



MITA 4.0 is coming: Here's what to expect

MITA: Your MES journey starts here

The next iteration of MITA is coming with version 4.0. During calendar years 2024 – 2025, a pilot will be conducted. Read on to learn more!

The vision for MITA 4.0

MITA 4.0 will align business and information technology strategies to enhance administration, compliance, and operations of the Medicaid program, enabling the achievement of enterprise goals and objectives.

The MITA Governance Board

The MITA Governance Board (MGB) was established in 2016 and is the collaborative body responsible for the strategic direction and tactical oversight of the MITA framework. The MGB also provides a forum for State Medicaid Agencies (SMAs), providers, and the vendor community to share their perspectives in support of MGB goals.

The MGB's current primary goal is to provide guidance to **four workgroups** as they develop an improved and updated MITA 4.0, in accordance with MITA 4.0 goals.

MITA Governance Board (MGB) comprises 18 board members from 7 states, 5 vendors, and 4 federal agencies

MITA
NextGen

MITA
Interoperability

SS-A

Communication

~100 volunteers across 4 workgroups with representation from 18 states, 24 vendors, and 3 federal agencies

MITA 4.0 goals

- Make MITA more meaningful
- Reduce burden on SMAs
- Enable automation
- Further integration with Advance Planning Document (APD), certification, and other enterprise-wide activities
- Release guidance that is aligned with current trends in healthcare and IT

MESC 2023 MITA Workshop outcomes

MITA 3.0 challenges

Consistency and clarity

Inconsistency in guidance, processes, and templates, and confusion related to outcomes and metrics.

Communication and collaboration

Lack of effective communication between stakeholders, including sharing of best practices, lessons learned, and knowledge dissemination.

Flexibility and adaptability

Difficulty in adjusting to changes and incorporating agile approaches in planning, development, and production phases.

Organizational Change Management (OCM)

Challenges in managing changes across the organization, from strategy to resource allocation.

Requirements and understanding

Issues with requirements, their traceability, and stakeholder understanding.

High-level ideas to address challenges

Flexibility and customization

Developing a more flexible and customizable State Self-Assessment (SS-A) process that focuses on state-specific capabilities, needs, and outcomes.

Outcome-focused approach

Emphasizing desired outcomes to guide SS-A processes and linking these outcomes to strategic planning, roadmaps, and APD certification.

Technology and innovation

Utilizing decision support systems, machine learning, and artificial intelligence to assist states in completing SS-A, predicting areas of improvement, and mining best practices.

Streamlining and simplification

Simplifying the SS-A process by potentially eliminating certain levels, focusing on areas of change and maturity, and incorporating information needed for APD.

Integration and alignment

Aligning SS-A with other processes such as APD, certification, and procurement, as well as connecting MITA to relevant systems like SME and TMSIS.

Collaboration and best practices

Developing centralized tools for SS-A-related decisions and exploring resources for maturing intra- and inter-state data exchanges into business processes.

MITA workgroups

In response to the MITA 4.0 goals and feedback received during MESC 2023, the MITA Governance Board convened four workgroups charged with helping bring MITA 4.0 to life.

[MITA NextGen](#) | [MITA Interoperability](#) | [State Self-Assessment](#) | [Communications](#)

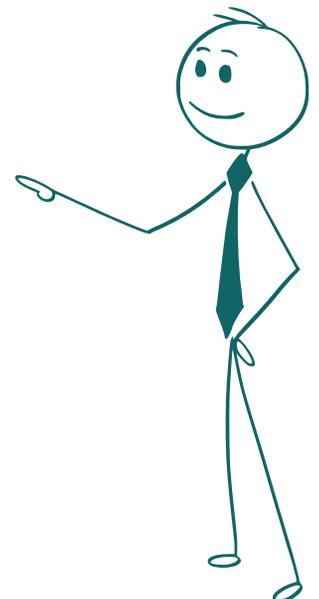
Workgroup updates

The **MITA NextGen Workgroup** is using The Open Group Architecture Framework (TOGAF) process which provides a tested and repeatable process for developing architectures to identify the MITA components, sub-components, and the outputs that will be considered for inclusion in MITA 4.0. The workgroup has completed Phase A of TOGAF and drafted an architecture vision, and is now focusing on Phase B Business Architecture, Phase C Information Systems Architecture, and Phase D Technical Architecture. Use cases developed in the MESC MITA/SS-A workshop will ensure that the new MITA architectures are successfully meeting the requirements of all Medicaid Enterprise System users and user scenarios.

