

# SCDHHS 2026 MES Modernization Vendor Conference

Overview of SCDHHS' Plans to Modernize  
South Carolina's Medicaid Enterprise Systems



# Agenda

1. Background on SCDHHS MES Modernization Strategy
2. MES Modernization Goals and Objectives
3. Roadmap Initiatives and Workstreams with Procurement Details
4. Anticipated Procurement Timelines
5. Procurement Restrictions Table

# **Background on SCDHHS MES Modernization Strategy**

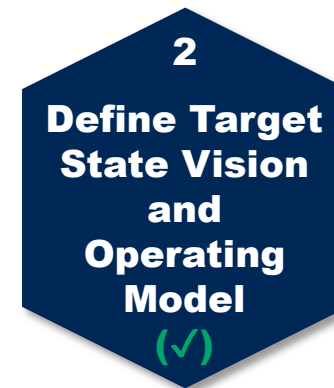
# SCDHHS DASH team and Gartner collaborated to develop a Medicaid Enterprise System (MES) modernization strategy and roadmap, focused on decommissioning the legacy MMIS system



Ensure project has a solid foundation by establishing **project management processes and controls** and engaging with key stakeholders.



Conduct a **current state assessment** to provide SCDHHS with detailed insight into the **technologies, processes, and organization/staffing for MES modernization**.



Develop a **future state vision** for Medicaid systems and operations and the associated goals and objectives. Identify alternatives for key systems and processes. Assess the **alternatives** for achieving the Agency's **vision for MES modernization**.

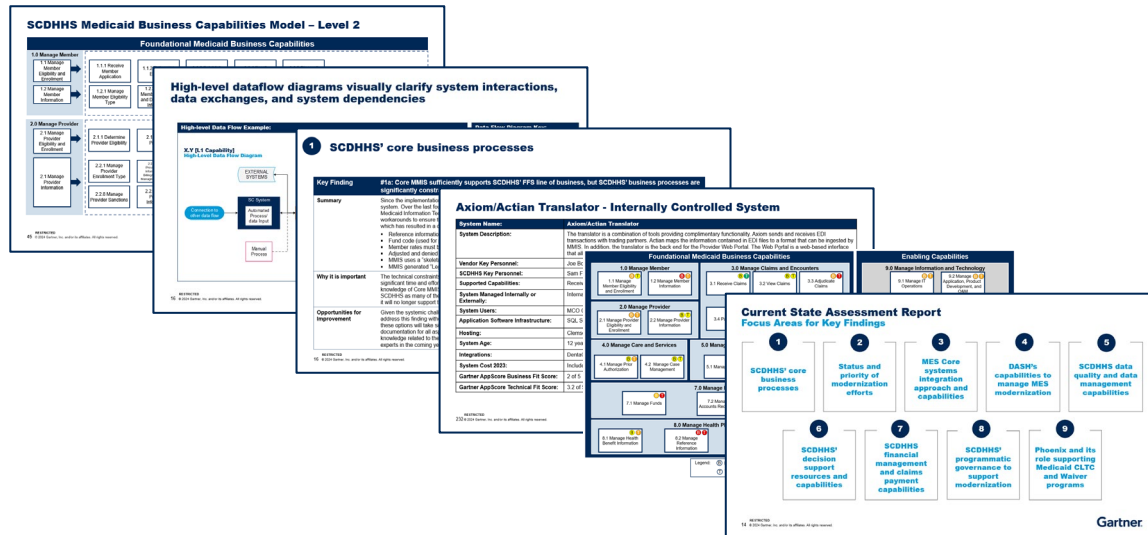


Conduct a gap analysis between current and envisioned future state. Develop a **Strategic Roadmap** to achieve the desired future state vision.

# In the first two phases of this project, the team conducted a current state assessment and defined the future state vision for MES modernization

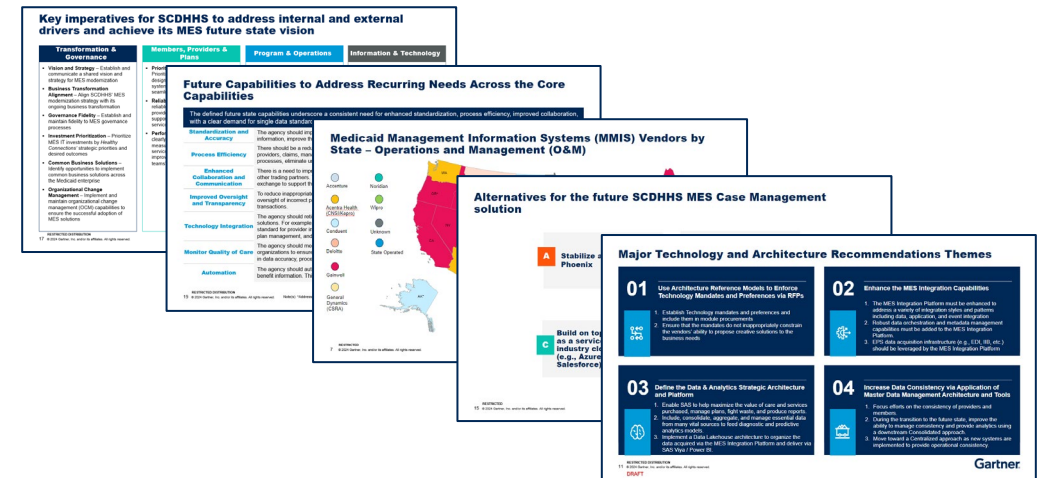
## Phase 1: Establish Strategic Context and Assess Current State

- The team tailored the **Medicaid Business Capability Model (BCM)** to SCDHHS' context.
- The team leveraged the BCM as a framework to conduct a **business and technical assessment of SCDHHS' current state** – including an analysis of the current state of key Medicaid systems and solutions.
- The team aggregated and synthesized its observations into a set of **key findings** to shape the future state vision and inform the development of the MES Modernization Roadmap.



## Phase 2: Define Target State Vision and Future Operating Model

- The team collaborated with Agency leaders to develop the **Vision, Drivers, and Imperatives for MES modernization**.
- The team then defined the **future state capabilities** the Agency will need to support its business strategy for its programs and operations.
- The team conducted a **market scan** of other states' MES modernization efforts, with a focus on MMIS modernization and legacy system replacement.
- The team conducted multiple **alternatives analyses** for Core MMIS replacement, MES Core, and Phoenix, and developed a **General System Design (GSD)** to guide modernization efforts and the roadmap.

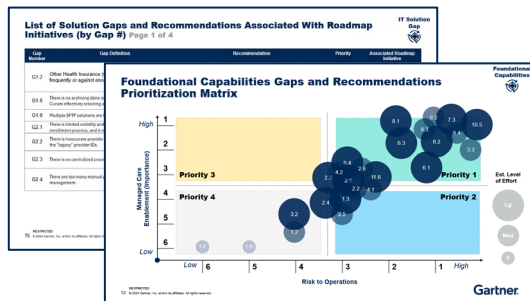


# In the third phase, The team identified and prioritized the gaps between the current and envisioned future state for targeted Roadmap initiatives and workstreams

## Step 1 Identify & Prioritize Gaps



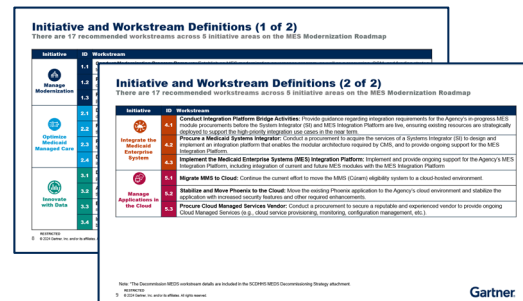
- Based on the current state and future state assessments, the team identified major capability and solution functionality gaps. The team then drafted recommendations to close each gap.
- Next, the team graphed gaps and recommendations across the dimensions of “Risk to Operations” and “Managed Care Enablement” to establish their relative prioritization on a scale of 1-4.



