System Support

Our Market Prospective

System support may appear simple at first glance, such as operations take-over and maintenance (O&M), but in reality it is significantly more complex. While O&M is certainly part of providing system support, it's important to remember that a system does not remain in a steady state and requires changes/enhancements to remain viable. The changes may be regulatory or possibly required to allow the existing system to interface with newer technology. System support staff members need to have the ability to not only enhance and support those changes, but also to test those changes to ensure system functionality through regression testing.

Medicaid Enterprise Systems (MES) are undergoing significant changes under the current administration and all systems will need to be able to adapt to meet regulatory and system changes now and in the future. Modularity is one of these changes that has impacted both new and legacy systems. O&M will be required in legacy systems, but there will also be new business rules, configuration, interfaces and additional functionality that take place as more modules are implemented. While previous systems were comprised of a singular location for all functionality of the MES, modular systems will not only consist of multiple systems and vendors but will also be implemented in a piecemeal approach and undergo continuous quality improvement (CQI). This means that coordination will be required during the transition; system support teams will play a crucial role in supporting this coordination.

A big consideration when transitioning a legacy system to a modular one is ensuring that the platforms are interoperable. Stakeholders must be aware of how the data flows between the modules and that as each module is implemented, it may contain links to key data that must successfully flow between modules and/or the legacy system to ensure that there isn't a breakdown. Additionally, modular MES will require a proportional increase in configuration changes; though additional development will likely be required to ensure continued functionality in the event that configuration updates are not sufficient.

Ultimately, transactions in the MES must get processed from end-to-end with no disruption. With modules replacing parts of the system bit by bit, there is an increased need for coordination and understanding of the transactional flow in both the legacy and new system.

Potential Impact on Your Organization

A solid O&M support model includes preparations for both policy and regulatory changes that may require configuration, enhance-ments, or both; modern systems require more configuration than those of the past and new regulations will require more than simple configuration updates. The system support team needs domain knowledge of the legacy operations and the adaptability to be able to alter the processes so that they remain functional and achieve the same results in the new system. Though the technology and approach may change, the outcomes must remain consistent or improve and experienced resources with the ability to transfer and apply their knowledge in new ways are key.

Throughout this time of flux, interoperability and stable platforms are essential to avoid system disruptions. Data will no longer be stored in a singular location within a singular system but will be coming in from multiple vendors, modules, government agencies, and even other sources yet to be determined or not currently in existence. This system interdependency will require transparency between all involved parties to maintain data integrity and, if there is a disruption, all stakeholders must be able to collaborate on the root cause analysis to ensure functionality of the system as a whole. Because of this interdependency between modules, the changes, enhancements, and updates being implemented by other agencies can impact modules unaffected by these modifications.
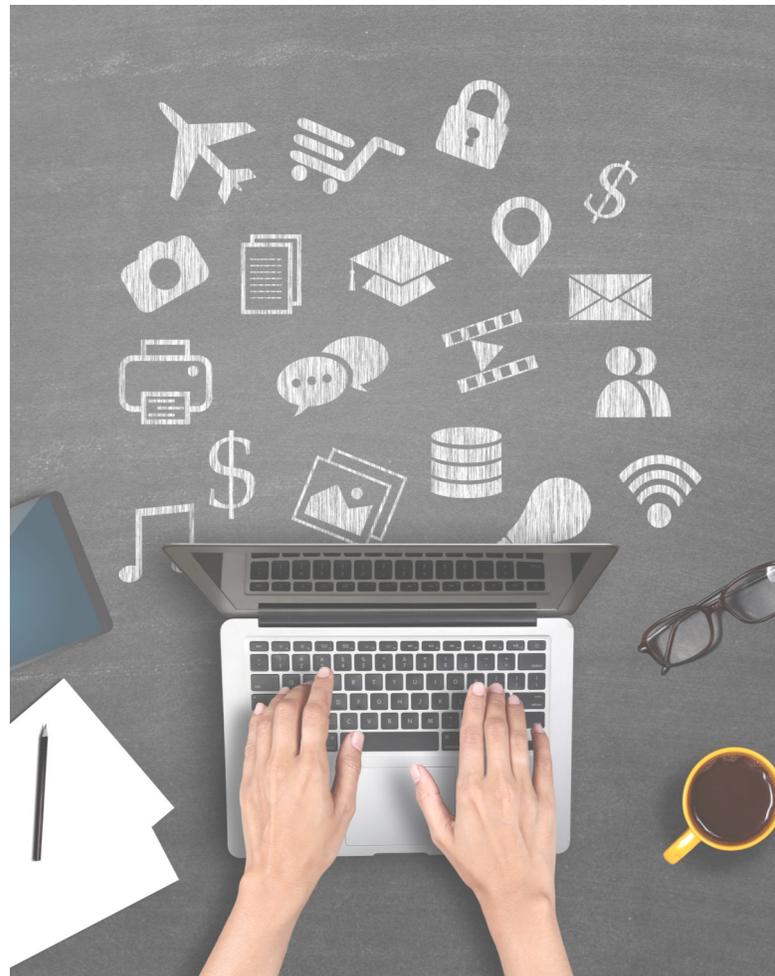
As MES makes the transition from legacy to modularity, domain and business process knowledge will prove to be vital. States will need to rely on the expertise from experienced partners that can use their functional knowledge to help in the transition. While the new system may be more complex, involve multiple vendors, and incorporate newer technologies, the functionality of the system and the system's goals will remain consistent.

