



# ENTERPRISE

UNIFIED OPERATIONS CENTER (UOC) Vendor: TBD (active procurement in process)		
General Customer Contact / Help Desk Support (Tier 1)	Centralized Communications	Recipient Eligibility Support
Manage Provider Training	Centralized Mail / Fulfilment	Enroll/Disenroll Recipient
Manage Provider Communications (Primary)	Medicaid Card Production	Manage Recipient Communications
Perform Provider Outreach	Perform Recipient Outreach	Complaint App
Manage Provider Complaints, Grievances, and Appeals	Manage Recipient Complaints, Grievances, and Appeals	Operations Agent App
		Communications App
		Recipient App

CHOICE COUNSELING (Support Staff- TBD)	
Recipient Plan Choice	Choice Counseling Support

PROVIDER (PSM) Vendor: TBD (active procurement in progress)		
Determine Provider Eligibility	Provider Business Services Support (Tier 2/3)	Provider Credentialing (CVO)
Enroll/Terminate Provider	Receive and Process Provider Inquiries (Tier 2/3)	Inform/Support Provider Communications Management
Develop Provider Communications Content	Provide Provider Site Visit Support	Provider Outreach Campaign Support
Develop Provider Training Content	Manage Provider Information	Provider App
		Provider Employee App

AGENCY		
Perform Provider Site Visit	Rate Setting	Claims Exception Handling
Perform Provider Background Screening	Financial Management	Contract Management
Provider Enrollment Escalation Support	Provider Licensing	FX Program Administration
Manage Member Financial Participation (Buy-in)	Approve Communication; and Training Content	Federal and State Funding Support and Requests
Data Reconciliation and File Management	Outcomes Based Certification Management/Monitoring	Process Complaints, Grievances, and Appeals
SEAS Vendor: North Highland		Stakeholder Business Services Support (Tier 2/3)
		IV & V Vendor: NTT
FX Enterprise PMO	MES Procurement and Implementation Support	Independent Oversight and Reporting
FX Governance Support	Technical and Strategic Advisory Services	

INTEGRATION SERVICES (IS/IP) Vendor: Accenture	
Identity / Access Management	
Data Integration / Transformation	
Security Management	
Master Person Index	
Master Organization Index	
Managed File Transfer	
Portal Landing Page	
Access Mgmt. + MPI MOI	

ENTERPRISE DATA WAREHOUSE (EDW) Vendor: Deloitte	
Data Management	
Data Analytics	
Centralized Reporting (Federal / State)	
Operational Data Store (ODS)	
Content Management	
Provider Network Verification	
Data Services	
Reporting Hub	

CORE Vendor: TBD (active procurement in process)		
Claims/Encounters Processing	Recipient Eligibility Processing	Prepare Provider Payment
Manage Care Process	Recipient Benefit Plan Assignment	Manage Claims and Encounter Data
Financial Management Support	Recipient Information Management	Recipient Managed Care Plan Auto-assignment
Manage Provider Rates	Mass Adjustments	Manage Provider Recoupment/TPL Recovery
Generate Remittance Advice	Manage Accounts Payable	Manage Incentive Payment
Provide Federal and State Reporting Support	Manage 1099	Establish and Maintain Trading Partner Relationship
Claims/Enc. App	Claims/Encounters Support Services (Tier 2/3)	Manage Trading Partner Communications
Member Maintenance App		Establish and Maintain Trading Partner Information
Rules / Rates Mgmt. Emp. App		Manage Reference Data
UTILIZATION MANAGEMENT		Inquire Claims/Payment Status (Tier 2/3)
Authorize Service	Process EVV Data	
Service Utilization Management	Manage EVV Data	
	EVV Reporting	

PBM: Vendor TBD		
Federal Reporting Support	Process Fee-for-Service Claims	Drug Utilization Management
PBM Claims Inquiry App		

TPL: Vendor TBD		
Post Payment Recovery	Manage Estate Recovery	Cost Avoidance

AGENCY FL HHS PARTNERS		
Federal/State Agencies (SSA-CMS-DCF-APD-DOH-DOEA-FHHC-)	Health Plans and Partners	Federal and State Oversight
Determine Recipient Eligibility	Provide SMMC Plan Benefits and Support	Federal Funding and Oversight
Manage Member Eligibility	Health Plan Advocacy	State Funding and Oversight
Maintain Recipient Information	Utilization Management	Providers
Data Sharing		Provide Health Services
Recipient Support		Maintain Provider Profile and Enrollment Compliance
		Submit Claims



Note: This is not representative of all business processes and impacts, instead it is intended to inform a framework of FX Module functions based on analysis completed to date. Each FX module will be further elaborated during each project activities to meet AHCA's business needs.

# FX FUTURE STATE BUSINESS PROCESS CONTEXT

This diagram provides future state business process context for the FX enterprise. It aligns with the S3 Strategy Refresh (2022) and the [FX Business Process Inventory](#), which includes high level business processes (based on MITA and Phase III of the FX roadmap) with FX module solution, Agency and partner impacts identified.

This work product is not a comprehensive inventory of all processes and impacts, instead it is intended to inform vendor, organizational change management and implementation teams and provide a starting point for further future business process analysis.

Grey boxes represent high level MITA/FX business processes.

Agency managed business processes are included in the dark blue frame

Colored frames represent FX module solutions. Color scheme aligns with the FX Roadmap.

The processes within each frame are primarily managed by the FX module vendor.

Agency partner processes are listed here.