## Step 2 Draft Initiatives and Workstreams



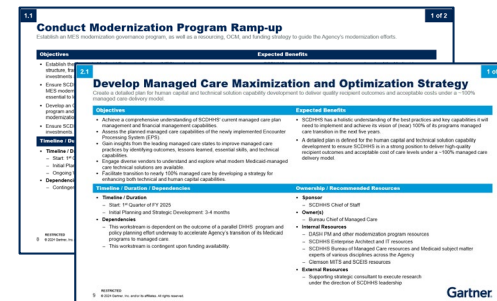
- Based on the prioritized gaps, the team collaborated with SCDHHS leadership to develop a set of key roadmap “initiatives” – major areas of investments and activities needed for SCDHHS to realize its future state vision.
- For each initiative area, the team identified a set of workstreams – specific projects to achieve the goals and objectives of each investment area.



## Step 3 Develop Workstream Mini-Charters



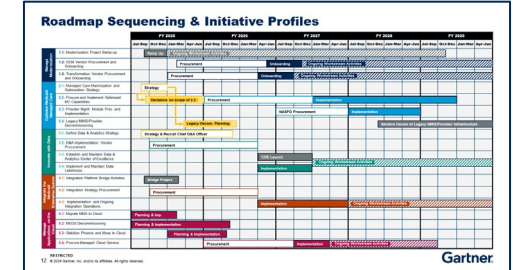
- Next, the team defined the scope, timeline, effort, resources, benefits, and dependencies estimates for each workstream.
- Using this information, the team developed “mini-charters” for each workstream and vetted these with the SCDHHS’ executive leadership.



## Step 4 Sequence Workstreams and Finalize Roadmap



- The team then sequenced the workstreams to create a high-level schedule, factoring in prioritization, and logical business, technical, and capacity dependencies.
- Finally, the team reviewed roadmap initiatives, workstreams, and their sequencing with SCDHHS executive leadership for final input and further refinement.



# **MES Modernization Goals and Objectives**

# Before we start, let's define some terms...

- **Medicaid Enterprise Systems (MES)** – The collection of interconnected systems and technologies used by state Medicaid programs to manage and deliver healthcare services to eligible individuals. The MES is designed to support the complex operations of Medicaid programs, ensuring they run efficiently and effectively.
- **Modernization** – The process of updating and transforming an organization's legacy systems to align with current business needs, technology standards, and user expectations.
- **Module** – A specific component or functional area within the system that addresses a particular aspect of Medicaid operations. Each module is designed to handle specific tasks and processes, allowing the entire system to function efficiently and effectively. Common examples include: Claims Processing, Eligibility and Enrollment, Provider Management and Care Management.
- **Data Lakehouse** – An architectural approach that combines the best features of data lakes and data warehouses to provide a unified platform for managing, analyzing, and storing both structured and unstructured data.
- **Systems Integrator** – In the context of Medicaid Enterprise Systems (MES), a "system integrator" is a specialized service provider or organization responsible for bringing together various components, modules, and technologies to create a cohesive, functioning system. The system integrator ensures that all parts of the MES work together seamlessly, meeting the operational and strategic goals of the Medicaid program.
- **Integration Platform** - Technology framework that facilitates the seamless connection and interaction between various modules, systems, and external entities involved in Medicaid operations. The integration platform ensures that data and processes flow smoothly across different components, enabling efficient and coordinated functioning of the entire system.

# The MES Modernization Roadmap is focused on achieving SCDHHS' key goals and outcomes for the State's Medicaid programs and services

## Optimize Member Experience

End-user focused and easily usable technologies that enable a responsive experience for those seeking access to Medicaid care and services

## Support Effective Service Delivery

Enhanced processes that enable seamless transitions for member and provider enrollment, prior authorization, encounter and claims processing and payment, through advanced technologies

## Improve Operational Efficiencies

Reduce manual efforts and complexity with technologies that accurately model and align with the key business processes and maximize opportunities for automation

## Provide Data-Driven Insights

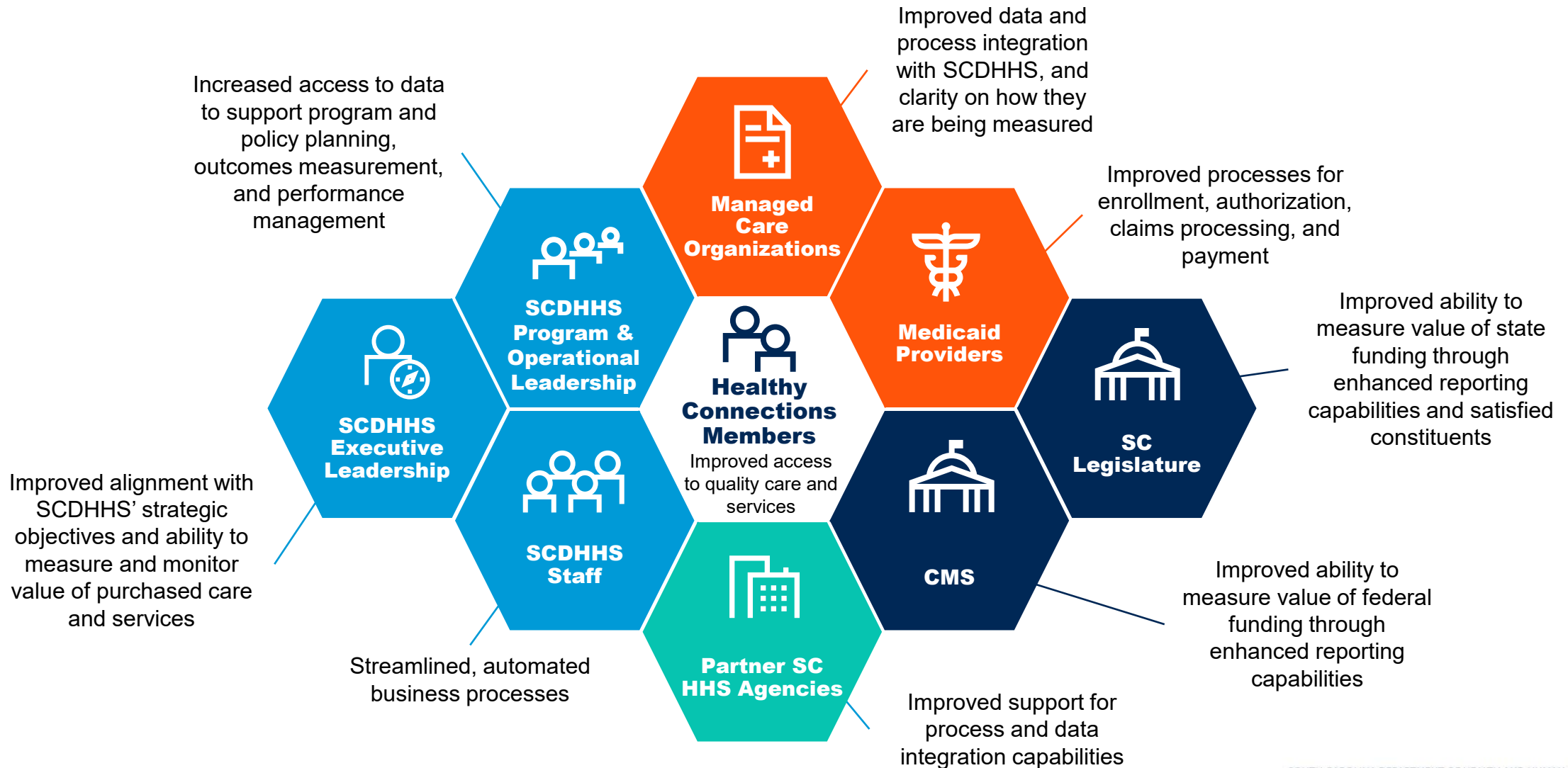
Data management, analytics and reporting technologies that extract intelligence and insights, enabling SCDHHS to:

- Measure value and quality of services and identify trends to improve performance at each touchpoint
- Monitor member access to covered services and resulting health outcomes

## Respond to Changing Needs

Modern, agile technologies that enable SCDHHS to pivot efficiently, aligning administrative and technological resources with evolving SCDHHS, state, and federal needs and requirements

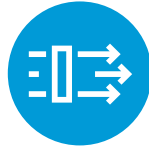
# A modern Medicaid Enterprise System will benefit multiple stakeholders



# MES Modernization Roadmap Initiatives and Workstreams with Procurement Details

Since initial approval by SCDHHS executive leadership in September 2024 the MES Modernization Roadmap has continued to evolve based on program progress, emerging strategic considerations, etc. It is expected that the Roadmap will continue to change and evolve going forward as well and vendors should factor flexibility into their planning.

