



Summary

The TennCare Office of Contract Compliance and Performance (OCCP) is responsible for enforcing contract compliance between managed care organizations and TennCare. The OCCP team has an existing tool that is leveraged for this activity, but it has limited capabilities, is difficult to maintain, and has an outdated user interface.



TennCare Oversight and Processing System (TOPS) – an implementation of the Medicaid Contract Compliance Reporting System (MCCRS) - helps offices handling contract compliance with overseeing, monitoring, tracking, and examining Managed Care Organizations (MCOs) participating in each state's program.



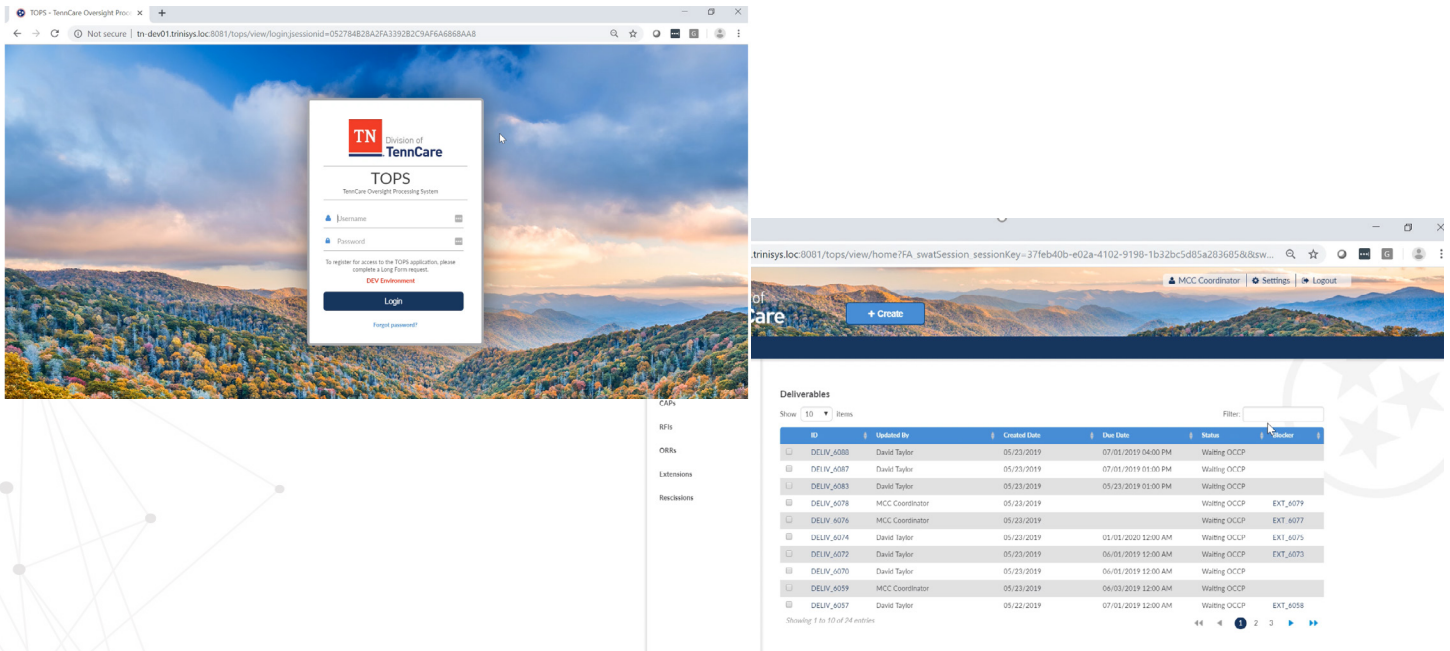
Challenge

Create a workflow application with a clean and straightforward user interface that expands on the existing toolset. Provide expanded administrative functions and reporting tools to manage and generate data in the system. Design an improved user interface and application database that offer scalability.

Solution

Trinisisys developed a web application using the Convergence Platform, which:

- Automates well-defined workflow activities and allow users to automatically complete related data elements.
- Allows the OCCP team to directly maintain contract information in the system.
- Simplifies the user interface to create a better user experience.
- Supports a much more maintainable and scalable code base.
- Allows for new roles and new functionality in the application.



Result

- Improved accuracy and turnaround time for deliverable creation by MCOs.
- Reduced need for system support for contract amendment edits / additions.
- A modern user interface that enables a better user experience.
- Reduction in manual communications to track deliverable status.
- Improved user awareness through enhanced notification system.
- New data aggregations that will allow for faster finance processing.

Click [HERE](#) to view screenshots and TOPS application specifics.