

CORE - System Access Memo

Purpose:

Systems Access Memo (SAM) requests are submitted as needed for Medicaid Management Information System (MMIS) file updates. This procedure tracks and processes the SAM requests to ensure completion of the change.

Identification of Roles:

Unit Manager - Receive and approve all SAM submissions.

Programmer Analyst - Receive and approve all SAM requests. Perform analysis on SAM that is processed systematically to determine scope of change request.

Business Analyst – Perform analysis on SAM that is processed manually to determine scope of change request, tracks changes and ensures proper sign off for implementation.

Performance Standards:

Respond to System Maintenance Requests within five (5) business days (except for emergency requests for which a response is due within twenty-four (24) hours) of receipt of the request.

Identify and correct errors within one (1) business day of error detection (Reference Function)

Maintain a 98% accuracy rate for all reference file updates.

Path of Business Procedure:

For additional details on this procedure, please refer to the System Access Memo training manual (Internal IME CORE document Restricted/Confidential)

Step 1: Receive submission of the SAM Request via OnBase E-Form from Iowa Medicaid Enterprise (IME) Business Units.

Step 2: The Technical Team Lead will review the SAM Request and approve

- a. Manual SAM
 1. Assigned to Business Analyst; please refer to training manual.
- b. Systematic SAM
 1. Assigned to Programmer Analyst.

Step 3: Data Requirement Verification

- a. Manual SAM
 - 1. Business Analyst reviews the SAM and verifies all necessary business documentation is clear and complete. If not, the requestor is contacted for more details.
- b. Systematic SAM
 - 1. Programmer Analyst will review the SAM and verify all necessary documentation is clear and complete. If not, the requestor is contacted for more details.

Step 4: MMIS File Update

- a. Manual SAM
 - 1. Business Analyst will access the appropriate application in Medicaid Management Information System (MMIS) and make the requested change(s).
- b. Systematic SAM
 - 1. Programmer Analyst will run the change through a program that would update the change request systematically.

Step 5: Update Review

- a. Manual SAM
 - 1. Business Analyst requests report from MMIS system to show the before and after changes.
 - 2. A screenshot of the before and after change is captured for the audit trail.
- b. Systematic SAM
 - 1. Not applicable to Systematic SAM.

Step 6: Quality Assurance (QA) Process

- a. Manual SAM
 - 1. After a SAM is keyed into MMIS it will be reviewed by another Business Analyst.
 - 2. If errors are found, they are corrected before the nightly cycle the same day the SAM is keyed.
 - 3. The Business Analyst who conducts the first SAM review makes sure all necessary information and documentation has been included.
 - 4. The following day the SAM is reviewed by a third Business Analyst.
 - 5. If correct, the SAM is marked as correct and completed. If not, the SAM is marked as incorrect; changes will be made to fix the errors, and then marked as completed.
- b. Systematic SAM
 - 1. Not applicable to Systematic SAM.

Forms/Reports:

SAM Request Form

System Action Memo

SAM #:	Creation Date:	Assigned To:
2103	9/21/2010	

REFERENCE FILES	Yes	No	SUBMITTER INFORMATION
Exception Text	<input type="radio"/>	<input checked="" type="radio"/>	UserID: <input type="text" value="-Enter If Not Current User-"/>
Provider Text	<input type="radio"/>	<input checked="" type="radio"/>	Name: <input type="text"/>
EOB Text	<input type="radio"/>	<input checked="" type="radio"/>	Phone: <input type="text"/>
Location Text	<input type="radio"/>	<input checked="" type="radio"/>	Unit: <input type="text" value="----"/>
Proc, Drug, Diag (PDD)	<input type="radio"/>	<input checked="" type="radio"/>	Priority: <input type="text"/>
Exception Control	<input type="radio"/>	<input checked="" type="radio"/>	Effective Date: <input type="text"/>
Provider Charge File	<input type="radio"/>	<input checked="" type="radio"/>	Related Issue: <input type="text"/>
UR Criteria File	<input type="radio"/>	<input checked="" type="radio"/>	Policy: <input type="text"/>
Other: <input type="text"/>	<input type="radio"/>	<input checked="" type="radio"/>	Reviewer: <input type="text"/>

Title:

Description:

Comments:

Add Comment:

APPROVAL HISTORY

Policy Staff:	<input type="text"/>	Date:	<input type="text"/>
Unit Manager:	<input type="text"/>	Date:	<input type="text"/>
Core Systems Manager:	<input type="text"/>	Date:	<input type="text"/>
Core Unit Manager:	<input type="text"/>	Date:	<input type="text"/>

DATE AUDIT TRAIL

Receipt Date:	<input type="text"/>
Assigned Date:	<input type="text"/>
Completion Date:	<input type="text"/>

QUALITY ASSURANCE

QA Reviewer:	<input type="text"/>	Date:	<input type="text"/>
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RFP References:

5.2.2.5.4, 5.2.2.5.4.1, 5.2.2.5.4.2, 5.2.2.5.4.3, 5.2.2.5.4.4, 5.2.2.5.4.5, 5.2.2.5.4.6, 5.2.2.5.4.7, 5.2.2.5.4.8, 5.2.2.5.4.9

Interfaces:

MMIS
OnBase

Attachments:

None

CORE - SYSTEM ACCESS MEMO PROCEDURE.docx Procedure