# The MES Modernization Roadmap includes activities and investments spanning six key initiative areas



## Manage Modernization

Enhance and scale the capabilities and resources required to effectively govern and manage the Agency's MES modernization efforts.

## Optimize Medicaid Managed Care

Implement capabilities that support SCDHHS' managed care business strategy and enable the decommissioning of the legacy Core MMIS.

## Optimize Member Experience

Define a strategy to modernize and improve the eligibility and enrollment solution and member experience. Centralize beneficiary customer service to a new Healthy Connections Service Center solution.

## Innovate with Data

Acquire resources, tools, and infrastructure to enable the Agency to leverage data effectively for informed decision-making, performance monitoring, cost management, and enhancing the quality of purchased services.

## Integrate the Medicaid Enterprise System



Implement an integration platform that supports the integration of SCDHHS' current and future MES modules, improves interoperability with external data and systems, and complies with Federal requirements and guidance.

## Manage Applications in the Cloud

Acquire resources to manage the Agency's preferred cloud environment and migrate key MES systems and applications to the cloud.




# Each initiative consists of workstreams – projects that target specific objectives aligned with the overall MES Modernization vision and goals

The workstreams aligned to vendor procurements are summarized in the following tables.

Initiative	ID	Workstream
 <b>Manage Modernization</b>	1.3	<b>Procure and Onboard Transformation Services Vendor:</b> Source a vendor partner to support transformation management and scale resources across project management, business analysis, vendor management, and solution management capabilities etc.
 <b>Optimize Medicaid Managed Care</b>	2.2	<b>Procure and Implement a Managed Care Solution:</b> Source and implement the managed care enablement solutions including modules for 1. Financial/Capitation Management to replace the financial management functions in the MMIS, and 2. Beneficiary Information, and Benefit Plan Management (which includes the necessary components to effectively replace the MMIS Reference scope including defining SCDHHS benefit plans based on policy and tracking of payment categories and historical data). The procurement will also include scope for 3. Fee-for Service Claims, and 4. Encounter Processing functionality.
	2.3	<b>Procure and Implement a Provider Management Module:</b> Source a modern Provider Management Module that included provider enrollment, to reduce the provider enrollment time frame, centralize credentialing, and serve as a central source of provider data across the Medicaid enterprise.
 <b>Optimize Member Experience</b>	3.1	<b>Procure a Healthy Connections Service Center:</b> Source a vendor to unify the existing fragmented beneficiary customer service operations into a centralized integrated contact and operations center. The vendor will deliver a seamless and optimized beneficiary service experience from eligibility and enrollment through ongoing Medicaid program interactions, all enabled by a multichannel communications platform with automated or self-service options where practical.

# Each initiative consists of workstreams – projects that target specific objectives aligned with the overall MES Modernization vision and goals

The workstreams aligned to vendor procurements are summarized in the following tables.

Initiative	ID	Workstream
 <p><b>Innovate with Data</b></p>	4.2	<b>Acquire a Strategic Data and Analytics Vendor:</b> Procure a strategic D&A services partner to help SCDHHS implement and deploy several aspects of the target state D&A operating model and technology infrastructure.
 <p><b>Integrate the MES</b></p>	5.2	<b>Procure a Medicaid Systems Integrator:</b> Conduct a procurement to acquire the services of a Systems Integrator (SI) to design and implement an integration platform that enables the modular architecture required by CMS, and to provide ongoing support for the MES Integration Platform.
 <p><b>Manage Applications in the Cloud</b></p>	6.3	<b>Procure Cloud Managed Services Vendor:</b> Conduct a procurement to secure a reputable and experienced vendor to provide ongoing Cloud Managed Services (e.g., cloud service provisioning, monitoring, configuration management, etc.).

# Integration Platform and Systems Integrator Procurement Overview



## Project Details

### Purpose

- Conduct a procurement to secure an experienced System Integrator to design and implement an integration platform that facilitates the exchange of information and data between Medicaid Enterprise System (MES) modules. This vendor will also provide the integration services required to coordinate and execute the actual integrations of MES modules to the platform.



## Objectives and Stakeholders

### Objectives

- Acquire the services of an SI to design and implement a MES Integration Platform that enables the integration of MES modules/systems aligned with the modular architecture required by CMS, and to provide ongoing support for the MES Integration Platform.
- Support diverse integration styles, patterns, and technologies to offer flexibility to accomplish SCDHHS' long-term goals for the MES.
- Provide guidance on integration requirements for ongoing module procurements, ensuring that current architecture standards and technologies are effectively utilized to achieve seamless integration.
- Enhance operational efficiency and support the strategic goals of the MES modernization.

### Stakeholders

- SCDHHS Executive Leadership:** Strategic oversight and alignment
- DASH Program Office:** Daily management and execution
- SCDHHS Enterprise Architecture:** Domain-specific insights and evaluation

# Integration Platform and Systems Integrator Scope, Deliverables, and Risk Management

The IP/SI Procurement is broken out into two categories to provide the necessary technology and services needed by the incoming vendor to design, implement and maintain an Integration Platform.

## Integration Platform and Systems Integrator Procurement Scope

### Technology

1. Managed File Transfer (MFT)
2. Electronic Data Interchange (EDI) Gateway
3. Electronic Data Interchange (EDI) Rules Engine
4. Extract, Transform, Load (ETL)
5. API Gateway
6. Integration Broker (ESB)
7. Integration Platform as a Service (iPaaS)
8. Integration Platform Governance Technology and AI Enablers

### Services

1. Integration Strategy Enablement Team (ISET)
2. Integration Platform Implementation Services
3. Integration Platform Operations and Maintenance (O&M)
4. Integration Platform Tier 2/3 Help Desk
5. Integration Service Provisioning
6. MES Change & Release Management Coordination
7. Operational Master Data Management (MDM) – Optional

# Transformation Services Vendor (TSV) Procurement Overview



## Project Details

### Purpose

- Secure a vendor to support the Medicaid Enterprise System (MES) modernization.
- Enhance resource scalability and streamline operations.



## Objectives and Stakeholders

### Objectives

- Procure fixed price program management services to support MES modernization. Help DASH to scale to meet the increasingly high demands of the MES modernization projects.
- Enhance flexibility in resource allocation and improve operational efficiency.

### Stakeholders

- **SCDHHS Executive Leadership:** Strategic oversight and alignment.
- **DASH Program Office:** Daily management and execution.
- **SCDHHS Bureau Chiefs & SMEs:** Domain-specific insights and evaluation.

# Transformation Services Vendor (TSV) Scope and Risk Management

The TSV Procurement is designed to support MES modernization by securing vendors for both program management and operational support services.

