



Frequently Asked Questions

CT METS Program

Published: September 8, 2022

Q1: What is CT METS?

The Connecticut Medicaid Enterprise Technology System (CT METS) is a large-scale, statewide information technology (IT) and business process improvement program led by the Department of Social Services. The CT METS Program will examine the business processes and systems that are currently in place to manage HUSKY Health, including how we organize the large volumes of information necessary to support the program. CT METS will recommend technology and business process improvements to enhance delivery of services and support new initiatives through state-of-the-art technology solutions.

Q2: Why did DSS initiate CT METS?

In 2017, DSS completed a Medicaid Information Technology Architecture (MITA) assessment which illustrated various areas of the Connecticut Medicaid Enterprise that could benefit from improvement to align with the future direction of both the Centers for Medicare & Medicaid Services (CMS) and the Medicaid industry.

The CT METS Program was initiated to address these findings and to help DSS secure improvements in both the business processes and systems of the Connecticut Medicaid Enterprise. CT METS will enable the Connecticut Medicaid Enterprise to take advantage of technological advances and improve operations while conforming with CMS requirements.

Q3: What are the CT METS Program Goals?

The CT METS Program goals align with the key priorities of DSS, so that its mission to members, providers, business partners, and constituents may be realized. By improving the technology, tools, and processes that support how providers, partners, and members access and handle healthcare information, we can continue to advance our goals for a healthier Connecticut together. The goals of the CT METS Program include:

- **Goal 1:** Whole person-centered service delivery.
- **Goal 2:** Streamlined provider supports and data analytics to promote quality outcomes for Medicaid members.
- **Goal 3:** Strengthened program integrity, financial, and contract management functions.
- **Goal 4:** Transformed tools and technology to support efficient program capabilities.
- **Goal 5:** Modernized technical platform that improves operations and conforms to federal standards.



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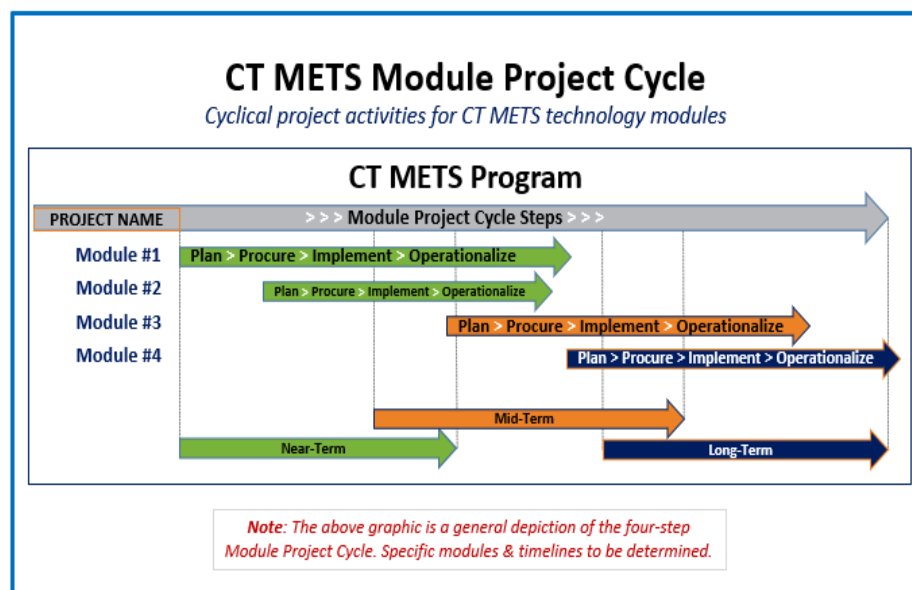
For more detailed information about each CT METS Program goal, visit the [CT METS Website](#).

Q4: What is the CT METS Program approach?

The CT METS Program is a multi-year program that received Centers for Medicare and Medicaid Services' (CMS) federal funding in July 2018 to support the program's launch.

The culmination of the CT METS Program will entail grouping related Medicaid functions into several individual user-friendly modules, thus creating a *Modular Medicaid Enterprise Technology System*. This will make for easier upgrading and replacement when needed, enable the Connecticut Medicaid Enterprise to take advantage of technological advances, and improve DSS's ability to interconnect with other systems both inside and outside of the Department.

Pending requisite CMS approval, the integration of individual modules will be managed as separate projects, each having four specific and consecutive steps known as a Module Project Cycle. These steps include planning, procuring, implementing, and operationalizing, as illustrated below. While some modules are built simultaneously, not all take the same amount of time to build, nor are they all built on the same timeline, as the timing of modules will be based on DSS's priorities. For more information, visit the [CT METS Website](#).





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Q5: What is modular technology?

Modular technology is an approach to Medicaid system management that organizes foundational system components into smaller, self-contained modules grouped by business function. By treating the Medicaid Information System as a network of discrete modules, in contrast to a single system, states gain the flexibility to make improvements to specific areas of the system without taking on the expense and risk of a whole-system overhaul. For example, a state might consider organizing its Medicaid system into any number of modules. These might include Data Warehouse and Analytics, Member Enrollment & Accounts, Program Integrity, Third Party Liability, and Provider Management, Patient Care, Claims, Pharmacy Benefits, and Financials.

Q6: What modules are in scope of the CT METS Program?

As of August 2022, two CT METS modules have been identified. These are the Enterprise Data Warehouse & Analytics (EDW&A) module, and the Enterprise Provider Management (EPM) module. Each is currently in the Planning step of the Module Project Cycle, and a timeline for their completion and implementation is yet to be determined. Additional modules will follow, based upon the Department's priorities and identified business needs.

Q7: What is an Enterprise Data Warehouse?

An Enterprise Data Warehouse (EDW) is a systematized collection of data that centralizes information from various data sources, dramatically simplifying the user interface and strengthening data accuracy, accessibility, and interoperability. A good EDW solution constitutes a dynamic, flexible, and comprehensive "one-stop-shop" for an enterprise's data storage, reporting, and analysis needs.

Q8: Why are we building the EDW&A Module?

The current DSS Medicaid Data Warehouse has limited data operability and is not readily scalable to support enterprise needs. This important upgrade will allow for updated architecture and technology, a centralized data repository, and expanded interoperability with other state agencies and vendors without duplication of data. The new module will also support improved provider and recipient experiences, healthcare outcomes, and integration with partners, and it will provide evidence-based policy and decision-making.



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Q9: When will the EDW&A be available for use?

The EDW&A is currently in the Planning step of the EDW&A Module Project Cycle. A timeline for completion and implementation is still to be determined. The EDW&A module will be scaled over time, and datasets will be brought in as prioritized by the Department.

Q10: What is our vision for the CT METS EDW&A Module?

Our vision is to realize a scalable Enterprise Data Warehouse and Analytics solution inclusive of trusted and securely accessible data that will enable an equity- and person-centered approach to facilitate transparency, robust reporting and sound decision-making for policy and programs that benefit all stakeholders.