

## ABOUT THE CLIENT

The FSSA Office of Medicaid Policy and Planning administers Medicaid programs for the State of Indiana. Medicaid is more than just health coverage—it provides a vital safety net to one in five Hoosiers. The processes and policies managed and developed by this office support a suite of programs, called the Indiana Health Coverage Programs. These include traditional Medicaid, risk-based managed care and a variety of waiver services tailored to the needs of specific populations.



*“Enterprise Relationship Management and Administration was built to make our operations’ jobs a lot easier and more consistent from incumbent to incumbent. Today, my team is very dependent on the information they’ve accumulated and stored via email. ERMA is intended to create that consistent record across people and make information more accessible at all levels with automation of reporting.”*

**—SHANE HATCHETT,  
DEPUTY MEDICAID DIRECTOR**

## MuleSoft Solution

For this project, eImagine used MuleSoft as the mechanism to bring in supplemental provider details to all the State teams to track down not only their own CRM touchpoints, but also data from a third party system (CoreMMIS).

Now as communications come in from the various interfaces, MuleSoft provides a way to transition people into Salesforce as their CRM system.

The details (metadata) from the various providers syncs into Salesforce so that users can see the whole picture. They can now track their touchpoints or research issues and see all details on the provider based on information from Core.



## Problems Solved



### **MORE SECURE / MORE PRODUCTIVE / PAPER BASED TO PLATFORM BASED**

Since OMPP prefers real time end points, meaning a once-per-week scheduled job that retrieves the file in off-hours, MuleSoft's API processes approximately 1.4 million records of provider data each week and loads them into OMPP Salesforce database for the provider services group. This is all processed in approximately 30 minutes once per week, and the nature of these files is they must be processed sequentially (rather than asynchronously).



### **TIME LOST FROM OTHER SYSTEMS AND GOING BACK AND FORTH, MULESOFT USED FOR CONSOLIDATION**

Due to FSSA's data and system architecture being very complex with many tools at play, users must access multiple systems to do their jobs. MuleSoft gave them a single point of comprehensive access, pulling together all pieces needed for any specific business case.

For example, if a user is investigating a complaint about a provider and the provider information exists in five different systems, all that information is now compiled from the different sources into a single page (or set of pages) in Salesforce. Whereas the user previously had to go into Core and all the various other systems, the MuleSoft platform now provides a single view which includes claims, contact information, and compliance information from every other system in real time. This saves a great deal of employee time, reduces errors, and helps prevent duplication of efforts.



### **REPORTING MUCH IMPROVED**

A common issue with many interfaces is the difficulty of getting reports back. By using MuleSoft and running everything through Salesforce, OMPP users can now use the native functionalities within Salesforce to create reports, using all available information from any database