## TSV Hybrid Scope – Multiple Award- 1 Vendor for Lot A, 1 Vendor for Lot B

### Lot A: Fixed Price Activities

- **Weekly and Monthly Program Reporting:** Establish a reporting framework for program status updates.
- **Integrated Master Schedule (IMS) Management:** Develop and enforce schedule management standards.
- **Transformation Financial Management Framework and Operations:** Create annual budget estimation and tracking methodologies.
- **Transformation Program Resource Management:** Develop resource management methodologies for effective allocation.
- **Benefits Realization Tracking:** Establish a system for tracking modularity benefits.
- **Program Management Framework:** Scale existing frameworks for efficient project management.
- **Software Development/Configuration Lifecycle Management Standards, Principles and Frameworks:** Implement Hybrid Waterfall/Agile frameworks for MES modernization.

### Lot B: Service Integration and Management (SIAM) Services and Deliverables (Fixed Price)

- Service Integration and Management (SIAM) are services and deliverables related to managing the operations of multiple MES module/system vendors as well as the coordination of respective design, development, and implementation efforts across SCDHHS' MES.

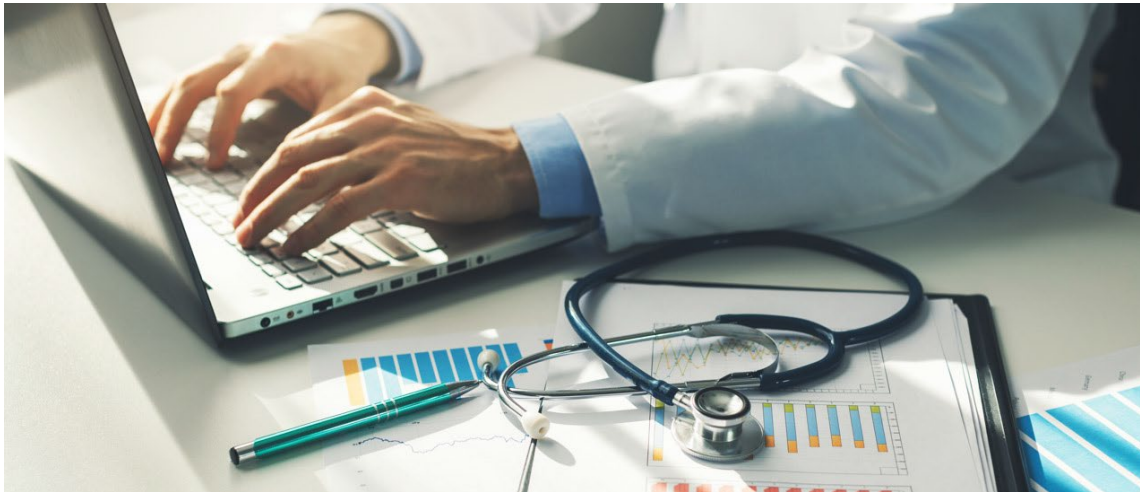
# MES Modernization Managed Care Procurement Overview



## Project Details

### Purpose

- Procure a vendor to bring SCDHHS a modern Managed Care Capabilities solution, focusing on Managed Care Financial Management and Beneficiary Information/Benefit Plan Management.



## Objectives and Stakeholders

### Objectives

- Acquire managed care solution to modernize and streamline Medicaid operations and support innovative payment models for the future.

### Target Outcomes:

- Reduce Reliance on Legacy Systems:** Enhance flexibility and streamline operations.
- Improve Plan Performance:** Enhanced plan monitoring capabilities and alternative payment model options will allow stronger incentives for quality outcomes.
- Centralize Benefit Plan Configuration and Enrollment to One System:** Ensure efficiency and data accuracy, reduce dependence on Phoenix and other auxiliary systems for tracking specific beneficiary populations.

### Stakeholders

- SCDHHS Executive Leadership:** Ensures strategic alignment.
- SCDHHS Bureau Chiefs and SMEs:** Provide expertise in managed care and IT.
- DASH Program Office:** Oversees project execution.
- SCDHHS IT Resources:** Advise on technical standards.

# MES Modernization Managed Care Scope, Deliverables, and Risk Management

The Managed Care Capabilities Procurement drives MES modernization by enhancing financial management and beneficiary data systems, boosting operational efficiency and readiness for future innovations.

## Managed Care Base Scope

- **Financial/Capitation Management:**
  - Replace MMIS financial functions to improve capitation rate accuracy and streamline payment processes.
  - Support alternative payment models to enhance managed care plan quality.
- **Beneficiary Information and Benefit Plan Management:**
  - Replace MMIS beneficiary and reference data management.
  - Manage benefit plans, including beneficiary enrollment without RSP codes, policy updates, etc.
  - Provider data is also required for claims and encounters processing and financial management functions.
- **Fee-for-Service Claims:**
  - Provide a flexible solution for claims processing, ensuring preparedness for populations not transitioning to Managed Care.
- **Future Replacement for Encounter Processing Solution:**
  - Enhance data collection and integration for encounter data, supporting improved analytics and decision-making.
  - Facilitate comprehensive tracking and reporting of encounters to optimize care delivery.

# Procurements with Scope Still Being Defined

## Provider Management Module



SCDHHS anticipates a Provider Management module would improve:

- Quality and accessibility of provider data for SC Medicaid, through the implementation of a single source of truth for provider data and provider taxonomy standardization.
- Provider experience through improved provider communications, self-service capabilities and visibility into the provider enrollment and centralized credentialing processes.
- Administrative overhead to manage the provider enrollment and credentialing processes, such as through automatic verification processes with external agencies (NPPES, FBI, etc.).
- Provider data integration with other MES modules

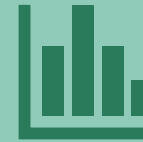
## Healthy Connections Service Center



SCDHHS anticipates a HCSC Vendor would offer:

- A single, integrated beneficiary service center that efficiently provides applicants, beneficiaries, contact center staff and SCDHHS employees, and other relevant stakeholders with a positive citizen service experience.
- Integrated service center operations for the Medicaid program applicant and beneficiary support, enrollment broker services, Medicaid card printing and fulfillment, etc.

## Data and Analytics Vendor & Data Solution



SCDHHS anticipates a Data and Analytics Partner would:

- Enable SCDHHS to supplement and enhance SCDHHS knowledge, expertise, and decision-making and mature its in-house D&A capabilities.
- Bring expertise to establish, launch, and initially operate an Analytics Center of Excellence to serve as the “hub” of a hybrid D&A delivery model.
- Design and implement a “Data Lakehouse” or equivalent — infrastructure to support D&A delivery efforts as needed.

## Cloud Services Vendor



SCDHHS anticipates a Cloud Services Vendor would offer:

- Formal management and monitoring of the native cloud infrastructure.
- Rapid and timely provisioning of new technical services.
- Secure cloud applications operations.
- Cost-effective management of cloud resources.
- Effective DevSecOps for cloud applications.

# Anticipated Procurement Timelines

# SCDHHS has divided these initiatives and workstreams into phases that will span the next 5+ years. These show when work on the procurement is starting.

SFY2026 and Before

SFY 27/28

	Phase 1: Establish Foundation for Modernization	Phase 2: Implement Critical Capabilities
Manage Modernization	1.3: Procure and Onboard Transformation Services Vendor	
Optimize Medicaid Managed Care	2.2: Procure Optimized MC Capabilities	2.3: Procure a Provider Mgmt. Module
Optimize Member Experience	3.1: Procure a Healthy Connections Service Center	
Innovate with Data	4.2: Acquire a Strategic D&A Vendor	
Integrate the Medicaid Enterprise System	5.2: Procure a Medicaid Systems Integrator	
Manage Applications in the Cloud		6.3: Procure Managed Cloud Service Vendor

# Target RFP Release Windows

	July-Dec 2026	Jan-Jun 2027	July-Dec 2027 or later
Manage Modernization	1.3: Procure and Onboard Transformation Services Vendor		
Optimize Medicaid Managed Care		2.2: Procure Optimized MC Capabilities	2.3: Procure a Provider Mgmt. Module
Optimize Member Experience		3.1: Procure a Healthy Connections Service Center	
Innovate with Data			4.2: Acquire a Strategic D&A Vendor
Integrate the Medicaid Enterprise System		5.2: Procure a Medicaid Systems Integrator	
Manage Applications in the Cloud			6.3: Procure Managed Cloud Service Vendor

# Procurement Restrictions

# SCDHHS Procurement Restrictions Related to MES Modernization

SCDHHS is committed to a solution acquisition approach that limits the potential for conflict of interest in choosing the modular solutions to be incorporated into the modernized Medicaid Enterprise System.

