

# **NEW MEXICO HUMAN SERVICES DEPARTMENT**

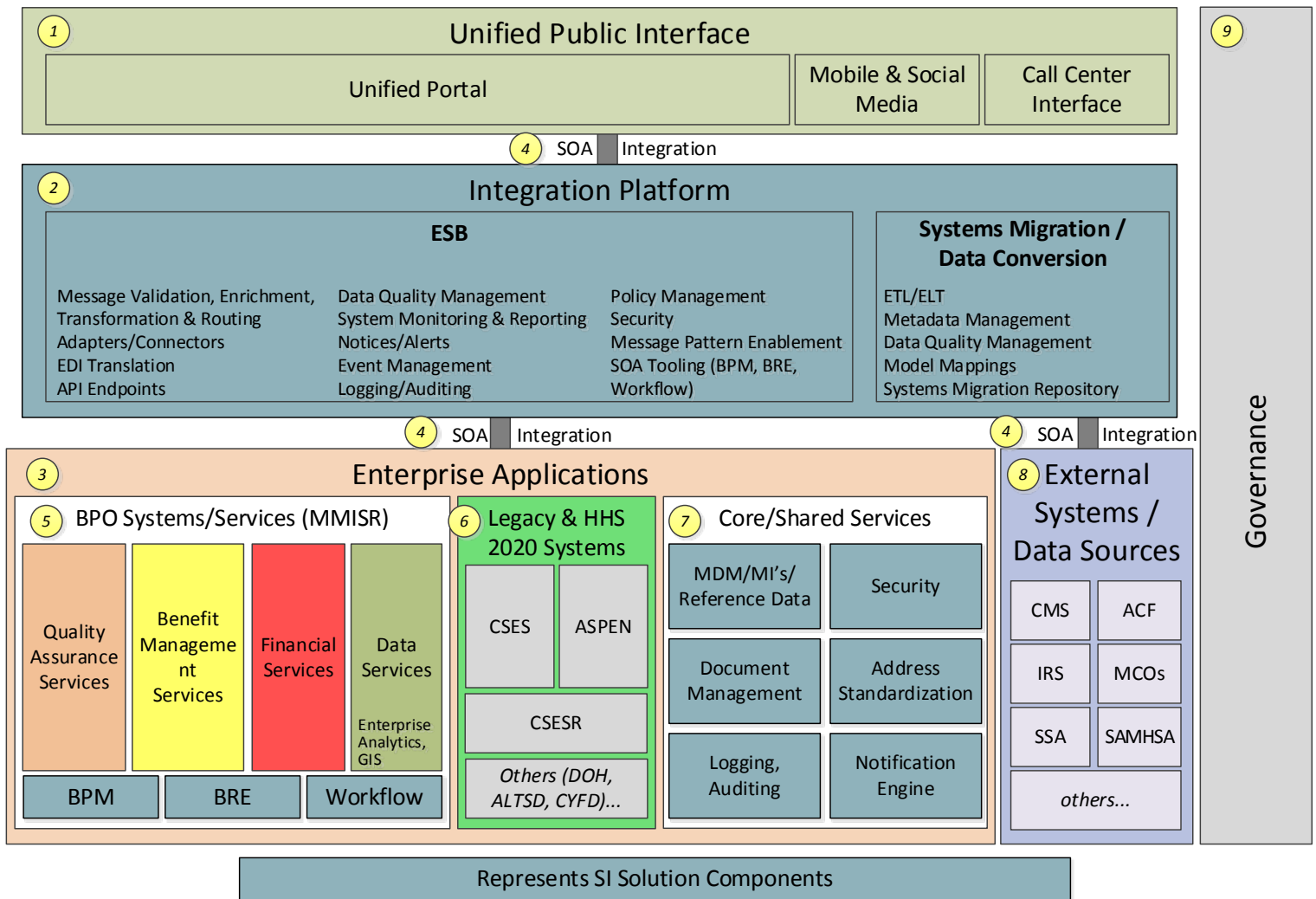
## **Medicaid Management Information System Replacement (MMISR) Project**



**PROPOSAL ADDENDUM 17 (Seventeen)  
ADDENDUM TITLE: HHS 2020 Process Views**

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1. **Unified Public Interface** - Includes all interface options, including Unified Portal (for all external and internal web interfaces and applications), Mobile and Social Media Access (for incorporating mobile devices/interfaces and tying into social media outlets), and a Customer Care Service Center/Call Center Interface (may be available via the Unified Portal, which is TBD).
2. **Integration Platform** – is the central mechanism for integrating all backend systems, all interfaces to external systems, and users via the Unified Public Interface; includes Enterprise Service Bus and expected components and capabilities; includes the System Migration / Data Conversion tooling and repositories for migrating data from legacy systems (Conduent - Omnicaid and others) to make the data available to all BPO Systems; also includes shared SOA tooling (BPM engine, Business Rules Engine (BRE), Workflow engine).
3. **Enterprise Applications** – consists of all backend applications and services which are integrated and made available to users via tooling and mechanisms in the Integration Platform, and which perform all business functions required of an MMIS enterprise; composed of three major types of systems (see items five through seven below).
4. **SOA Integration** – a simple depiction of the decoupling between “tiers” of the Unified Public Interface and the Enterprise Applications via the Integration Platform through the remote invocation of web services and the exchange of shared schemas/messages.
5. **BPO Systems/Services (MMISR)** – consists of all outsourced systems, solutions, modules, applications, and/or services licensed/implemented through the distinct procurements of the MMISR program: the Quality Assurance module, the Benefit Management Services module, the Financial Services module and the Data Services system; as depicted, each of these BPO systems will rely on tooling procured and implemented via the Systems Integrator procurement, which is responsible for the Integration Platform, common SOA tooling Business Process Modeling (BPM), a Business Rules Engine (BRE) and a Workflow solution.
6. **Legacy & HHS 2020 Systems** – includes all existing systems that are being operated currently, and which may be in the process of being more fully compliant with the HHS 2020 vision of SOA-enabled integration, or which may be replace at

some point; also will include systems that are part of other HHS departments, such as DOH and others, that will integrate with and leverage the HHS 2020 ecosystem.

7. **Shared Services** – includes all software which are shared services to the rest of the HHS 2020 Enterprise; consists of one or more Master Data Management (MDM) instances (for managing Master Indices for members/consumers, providers, and others) and for shared reference data, all security services for implementing consistent security rules throughout HHS 2020, a shared Document Management solution (for all scanning, storing, imaging, creating and managing all documents), a shared Address Standardization service, a set of shared auditing/logging services, and a Notifications Engine (for all notices, letters, forms and other communications).
8. **External Systems** – includes integration with all systems outside of NM assets; these may be hosted by other states, within partner organizations (commercial, educational, or other) and will include federal systems.
9. **Governance** – provides all data governance (for data sharing, data models and schema specifications, module integration and system migration), service governance (for managing the inventory of shared schemas/messages and shared services), security oversight, architectural conformance and operational governance.

# HHS 2020 Project Management Process

