# Web Development

## Our Market Prospective

Government healthcare has shifted to a modular approach to support the expanding needs of Medicaid programs. This shift presents a unique set of issues when it comes to creating a common user interface (UI) for program stakeholders. With multiple vendors providing independent modules of the Medicaid Enterprise System (MES) platform, it creates a difficult challenge to present a united front or appearance of a singular system platform. Some of these challenges include multiple platform and browser compatibility, scalability, security standards and HIPAA compliance, and continued module interoperability.

With a common UI for all stakeholders as the end goal, some states are planning to create a dedicated module focused on the UI portal while other states are planning to create common UI standards to be utilized across modules. As the evolution of Medicaid systems continuously advances toward the promotion of usability for all stakeholders, the user experience will continue to be a priority for all Medicaid programs.

## Potential Impact on Your Organization

Successful web development will be reliant upon each module's ability to provide a user experience that imitates a singular system. Vendors and stakeholders, while developing their given module, will also be required to understand the additional challenges that they will be faced with to ensure a seamless, modular system across the collective enterprise. The individual modules within the MES environment will need to connect to one another without risk of user disruption. Additionally, there will be an increased need for functional knowledge in order to address the potential gap between the UI functions and the back-end applications if states opt for the dedicated portal module approach.

Having the knowledge and skillsets to overcome these challenges will set vendors apart since these functions will directly impact the user's overall experience within the MES platform. Overall adaptability to changes taking place not only within a vendor's specific module, but within interacting modules as well will ensure a smoothly functioning system and the appearance of a singular MES platform.

## How We Can Help

Companies are going to need to adapt to market needs and will need experienced vendors to support their unique project needs. Throughout S2Tech's tenure on 110 projects in 36 different states over the past 23 years, we have proven our adaptability to market and technology changes as well as project needs. As technology moved away from mainframe systems to web-based enterprises, S2Tech has been there to support the entire project lifecycle and made valuable contributions to the UI development to ensure ease of use for any and all users. We have seamlessly merged front-end portal functions with backend application process flows to promote a better, more efficient user experience.

♦ *S2Tech provided and managed a project team to re-platform and enhance a Web Portal. In addition to the many functional modifications made to the Portal, S2Tech also converted the existing Web Portal from a DB2/WebLogic platform to an Oracle/WebSphere platform.*

♦ *S2Tech provided a combined onshore and offshore project team to analyze, design, code, test, document, and implement enhancements to an existing MMIS Web Portal to meet the requirements of the state's MMIS re-procurement RFP.*

## 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.