- Since the TSV vendor will be supporting the modernization in an independent capacity they are conflicted out of bidding on and providing other MES modernization solutions.
- The IP/SI vendor, MCSV, and D&A VS are each infrastructure elements that support the more operational aspects of the future-state MES. The IP/SI vendor and MCSV vendor are allowed to be the same vendor, and each may also pursue the D&A VS procurement.
- Qualified vendors who are not the TSV or IP/SI vendor may bid on and be awarded for all remaining solutions.

**SCDHHS Procurement Restrictions Table**

Solution Vendor	Other Procurement Opportunities						
	TSV	IP/SI	MCSV	MMCC	HCSC	D&A	PMM
Transformation Services Vendor (TSV)		Conflict	Conflict	Conflict	Conflict	Conflict	Conflict
Integration Platform / Systems Integrator (IP/SI)	Conflict		Allowed	Conflict	Conflict	Allowed	Conflict
Managed Cloud Services Vendor (MCSV)	Conflict	Allowed		Conflict	Conflict	Allowed	Conflict
Medicaid Managed Care Capabilities	Conflict	Conflict	Conflict		Allowed	Allowed	Allowed
Healthy Connections Service Center (HCSC)	Conflict	Conflict	Conflict	Allowed		Allowed	Allowed
Data & Analytics (D&A)	Conflict	Allowed	Allowed	Allowed	Allowed		Allowed
Provider Management Module (PMM)	Conflict	Conflict	Conflict	Allowed	Allowed	Allowed	

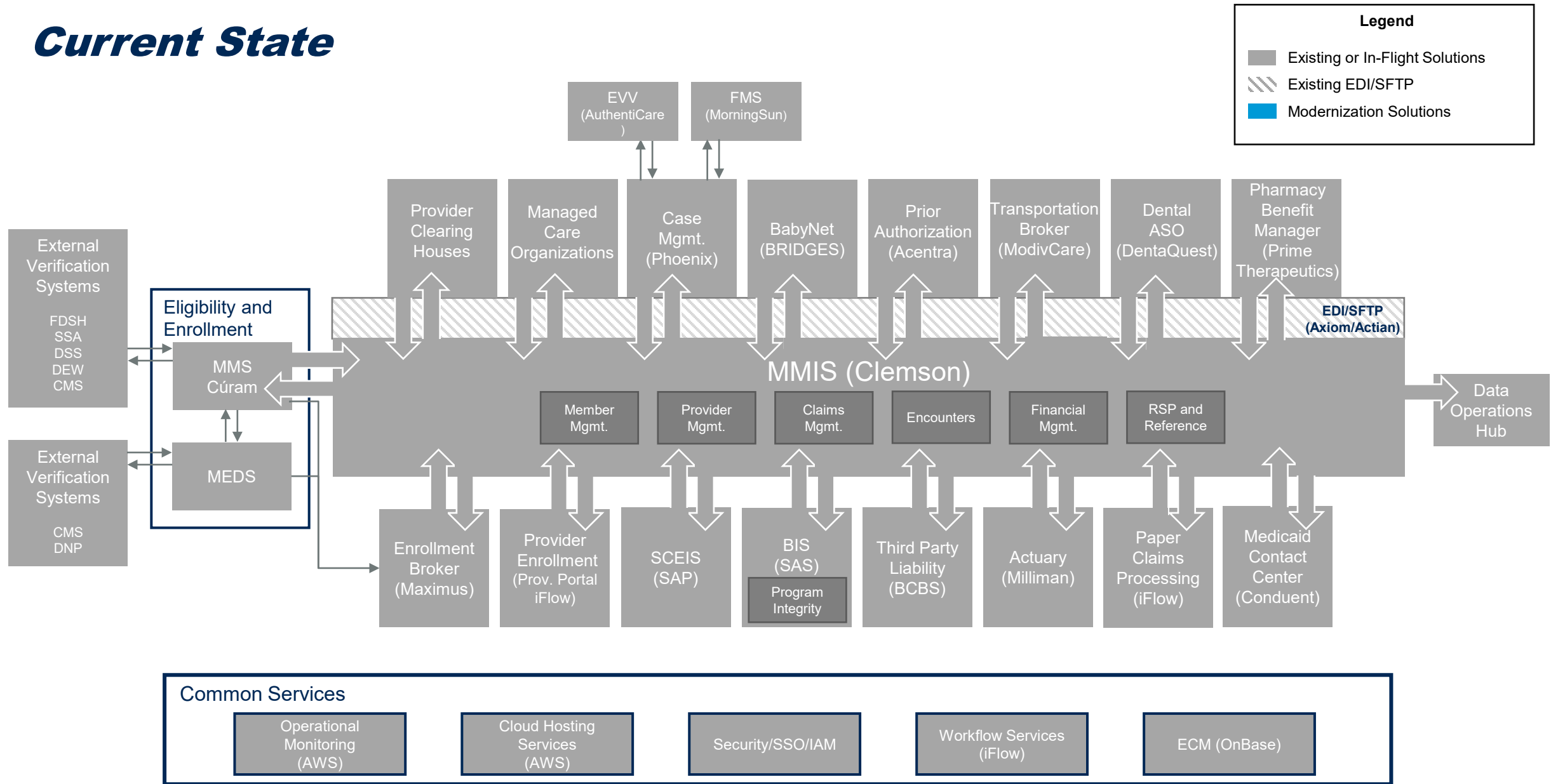
**Legend**

**Allowed:** Vendors are allowed to bid on and be awarded both of these solutions in the MES modernization.

**Conflict:** Vendors awarded one of these solutions are not allowed to bid on or be awarded the subsequent module within the MES modernization roadmap.

# **APPENDIX: Target State MES Functional Diagrams**

# Current State



Note: The diagram is intended to illustrate the data exchanges with the MMIS. For comprehensive details on the flows between systems, please refer to the "EA Visuals from SCDHHS" document.

# Current Medicaid Enterprise Environment Descriptions

1 of 5

SCDHHS is limited by its current state and is pursuing a series of procurements to modernize and improve its current MES ecosystem. This includes its legacy Medicaid Management Information System (MMIS) which is difficult to maintain, impairs key business processes, and requires a series of workarounds and manual work from SCDHHS staff. SCDHHS' current MES integration capabilities are limited, and it lacks data consistency across MES Modules. There are a variety of systems that support the current state system. They are described below.

