

CORE - System Monitoring

Purpose:

System Monitoring includes activities that ensure optimal system performance: capacity planning, oversight and review of compliance and performance measures, and other review tasks associated with regular system activity.

Identification of Roles:

Lead Technical Analyst - Monitor systems environment to ensure optimal system performance.

System Analyst - Monitor systems environment to ensure optimal system performance.

Performance Standards:

None

Path of Business Procedure:

For additional details on this procedure please refer to the monitoring training manual. (Internal IME CORE document Restricted/Confidential)

Step 1: System Monitoring

a. OnBase

1. Monitor daily Computer Output to Laser Disk (COLD) report import so production reports are available in COLD.
2. Monitor daily Provider enrollment export to Iowa Medicaid Enterprise web portal to ensure Providers enrollment status is current.
3. Monitor daily clean claims paid data transfer to Data Warehouse to ensure claims data is available for reporting.

b. Medicaid Management Information System (MMIS)

1. Monitor daily Cycle Status Report to ensure all system jobs process successfully.
2. Monitor weekly Check Write File Transfer to Fargo to ensure claim payments are processed successfully.
3. Monitor weekly payment file extract to Data Warehouse to ensure payment data is available for reporting.
4. Monitor weekly Remittance Advice (RA) Transfer to OnBase to ensure RA data is available for upload to Incident Management Provider Portal (IMPA).

- c. Dakota Imaging (DI)
 - 1. Monitor daily Dakota Imaging claims upload to MMIS to ensure claims are processed in MMIS.

- d. Eligibility Verification Information System (ELVIS)
 - 1. Monitor daily eligibility data load from MMIS to ELVIS; this provides assurance that our eligibility data is current.

Forms/Reports:

None

RFP References:

5.1.7

Interfaces:

OnBase

MMIS

Dakota Imaging

ELVIS

Attachments:

None