The **MITA Interoperability Workgroup** continues working on a Reference Implementation for the Prior Authorization Final Rule. This includes the DaVinci Implementation Guides (IGs) for Coverage Requirements Discovery, Documentation Templates and Rules, and Prior Authorization Support. Together, these IGs make a suite of use cases that could be used to implement the CMS Prior Authorization Final rule. The reference implementation work focuses on how an Electronic Health Record—utilizing Fast Healthcare Interoperability Resources and Clinical Decisions Support Hooks—comes together to demonstrate a prior authorization for an external Infusion Pump. The workgroup is also planning for the Interoperability workshop at MESC.

The **SS-A Workgroup** has completed a gap analysis of the current and pilot SS-A tools against the gathered requirements from last year's MESC workshop and brainstorming. The SS-A workgroup has begun designing a performance strategy, performance process, and reference models for a new SS-A. The performance strategy will define the scope of the SSA and how the SSA can be incorporated into strategic planning efforts for the states. The performance process will frame the SS-A as a set of practices and tools that can be used across the enterprise to identify goals, assess processes, leverage frontline staff, improve processes, and offer feedback to leadership. Standard reference models and templates are being developed to help guide the development and alignment of goals, outcomes, and metrics across SMAs and help manage and measure the performance of the Medicaid Enterprise System (MES).

The **Communications Workgroup** publishes a quarterly newsletter and maintains a GitHub website to share information to keep stakeholders informed of the MITA Governance Board's activities and progress developing the new MITA 4.0. The workgroup also provides information and helps to market MITA at key workshops including MESC. In addition, they have begun exploring options for publishing and sharing new MITA 4.0 materials.



Talking points for SMAs

Below are some talking points to help you engage in conversations with team members regarding MITA 4.0.

What will MITA achieve?

MITA 4.0 will:

- Reduce SMA burden associated with strategic planning, implementation, and maintenance and operations phases
- Leverage existing documentation to aide in the creation and submission of an SS-A
- Seek to utilize existing forums (i.e., CMS State Officer Meetings, CMS Monthly Meetings) for discussion on MITA SS-A relevant items
- Implement and enforce MITA 4.0 SS-A standards reflective of industry best practices to promote interoperability, reuse, and the growth of modularity within the Medicaid Enterprise
- Include templates for documentation to support a Medicaid Enterprise
- Include maturity models for SMA and federal partners to monitor the agency's performance and identify actions needed to further the success of enterprise-wide initiatives
- Align the CMS certification outcomes and the APD to leverage the MITA 4.0 SS-A standards, to continue to support the Medicaid Enterprise modularity strategy

OCM for enterprise changes

Organizational Change Management (OCM) enables successful SMA enterprise changes. By focusing on the impact of enterprise changes on people, SMAs can prepare their organizations for the cultural shift that comes with enterprise modernization. Starting OCM early in the planning phase and following the three phases of change—prepare, manage, and sustain—can help ensure a smoother transition to new Medicaid systems while supporting staff through the process.

MITA 4.0 will:

- Allow for the integration of OCM principles from the early phases of strategic planning through both implementation and operations phases
- Place emphasis early and often on the impact of enterprise changes on current organization to help support the team and minimize staff resistance
- Identify and support clarification of staffing needs and role changes
- Help identify skills and experiences needed to support enterprise changes
- Assist in 'connecting the dots' between 'the old way' of doing things and 'the new way'
- Provide the level of detail and training support necessary to help navigate the SMC process
- Integrate SMA stakeholder support by preparing for, managing, and sustaining the change that ensues from a system implementation

FAQs

What is the release date for MITA 4.0 and the updated SS-A tool?

During the 2024 – 2025 calendar years, the MITA and SS-A NextGen workgroups plan to pilot the new MITA architectures, SS-A maturity model, and assessment tools with a small group of SMAs. The success and feedback from those pilots will inform the timing of the MITA 4.0 SS-A release.

Will MITA 4.0 be released in one big rollout or incrementally?

The decision to rollout MITA 4.0 in one release versus incrementally will depend on the outcome of a pilot with a small group of SMAs and whether a particular component of the MITA framework can stand alone or needs to be released in conjunction with other components.

Stay up to date on MITA 4.0

For additional details on MITA 4.0 as well as previously supplied Frequently Asked Questions (FAQs), please refer to the MITA GitHub webpage by scanning the QR code below.