Acronym	Term / Vendor	Description
PA	Prior Authorization (Acentra)	Acentra Health Atrezzo is the system used by BCBS staff for Prior Authorization of Fee-For-Service (FFS) Medicaid professional and institutional medical providers (pharmacy and dental PA's are handled by the PBM and Dental ASO). This system was formerly known as KePRO.
AWS	Amazon Web Services	SCDHHS utilizes AWS for a variety of cloud-based tools and services. AWS is the Agency's preferred cloud services provider, having migrated its Medicaid Enterprise System (MES) Core and Cúram MMS to AWS to streamline processes, improve security, and reduce costs.
----	Actuary (Milliman)	SCDHHS uses an actuarial firm to assist with annual capitation rate setting using encounter data from the previous fiscal year sourced from MMIS. However, limitations arise because the stored encounter data within MMIS is truncated.
----	Transportation Broker (ModivCare)	SCDHHS uses the transportation broker to coordinate and manage non-emergency medical transportation services for Medicaid members, ensuring they have access to necessary medical appointments. The broker handles tasks such as contracting with transportation providers, managing service requests, and maintaining quality assurance.
TPL	Third Party Liability (BCBS)	SCDHHS uses ARMS Pro by BCBS to manage Other Health Insurance (OHI) for FFS and Managed Care Organizations (MCOs). It includes Case Management Systems for Casualty, Estate Recovery, Special Needs Trusts, and HIPP, as well as Fund Recovery for various health and Medicare-related cash receipts and recoveries.
----	Axiom/Actian EDI/SFTP	Axiom/Actian are a combination of tools that serve as the translator of claims and encounters from providers to MMIS. Axiom sends and receives EDI transactions and Actian maps the information contained in EDI files to a format that can be ingested by MMIS. In addition, the translator is the back end for the Provider Web Portal. The Claims Submission Tool (Web Tool) is a web-based interface that allows providers to submit claims, check the status of claims, and check eligibility status.

# Current Medicaid Enterprise Environment Descriptions

2 of 5

Acronym	Term / Vendor	Description
BIS	Business Intelligence System (SAS)	SCDHHS has deployed a Business Intelligence System (BIS) that is currently supported by SAS. The current BIS is a software suite for data management, advanced analytics, business intelligence, federal reporting, and predictive analysis. SCDHHS uses the BIS to store data, operational reporting, Transformed Medicaid Statistical Information System (T-MSIS), management administration reporting subsystem (MARS), program integrity, and to query data for the agency.
BRIDGES	BabyNet Reporting and Intervention Data Gathering Electronic System	BRIDGES supports the BabyNet program, which provides early intervention services for children with disabilities from birth to age three. It operates independently of Medicaid under the Individuals with Disabilities Education Act (IDEA). The system allows staff to manage referral data, evaluate eligibility, and maintain Individual Family Service Plans (IFSPs), enabling service selection and case management by providers or BabyNet staff.
DOH	Data Operations Hub	The Data Operations Hub (DOH) is an internally developed platform that extracts, processes, and formats data from MMIS to support integration and functionality in systems like BRIDGES and OnBase. It is also used to extract encounter data that has passed EPS preprocessing and compliance checks from MES Core for analytics. It is being used as a tactical bridge tool to prepare data for sharing and will be used by the future IP/IS Data Engineering team until the IP/IS vendor deploys their own solutions.
----	Dental ASO (DentaQuest)	SCDHHS contracted DentaQuest to provide administrative and management services to dental providers participating in Medicaid programs and acts as the fee-for-service dental platform. Dental providers submit claims through DentaQuest, which handles prior authorizations and claims processing and then sends the resulting information to the MMIS for validation and payment.
EB	Enrollment Broker (Maximus)	SCDHHS uses Enrollment Broker services provided by Maximus to assign Medicaid recipients to MCOs and synchronize member data between MMIS and Maximus to determine eligible member counts for payments.
EVV	Electronic Visit Verification (AuthentiCare)	SCDHHS' Electronic Visit Verification system is supported by AuthentiCare, a Commercial Off-The-Shelf (COTS) System component used for home and community services to electronically log and validate the delivery of home and community-based services. The system is currently integrated with Phoenix and is going through a re-procurement.

# Current Medicaid Enterprise Environment Descriptions

3 of 5

Acronym	Term / Vendor	Description
----	External Verification Systems	The External Verification Systems facilitate data exchange and verification for both the Eligibility and Enrollment Systems (MMS and MEDS). They are both internal and external entities, including the Centers for Medicare & Medicaid Services (CMS), the Social Security Administration (SSA), and the Department of Social Services (DSS). These integrations collect critical information on income and other resources to support the determination of eligibility for Medicaid coverage.
FMS	Financial Management System (Morning Sun)	This financial management services (FMS) vendor supports a network of self-directed in-home Medicaid providers and members who are part of SCDHHS waivers (i.e., Community Choices, HIV/AIDS Waiver, Mechanical Ventilator-Dependent Waiver, Palmetto Coordinated System of Care) and the Money Follows the Person demonstration (i.e., Home Again). Phoenix submits claims to MMIS for the waiver services that are provided, and MMIS pays Morning Sun as the provider. Morning Sun sends payments for in-home providers who offer attendant care and adult companion services, as well as make payments for other goods and services covered by Medicaid.
iFlow	BCBS utilized document management system	MCCS of BCBS utilizes a document management system iFlow for managing documents in workflow services like Paper Claims Processing and Provider Enrollment.
MCO	Managed Care Organizations	Medicaid managed care organizations deliver Medicaid health benefits and additional services through contracted arrangements between SCDHHS and MCOs (i.e., Molina, Select Health, Healthy Blue, Humana, ATC / Centene), which accept a set per member per month (capitation) payment for these services. MCOs currently send encounter data to the MMIS for validation, to set capitation rates, for fraud waste and abuse, and reporting.
MCC	Medicaid Contact Center (Conduent)	SCDHHS contracted Medicaid Contact Center services provided by Conduent, ensuring compliance with performance standards and national regulations. They must maintain service quality, promptly address issues, notify SCDHHS of significant ownership changes, and provide additional resources if needed.
MEDS	Medicaid Eligibility Determination System	Prior to 2014, SCDHHS relied on MEDS for Medicaid eligibility determinations. In 2014, the Member Management System (MMS) became the preferred solution, complicating training and resource allocation. The coexistence of MEDS and MMS has led to confusion over the authoritative source of eligibility data, reducing efficiency and increasing processing time. MEDS previously managed enrollee eligibility, conducted redeterminations, assigned Medicaid IDs and budget group numbers and interfaced with External Verification Systems. MEDS is now being decommissioned to streamline operations and achieve MITA compliance.

# Current Medicaid Enterprise Environment Descriptions

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Acronym	Term / Vendor	Description
MMIS	Medicaid Management Information System	Over the past decade, SCDHHS has endeavored to replace its legacy mainframe Medicaid Management Information System (MMIS) system, a 40-year-old mainframe system developed, maintained, and hosted by Clemson University. In line with directives from CMS, SCDHHS aims to replace the MMIS with a more modular, scalable solution. The MMIS system is responsible for several key business processes to process Medicaid claims and manage information about Medicaid beneficiaries and providers for South Carolina Medicaid FFS population. It also currently collects encounter data from MCOs.
MMS	Member Management Systems (Cúram)	SCDHHS implemented the Member Management System provided by Cúram for eligibility determinations in 2014, which is now the Agency's preferred eligibility solution. Currently, MMS integrates with MEDS to facilitate the exchange of critical data for Medicaid eligibility and Medicare coordination. MEDS functionality, interfaces, and member population are being transferred to MMS so SCDHHS can achieve significant cost savings and streamline operations.
----	OnBase	SCDHHS uses an enterprise content management system provided by OnBase, which serves as a central repository for most scanned documents, especially related to eligibility, and offers various workflow-related functionalities. OnBase includes Workload Pro for Eligibility Determination.
PBM	Pharmacy Benefits Manager (Prime Therapeutics)	Prime Therapeutics (Prime) supports SCDHHS by providing administrative and management services to process pharmacy benefits for the FFS Medicaid population and handles all drug rebates on behalf of the state (including MCO drug rebates). The Medical University of South Carolina does retroactive drug utilization review analysis and reporting separately. MCOs provide prescription drug coverage for their enrolled Medicaid beneficiaries utilizing a single preferred drug list managed by Prime. Prime handles point-of-sale and physician-administered drugs prior authorizations and generates claims for point-of-sale drugs only, which are sent to MMIS for validation and payment.
----	Phoenix	SCDHHS uses Phoenix, an internally developed case management system, to manage the full life cycle of Community Long-Term Care (CLTC) and waiver programs. It includes modules and capabilities for eligibility, intake, assessment, service planning, caregiver supports, case notes, referrals, billing, appeals, and critical incident management. Phoenix interfaces with AuthentiCare EVV to capture prior authorizations and electronically log and validate the delivery of home and community-based services, which are processed in Phoenix.

