

DMH and ADP to DHCS, Transition Project

The State of California Assembly Bill (AB) 102 and Assembly Bill (AB) 106 required the transfer of Medi-Cal functions from the Department of Mental Health (DMH) and the Department of Alcohol and Drug Programs (ADP) to the Department of Health Care Services (DHCS). The DHCS contracted with Trinity Technology Group, Inc. and C & G Technology Group to migrate all the Medi-Cal related IT systems from the Department of Mental Health (DMH) and Department of Alcohol and Drug Program (ADP) to DHCS. Migration of these systems without interruption was a crucial task since counties submit over 13 million claims each year for services totaling over \$800 million in annual reimbursements. Most of these systems play a major role in payment of those claims.

Overview

In the State of California, Medicaid claims for behavioral health service such as mental health and alcohol and drug treatment are processed by the behavioral health claims processing system, Short-Doyle/Medi-Cal (SDMC). The SDMC system is supported by many other systems at DMH and ADP including Accounting systems. All these systems were successfully migrated to the California Department of Health Care Services in less than six months without interruption of business processes on July 5, 2012.

Key Benefits to the Client

- **Applications and Business Functions Migration:** Migrated Department of Mental Health (DMH) and Department of Alcohol and Drug Program (ADP_ Applications and Business Functions to DHCS.
 - **Services Maintenance without Interruption:** Maintained DMH and ADP Services to Stakeholders without Interruption throughout Implementation.
 - **Enhanced Efficiencies:** Improved Efficiencies to Current Services and Processes.
 - **Compliance to Department Standards:** Brought Server Environment to Closer Compliance of Department Standards
 - **Well-designed:** Ensured that the New Code Performs, and is Designed, well.
 - **Effective Knowledge Transfer:** Facilitated Knowledge Transfer to Staff, and Document New Code well, to Ensure Future Usability and System Sustainability.
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TrinityTG collaborated with the Department of Health Care Services (DHCS) to transfer the functions of both the Department of Mental Health (DMH) and the Department of Alcohol and Drug Programs (ADP) to DHCS. The points below illuminate the success of the solution:

Migrated servers, databases, files and system codes from DMH and ADP to DHCS from the following Medi-Cal related systems:

- USL Financials (DMH).
- Preadmission Screening and Resident Review-PASRR (DMH).
- Ombudsman (DMH).
- Information Technology Web Services - ITWS (DMH).
- DCS: Disallow Claims System (DMH).
- IPC: Inpatient Claims Consolidation (DMH).
- CFRS: County Financial Report Summary (DMH).
- OPS: Online Provider System (DMH).
- DSS: Decision Support System (DMH).
- Short-Doyle Medi-Cal Application Remediation Technology- SMART (ADP).
- Virtualizes the physical servers for migrating it to DHCS environment.
- Reconfigures external "touch points" with the system to utilize the new URL and IP addresses.
- Upgrade, cleanup, test all the SQL servers to meet the DHCS standard.
- Rewrote Automated File Transfer (AFT) to enable upgrade of UTIL1 to Windows 2008 R2.

Efficiency and clarity is added to all migrating system processes:

- Replaced hundreds of old Access based reports with a new SQL Server Reporting Services (SSRS) reports.
- Introduced SyncToy tool for synchronizing files and folders. This eliminates PEARL script coding.
- Assisted DMH support staff in implementing new changes on the Accounting system.
- Identified systems that do not meet the DHCS standards.
- Authored a detailed deviation assessment document describing the deviation from the DHCS standard and possible resolution to the deviation.
- Developed documentation for all migrating systems including system and network architecture.
- Resolved issues related to Microsoft Exchange server backward compatibility from Exchange 2005 to Exchange 2003.
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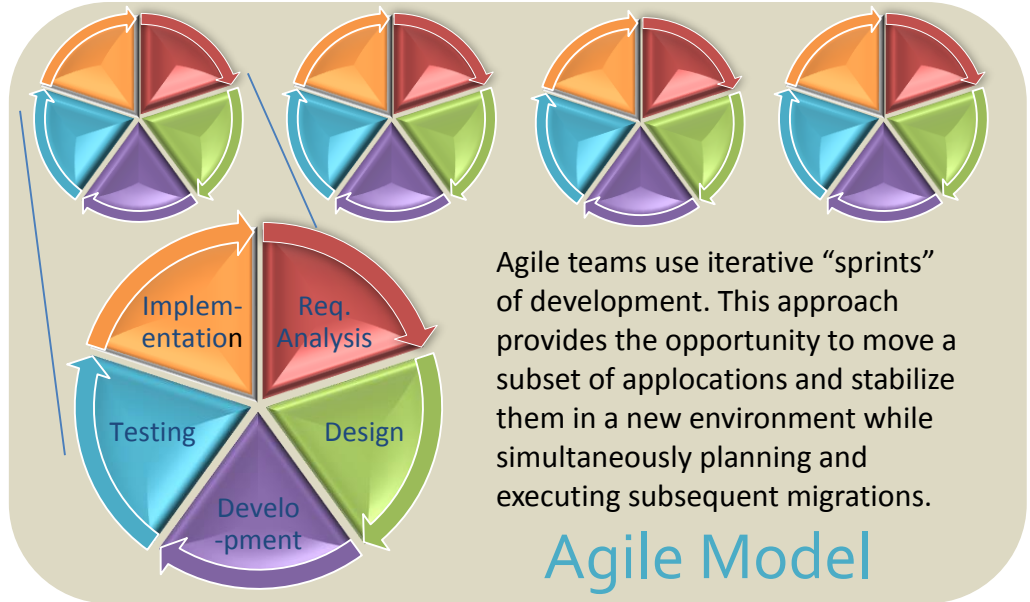
Enhances system security:

- Introduced MQ Series FTF solution for a secured file transfer with CA-MMIS. This eliminates old mainframe based FTP processes.
 - Introduced a use of Citrix for PASRR system contractors, eliminating the use of unsecured emulators on the ITWS system.
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- Scans all the systems for security and vulnerability issues and implements security solutions.
- Developed new Password management tool to use across all systems.
- Developed and implemented SFTP Poller Tool for secured file transfer between new migrating servers and existing DHCS servers.

The migration approach used Agile project management methodology, SCRUM:

- Introduced Agile Project Management Methodology, SCRUM, to DHCS. Due to the success of this methodology on this project, DHCS expressed their desire to apply it across all other units at DHCS.
- Divided entire migration effort into nine two-week Sprints to effectively manage the migration activity where applications are moved across an incremental timeframe.
- Provided the opportunity to move a subset of applications and stabilize them in a new environment while simultaneously planning and executing subsequent migrations.
- Set the standard and ground for future migration efforts at DHCS.



Knowledge Transfer and post-migration activities:

- Helped create Test and Development environments for ITWS and supporting servers.
- Updated all documentation written in Phase I to reflect final environment.
- Knowledge transfer with State staff and incoming non-medical migration team.
- Assisted DMH support staff in implementing new changes on the Accounting system.
- Developed Migration Design Document (MDD) tailored for this migration project. The MDD answers many questions from different DHCS groups throughout the project.
- Provided support to the end users after the system migration to work through any migration issues and provide a resolution to those issues.
- Trained users on the new SSRS reports.
- Prepared detailed documentation identifying user accounts, DTS packages, scheduled jobs, stored procedures, installed third party softwares on the SQL servers for upgrade.
- Conducted walkthrough and documentation of SFTP Poller, User Management Tool, and Provider Service to DHCS IT Staff.

Trinity Technology Group Provides Innovative Solutions

At TrinityTG, we are in the business of solving the problems that arise with shifts in business strategies and operations. **No matter what information technology challenges you face, we can use those challenges as opportunities to find solutions that fit your current and future needs.** We can help to develop business, technical, and enterprise architectures to improve business processes and transactions. **Our Strategic Planning approach focuses on re-use and adaptation vs. re-building from scratch.** We perform process analysis with an eye to best leverage your current system. We design process maps to enable effective communication between business and technical users throughout the project life cycle. **At every phase, we use new technologies and techniques to maximize your investment in business systems.** To establish cohesive and effective interaction through the project life cycle, we produce formal plans for all of the following critical processes for every project: Communication, Risk Management, Change Management, Configuration Management, Implementation Management, and Project Management.

TrinityTG's Success is Measured in the Satisfaction of our Clients

Our clients are among the largest of state agencies across the public sector and the most progressive and advanced in the private sector. Our clients' success drives our business; 95% of our business comes from referrals from current and past clients. **We distinguish ourselves by our approach, working in connection with our clients to ensure their satisfaction every step of the way.**

We Listen.

We Produce.

And We Deliver Extraordinary Results.

Give us an opportunity to show you what we can do for you.

Our clients include:



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