

CASE STUDY

MEDICAID

Tested and Trusted within Health and Human Services Industry



INTRODUCTION

iLAB has deep experience providing independent SQA and testing services for multiple state agencies specializing in approving eligibility for benefits-related programs.

iLAB provides testing and SQA services for the state agency first partnering with them in 2014 for a six-month engagement to conduct SQA assessments on four of its major systems and on partner vendor processes. After that successful assessment, state agency retained iLAB for a multi-year managed service engagement.

THE REQUIREMENT

iLAB provides SQA and testing services for numerous the state agency's modernization projects. These projects include:

- Eligibility Determination Services System provides Medicaid, Supplemental Nutritional Assistance Program (SNAP), and Temporary Assistance for Needy Families (TANF) benefits to eligible Indiana residents.
- Case Management for Social Services is an integrated case management system that supports delivery of timely, flexible, and cost-effective care management services.
- Core Medicaid Management Information System (MMIS) is the state Medicaid system that manages Medicaid claims. This interfaces directly with the Indiana Eligibility Determination Services System.
- Enrolment and Credentialing (EnCred) for Medicaid Healthcare Providers for state agency Health Coverage Programs.



THE REQUIREMENT (CONT'D)

- Vocational Rehabilitation for Division of Disability and rehabilitative services (DDRS).
- Custom Microsoft Dynamics Customer Relationship Management (CRM) for Case Management for the Division of Disability and Rehabilitative Services–Bureau of Developmental Disabilities Services.
- Office of Early Childhood and Out-of-School Learning manages the full life cycle of childcare providers from application to ongoing education, as well as providing residents vouchers for childcare and early childhood learning.

THE BENEFITS

Over the last several years, the agency's investment yields tangible and practical business benefits such as:

- Test cycle cost reductions.
- Greater test coverage.
- Reduced test risks.
- Quicker release cycles.
- Increased feedback on the system's overall quality.
- Collaborative testing process leveraging domain knowledge in eligibility, SNAP, TANF, and Medicaid.

The Client successfully went live in April 2019. iLAB has been providing SQA services for Maintenance and Operations (M&O) and new change requests since go-live.