# Current Medicaid Enterprise Environment Descriptions

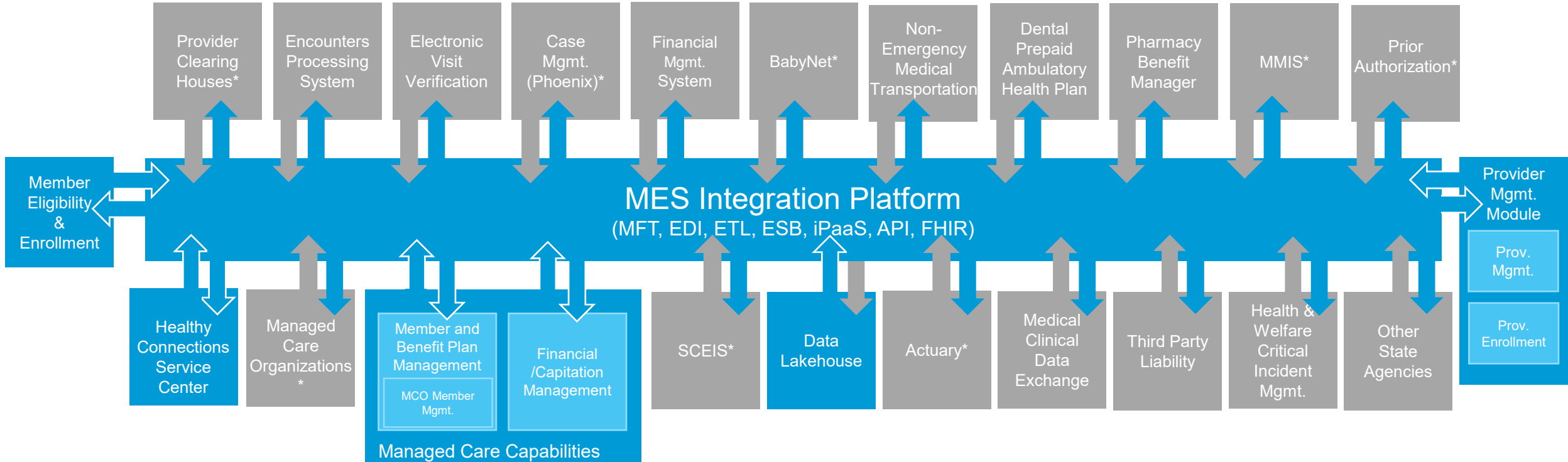
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Acronym	Term / Vendor	Description
----	Provider Clearing Houses	SCDHHS providers utilize their own preferred clearing houses that meet required criteria. The provider clearing houses serve as an intermediary between healthcare providers and payers, streamlining insurance claims submission and processing. They collect, check, and format claims data, submit it to insurers, and provide updates on claim statuses, enhancing billing efficiency.
	Provider Portal	Provider Enrollment (i.e. Provider applications) are submitted via the Provider Portal. BCBS stores the documents in iFlow.
----	Security/SSO/IAM	The SCDHHS CISO in collaboration with the Enterprise Architecture team have defined the security standards such as single sign-on (SSO) using OAuth and OIDC using MS Active Directory forest credentials. For cloud solutions, SSO utilizes Azure Active Directory.
SCEIS	South Carolina Enterprise Information System	SCEIS is the South Carolina state Enterprise Resource Planning (ERP) solution built on SAP, which is currently used to make all claims, capitation payments and manage receivables. It manages invoicing, monitors payments, reconciles accounts, and collects outstanding balances from various healthcare providers and state agencies.

# Target State – Includes Clemson MMIS

**Legend**

- Existing or In-Flight Solutions
- Existing EDI/SFTP
- Modernization Solutions



**Common Services**

- Operational Monitoring (AWS)\*
- Cloud Hosting Services (AWS)\*
- Security/SSO/IAM\*
- Workflow Services (iFlow)\*
- ECM (OnBase)\*
- Customer Experience Platform (Omnichannel Communication Center)

Note\*: The following modules are described in the current state descriptions.

# Future Medicaid Enterprise Environment Descriptions

## 1 of 3

SCDHHS is modernizing its Medicaid Enterprise System (MES) to align with CMS directives, transitioning to a modular, scalable solution. The MES Modernization Roadmap details seventeen workstreams across five key areas: managing the modernization process, optimizing managed care, innovating with data, integrating the system, and managing applications in the cloud. The modules and services below will help prioritize strategic initiatives outlined in the roadmap. These new solutions will enhance managed care delivery, improve operational efficiency through automation, provide data-driven insights for better health outcomes, and allow SCDHHS more flexibility to adapt to changing Medicaid trends with a modern, agile MES, ensuring South Carolina's Medicaid program meets future beneficiary needs. There are a variety of systems that will support the future state in new ways. They are described below.

Acronym	Term / Vendor	Description
----	Customer Experience Platform (Omnichannel Communication Center)	This is meant to represent the common services elements like the CRM system, omnichannel communications, print/mail infrastructure, and the beneficiary portal platform foundation that will be provided in the future by the HCSC vendor. This customer experience platform will centralize beneficiary communications and self-service capabilities in the future. Other vendors with beneficiary touchpoints will coordinate with the HCSC to leverage this infrastructure.
DLH	Data Lakehouse (TBD)	The Data Lakehouse will be essential for SCDHHS to modernize its Medicaid system by integrating data sources from multiple modules into a centralized platform, enhancing data governance, and supporting advanced analytics. This initiative will improve decision-making, reduce reliance on external expertise, and align with the agency's mission to enhance health outcomes for South Carolinians through efficient and innovative data use.
DPAHP	Dental Prepaid Ambulatory Health Plan (TBD)	The South Carolina Department of Health and Human Services (SCDHHS) intends to acquire the services of a qualified Contractor who will provide, through a managed care model, comprehensive dental services under the South Carolina Healthy Connections Medicaid program. The Contractor will provide services on a capitated basis and will offer a full complement of managed care functions.
EPS	Encounters Processing System (TBD)	SCDHHS contracted AMIDA for consulting services to assist in implementing a cloud-based EPS by adapting the existing Virginia state transfer solution. Operationalizing the EPS will enable SCDHHS to cease reliance on their legacy MMIS for incomplete encounter data, enhance data processing, validation, and analysis capabilities, and support various business functions for both internal staff and external partners, including Milliman and MCOs.
EVV	Electronic Visit Verification (TBD)	The new EVV solution will be used for home and community services to electronically log and validate the delivery of home and community-based services. It will replace the current fragmented and manual processes, expand coverage to all required services, improve operational efficiency, combat fraud/waste/abuse, protect sensitive data, and meet certification requirements.

