

# CNSI & MESC 2021

CNSI is excited to be exhibiting at Booth #500, visit [CNSI MESC 2021](#) for more information and schedule some time to speak with us during the conference! The [2021 Medicaid Enterprise Systems Community](#) is a national conference and community for state, federal and private sector individuals to exchange ideas related to Medicaid systems and health policy affected by those systems.

## ***8/10/2021 4:00 PM EDT CNSI Industry Session with AWS – Reimagining MMIS: Leveraging Innovations from Beyond Healthcare***

Healthcare has often borrowed from and perfected best practices from other industries, from the high reliability of airline travel to the customer service secrets of top retailers. To enable the rapid pace of change driven by increased demand for healthcare services, government service leaders must find long-term flexibility, innovations and operational agility in the most cost-effective way.

In this session, experts from CNSI and Amazon Web Services (AWS) will look at trends in other industries and patterns in MMIS requirements and explore next-generation technology that may transform and disrupt this space. Attend this session to discover key success factors for creating teams and processes that can improve flexibility and lower costs for government healthcare services.

## ***8/11/2021 4:30 PM EDT – Where Client Needs Meet Product and Service Innovation***

The evolution of platform modernization doesn't start with technology; it starts with the voice of the customer. This session will explore how Client Focus Groups and diverse advisory teams create a 360-degree perspective for health and human services innovation roadmaps.

Engagement is no longer just for consumers. MMIS users can shape their own customer experience in the quest for modularity, configurability, and Medicaid modernization. Learn from state agency leaders who are setting high expectations for involvement in their vendors' MMIS innovation roadmap development and thereby reducing their implementation costs and risks. The panel will share best practices from customer-centric innovation around ease of implementation, scalability, claims resolution, interoperability, and cloud services.

**KEY TAKE AWAYS:**

- Learn how to set appropriate expectations for involvement in innovation roadmap development, including a 360-degree view of stakeholders.
- Understand how to better engage with vendors to drive your own customer experience and business needs – not theirs.

***8/12/2021 10:00 AM EDT Social Determinants – Aligning with the New Administration's Approach to Technology***

The COVID-19 pandemic exposed long-standing inequities in our nation's health care system. How do the Biden administration's priorities around Medicaid coverage, value-based payments, and health equity affect how the administration will make decisions and invest in technology? States need access to more innovative technology that will continue the process of engendering trust, building health literacy, and eventually leading to better care and outcomes. This session will explore ways to use multiple data sources to address disparities in healthcare.

**KEY TAKE AWAYS:**

State leaders who want to understand the new administration's goals for CMS and ONC, and their vision for delivering equitable care in a variety of settings, across the health and human services continuum.