S2Tech has over 22 years of industry experience, a reputation for strong functional and domain knowledge, and is certified as a Minority Business Enterprise (MBE) in 18 states and counting. S2Tech is ready to adapt to the needs of the client. Should configuration not satisfy a requirement, we are able to support the development of code as well. S2Tech has a strong O&M support model; we have supported policy and regulatory changes and have the capability to offer end-to-end system support. This has been proven through several different projects.

- S2Tech has had a strong working relationship with the State of Mississippi while partnering with other companies/primary vendors and assisted in taking over the existing Mississippi legacy MMIS. For over 16 years, S2Tech provided the majority of technical staff required for the operations, maintenance, and enhancement of Mississippi's MMIS system. Other projects include but are not limited to: ICD-9 to ICD-10 Upgrade, MEDS Modernization/ Maintenance, MSCAN & EDI X12 5010 Upgrade, Eligibility Modernization, ABD, HOpR & Managed Care Expansions, and Provider Enhancement.

- S2Tech has provided production support and maintenance of Missouri's Medicaid System (MMIS) since 1998 and was involved in converting from VSAM to DB2 in 2010. S2Tech's role of system support has spanned across many other projects throughout the years including projects such as the Data Conversion Enhancement, 5010 Upgrade, Ad Hoc Data Warehouse, Enterprise Surveillance Utilization Review System Enhancement (ESUR), ICD-10 Upgrade, and Enterprise Management & Administrative Reporting System Enhancement (EMAR).

- For 14 years, S2Tech has provided operational and maintenance support in the State of Iowa, beginning with the system transition in 2004. Since the transition we've had an opportunity to work on numerous successful enhancement projects that each included a testing and quality assurance component to ensure the successful implementation of the enhancement. Point-of-sale conversion, NPI implementation, EDI 5010 conversion/implementation, ICD-10 implementation, T-MSIS implementation, and Iowa Health Link project are some examples of successful enhancement projects that S2Tech has played a role in throughout the years.

Technology, policy and regulatory changes are not new to Medicaid, nor is offering support to our clients as they adapt their platforms to support change. With strong experience in legacy and new technologies, our technical knowledge spans across multiple generations of IT platforms. We are a service company, ready to assist the specific needs of our clients. The support model across modules is going to be wide and having a vendor that has business, functional and IT capability to support the ebbs and flows of any opportunity will be crucial to success.

Industry change is happening and to keep our employees at the forefront of these changes, S2Tech offers a plethora of training courses, both internal and external, to ensure that our employees are able to adapt to new environments and technologies.

S2Tech also has a top tier recruiting team that allows us to continually expand our workforce to support our clients' current and future needs. The full life-cycle of recruiting is managed internally at S2Tech, ensuring S2Tech and client-specific quality and experience standards are met. Furthermore, the majority of S2Tech employees remain with the organization over many years and projects, allowing our team to redeploy talent with a proven project record. Additionally, with our flexible staffing model including co-locating, an onshore and offshore development center, S2Tech is able to provide market talent regardless of geographical location. S2Tech is one of the few vendors in the market that has successfully completed projects in an onshore and offshore model – we have several success stories we can share.

Want to Discuss How We Can Help?

S2Tech aligns our incentives with our clients' objectives and works to maintain positive client relationships by adhering to our mission statement of "delighting the client".

Did you know that S2Tech received a rating of 4.8/5 on a recent customer satisfaction survey? Are you as satisfied with your current partners?

S2Tech has assisted on many healthcare projects and would be honored to help make your project a success. Contact Matt Moreau today to share your project details and find out how we can meet your needs.