# Future Medicaid Enterprise Environment Descriptions

## 2 of 3

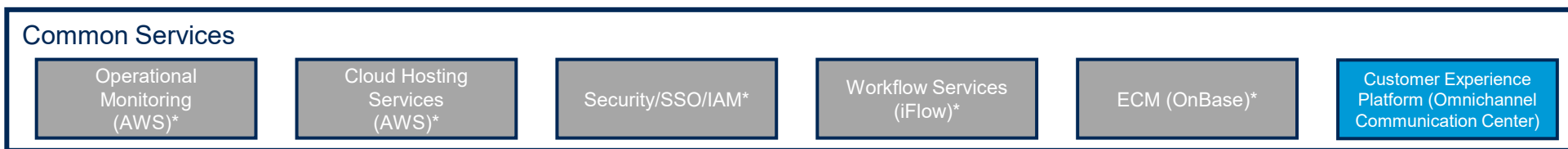
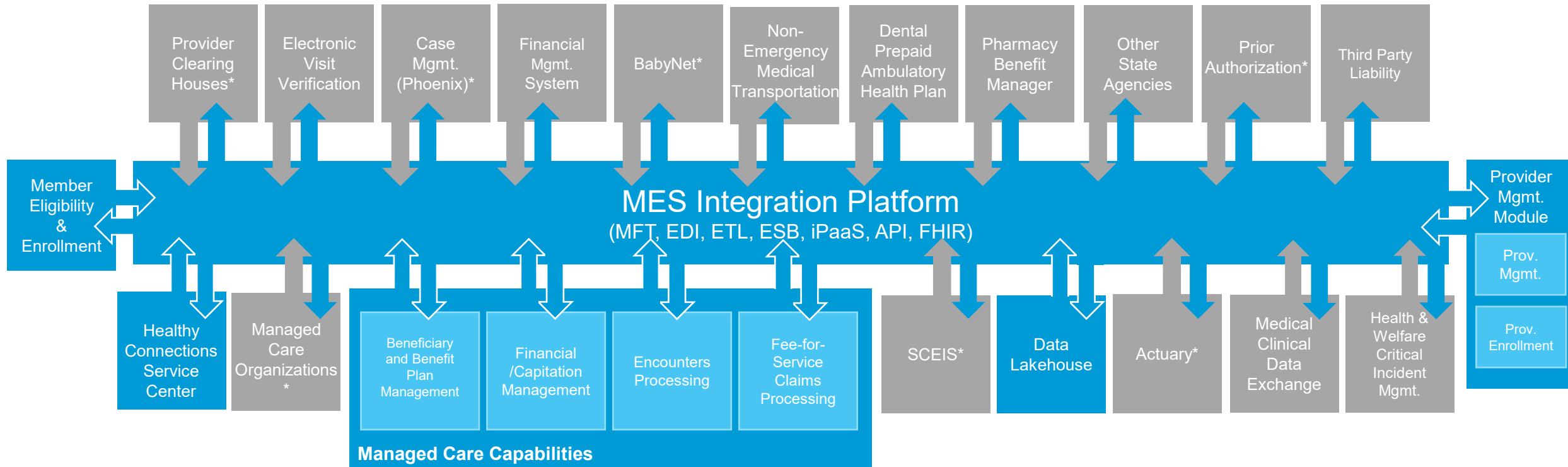
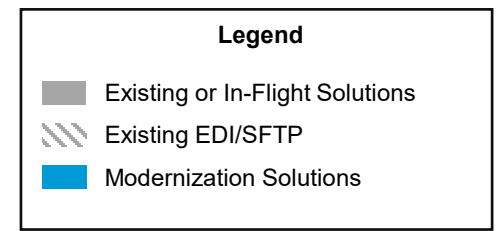
Acronym	Term / Vendor	Description
FMS	Financial Management System (TBD)	The FMS procurement, initiated due to contract expiration, manages the intricate financial, tax, and compliance activities involved in compensating in-home service providers for self-directed beneficiaries.
HCSC	Healthy Connections Service Center (TBD)	The HCSC call center aims to centralize customer service for Healthy Connections members, offering a CRM system and telecommunications infrastructure. It will improve the member plan enrollment process offering choice counseling, call support, complaint and appeal management and tracking, enrollment management, correspondence management, and card issuance. This centralized suite of services will improve the beneficiary service experience.
HWCIM	Health and Welfare Critical Incident Management (TBD)	The new HWCIM aims to enhance incident management, achieve federal compliance, and address audit findings by implementing a unified, efficient system for timely reporting and resolution of critical incidents involving Medicaid beneficiaries.
MES MMCCS	MES Modernization Managed Care Capabilities Solution (TBD)	The MES Modernization Managed Care Capabilities Solution aims to decommission its legacy MMIS by independently managing member information, benefit plans, and claims/encounter processing, which are currently constrained by an outdated system. It will enhance data transparency by ingesting and validating all encounters and financial transactions, providing a comprehensive view of all payments and receivables.
MCDE	Medical Clinical Data Exchange (TBD)	SCDHHS is planning to implement an MCDE solution to capture admission, discharge, and transfer events, bed status, and ambulatory and emergency/inpatient encounter data about Medicaid members and publish it to relevant stakeholders at SCDHHS and to the state's managed care organizations.
MIP	MES Integration Platform (TBD)	The MES Integration Platform aims to facilitate seamless data exchange between Medicaid Enterprise System (MES) modules, addressing a critical gap in the MES Modernization Roadmap. By enhancing interoperability and centralized data management, it supports SCDHHS' strategic goals.
----	Member Eligibility & Enrollment (TBD)	SCDHHS is exploring modernizing the Cúram MMS or replacing its Member Eligibility and Enrollment System due to operational inefficiencies and complex processes that require excessive manual effort and workarounds, leading to delays in eligibility determinations. A new member eligibility and enrollment system would determine eligibility across various programs, supporting related processes like annual eligibility reviews and provider inquiries. More details about the future eligibility modernization effort will be released at a later date.

# Future Medicaid Enterprise Environment Descriptions

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Acronym	Term / Vendor	Description
NEMT	Non-Emergency Medical Transportation Program	SCDHHS aims to refine the NEMT Program by integrating it into coordinated care, optimizing cost-effective service purchasing, and implementing an efficient delivery model. It seeks to enhance access in underserved areas, improve transparency and management, and increase program efficiency, including real-time ride updates.
---	Other State Agencies	The new Integration Platform will not only facilitate seamless data exchange between Medicaid Enterprise System (MES) modules but also with other state agencies that share data to provide essential beneficiary information, employment records, public assistance information, and other information necessary for cross-agency verification.
PBM	Pharmacy Benefits Manager (TBD)	The new Pharmacy Benefits Manager will maintain much the same scope as the previous PBM. It will provide administrative and management services to process pharmacy benefits for the FFS Medicaid population, as well as all drug rebates. New scope for retroactive drug utilization review analysis and reporting on behalf of the state will be added to the future PBM scope. MCOs will continue to provide prescription drug coverage for their enrolled Medicaid beneficiaries. The new PBM will also continue to handle point-of-sale and physician-administered drugs prior authorizations and generate claims for point-of-sale drugs only, sending the resulting information to the MMIS for validation and payment.
PMM	Provider Management (TBD)	The new Provider Management Module will enhance SCDHHS' Medicaid provider management capabilities by improving data quality and accessibility, streamlining the provider enrollment and credentialing processes, aligning provider taxonomy more closely with national standards, and better integrating provider data with other MES modules.
TPL	Third Party Liability (TBD)	The new TPL solution will manage Other Health Insurance (OHI) for FFS and Managed Care Organizations (MCOs). It includes Case Management Systems for Casualty, Estate Recovery, Special Needs Trusts, and HIPPA, as well as Fund Recovery for various health and Medicare-related cash receipts and recoveries. The new solution is primarily aiming to reduce overall Medicaid costs by replacing its existing TPL solution. A key goal is to improve automation and program performance while providing a high-quality experience for providers and beneficiaries during SCDHHS' enforcement of, and reporting on, the legal obligation of third parties (for example, certain individuals, entities, insurers, or programs) to pay part or all of the expenditures for medical assistance furnished under the South Carolina Medicaid state plan.

# Target State – Decommissioned Clemson MMIS



Note\*: The following modules are described in the current state descriptions.

# SCDHHS 2026 MES Modernization Vendor Conference

## Additional information

<https://www.scdhhs.gov/partners/vendor-information>

# SCDHHS 2026 MES Modernization Vendor Conference

Overview of SCDHHS' Plans to Modernize  
South Carolina's Medicaid Enterprise Systems

