the health system leaders: pick the three things you like the best and adopt those. You’re not going to get your mental health program in your community to perfection in the next 12 months. That’s not the goal; the goal is to make it better,” he said.

## **Qualitative and Quantitative Data to Measure Success**

Future plans for the initiative include focusing on the next two challenge areas: women and infant care and substance use disorder. Project leaders will use engagement, adoption and solution uptake among partner systems as a measure of the initiative’s progress. By combining that data with qualitative

stories about patient impacts, project stakeholders hope to get a comprehensive view of the initiative's success. "With those stories, we'll be able to push the organizations toward further progress," said Slavitt.

## Making it Better Is the Point

We're excited to see the progress that the Medicaid Transformation Project continues to make on the patient care side of Medicaid, as patients certainly have the most to gain from health IT innovation. And we applaud Andy Slavitt's goal of "making it better"—that approach mirrors the way we at CNSI approach health IT projects with our own clients. We'll be keeping an eye on what's happening with the Medicaid Transformation Project and will keep you posted on new developments.

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*Want to learn more about Medicaid collaboration and innovation and how to measure success? Meet us at [MESC 2019](#)! Join us August 19-22 in Chicago for the "can't miss" Medicaid conference of the year. Look for us on the exhibit floor, at networking events or speaking in sessions—or [make an appointment](#) for a one-on-one consultation.*

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## Expert Advice on Tackling Modernization Challenges

How do other states tackle modernization challenges? What's the best way to get stakeholders on board for the cloud? And how do you prioritize individual modules? If you're asking

yourself questions like these, you are not alone. Many state health IT leaders are looking for guidance and best practices when determining the best way to progress in their modular capabilities.

To answer those questions and provide additional insights, we asked three state health IT leaders—from Utah, Michigan, and Washington—to share their insights from the leading edge of modernization. Read on for modernization observations from leaders in Utah, Michigan, and Washington, and then check out [this video](#) to get more details on each of their stories.

## **Cost/Benefit Analysis Helps Utah Make Informed Decision**

**Jason Stewart, Director, MMIS, and PMO for the [State of Utah](#), suggests a cost/benefit analysis when helping stakeholders make informed cloud decisions.**

“We went and saw state-of-the-art data centers—all the security, all the different pieces. And for them [the stakeholders] the biggest concern was to have the data in the state, regardless of kind of security around those specific pieces. So, it was a lot of negotiation. We had to sit down with them and figure out, ‘Well, where do you guys feel comfortable?’ We looked at private data centers within the state and all the [other] different options that we had. We did cost/benefit analyses and just sat down with [our stakeholders] and gave them some options.”

“And as we worked through that, it really came down to sitting those options down in front of them and letting them choose, pointing out the pros and cons [of each option] and showing the cost/benefit analysis.”

# Partnerships Help Michigan Modernize

[Michigan's](#) Karen Scott, Director, MMIS Michigan Department of Health and Human Services, emphasizes the importance of state partnerships in the modernization process.

“Michigan has their idea. Illinois has their idea. You bring it together, and you’ve got one set of requirements you work with your vendor, and now you’ve got an even better product too—because it’s something that you’ll be able to really expand on.” Michelle explains that this kind of collaboration also helps when it comes to getting vendors to be responsive to requests.

“Those elements of discussion when it comes to requirements and fit gaps—the partnership with another state helps to make it better. Even with Washington and Utah, we’ve found the same thing. We collaborate. We ask, ‘What are you guys doing with this? Have you pushed the vendor on it and where is it going?’ From a product perspective, I think we’re getting a lot more from our MMIS because of that shared platform and the ability to communicate across the business as well as the technology.”

## Washington's Focus on Data Governance

Cathie Ott, Director, ProviderOne Operations and Services, [State of Washington](#), asserts that data governance is one important element in modernization success.

“We have just commenced on building a governance structure—which is not easy in the state of Washington if you look at Medicaid across the state and Health & Human Services. It’s five state agencies that we’ve built a governing coalition together, and we’re looking at modular principles

that flow across that coalition so that when we do some of these enhancements, we can share them across the state.”

“When we look at the integration of systems, [we’re thinking about] ownership and data sharing. We’ve really launched that work to look at who owns the data, who’s going to own the systems, and what a shared system might look like. It’s a work in progress, but we’ve done a lot of work on the data sharing—figuring out who the stewards are of those data and who can make decisions around those data as they’re shared between agencies.”

Cathie believes that common data use agreements are imperative to success, and suggests taking a business-first approach to the conversation. “If you start talking about the business needs of data sharing rather than the system needs of data sharing, we find that it goes much more smoothly and more quickly. If you start at the bottom and start talking about the data needs first, it doesn’t go quite as well.”

## **State Collaboration is Key to Success**

While Karen Scott from Michigan touched on the topic, a theme that rose to the top of the discussion was that of state collaboration and the benefits of sharing best practices among states. Not only did collaborating with each other helped these three states from a product roadmap perspective, but it also gave valuable insight into things to avoid and upgrades to consider. Regardless of their state-specific differences, each of the states found the advantages of collaboration overwhelmingly worthwhile. It’s something you’ll definitely want to keep in mind when approaching your state’s next modernization project.

*Want more insights on module modernization for your state? [Get in touch with us](#) at CNSI to discuss your specific needs and*



*learn more about how we can help.*