Frequently Asked Questions
CT METS Program
Published: January 2025

CT Medicaid Enterprise Technology System
Department of Social Services
State of Connecticut

Q1:   What is CT METS?

The Connecticut Medicaid Enterprise Technology System (CT METS) is a large-scale, statewide information technology (IT) and business process improvement program led by the Department of Social Services. The CT METS Program has examined business processes and systems that are currently in place to manage HUSKY Health, incorporating significant input, support, and contributions from business owners and program staff. The Program focuses on organizing and optimizing large volumes of information necessary to support Husky Health. CT METS continues to promote technology and business process improvements to enhance delivery of services and support new initiatives through state-of-the art technology solutions.

Q2:   Why did DSS initiate CT METS?

In 2017, DSS completed a Medicaid Information Technology Architecture (MITA) assessment which illustrated various areas of the Connecticut Medicaid Enterprise that could benefit from improvement to align with the future direction of both the Centers for Medicare & Medicaid Services (CMS) and the Medicaid industry.

The CT METS Program was initiated to address these findings and to help DSS secure improvements in both the business processes and systems of the Connecticut Medicaid Enterprise. CT METS enables the Connecticut Medicaid Enterprise to benefit from technological advances and improve operations while conforming with CMS requirements.

Q3:   What are the CT METS Program Goals?

The CT METS Program goals align with the key priorities of DSS, so that its mission to members, providers, business partners, and constituents may be realized. By improving the technology, tools, and processes that support how providers, partners, and members access and handle healthcare information, we can continue to advance our goals for a healthier Connecticut together. The goals of the CT METS Program include:

- **Goal 1:** Whole person-centered service delivery.
- **Goal 2**: Streamlined provider supports and data analytics to promote quality outcomes for Medicaid members.
- **Goal 3**: Strengthened program integrity, financial, and contract management functions.
- **Goal 4**: Transformed tools and technology to support efficient program capabilities.
- **Goal 5**: Modernized technical platform that improves operations and conforms to

Frequently Asked Questions
CT METS Program
Published: January 2025

CT Medicaid Enterprise Technology System
Department of Social Services
State of Connecticut

federal standards.

For more detailed information about each CT METS Program goal, visit the **CT METS Website**.

Q4: **What is the CT METS Program approach?**
The CT METS program approach employs technology and business process improvements to enhance the delivery of Medicaid services in Connecticut.   Solutions are modular, focus on immediate and near-term needs, and are developed with input from business users/stakeholders. For more information, visit the **CT METS Website**.

Below is the CT Program Roadmap for insight into the approach.

CT METS Program Roadmap (FFY)	2023 Q4 Jul-Sep	2024 Q1 Oct-Dec	2024 Q2 Jan-Mar	2024 Q3 Apr-Jun	2024 Q4 Jul-Sep	2025 Q1 Oct-Dec	2025 Q2 Jan-Mar	2025 Q3 Apr-Jun	2025 Q4 Jul-Sep	2026 Q1 Oct-Dec	2026 Q2 Jan-Mar	2026 Q3 Apr-Jun	2026 Q4 Jul-Sep	2027 Q1 Oct-Dec	2027 Q2 Jan-Mar	2027 Q3 Apr-Jun	2027 Q4 Jul-Sep	2028 Q1 Oct-Dec	2028 Q2 Jan-Mar	2028 Q3 Apr-Jun
Data Governance - Enabler		Procurement	Execution	Execution	Execution	Execution	Execution	Execution												
EDW&A		Procurement	Procurement	Procurement	Procurement	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Certification	Operations and Integration Support	Operations and Integration Support	Operations and Integration Support	Operations and Integration Support	Operations and Integration Support	Operations and Integration Support
SIP		Planning/Procurement	Procurement	Procurement	Procurement	Implementation	Implementation	Implementation	Implementation	Operations and Integration Support	Operations and Integration Support	Operations and Integration Support	Operations and Integration Support	Operations and Integration Support						
ECCM Iteration One (CT METS IAPD)		Procurement	Implementation	Implementation																
ECCM Iteration Two (DDS CCM IAPD)						Implementation	Implementation													
ECCM Iteration Three (CT METS IAPD)							Planning	Planning	Planning	Planning	Planning	Planning	Planning	Implementation (Timeline TBD)	Implementation (Timeline TBD)	Implementation (Timeline TBD)	Certification	Certification	Certification	
Claims / Financial / Call Center						Planning	Procurement	Procurement	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Certification	Certification	Certification
EPM						Planning	Procurement	Procurement	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Certification	Certification	Certification
PBM - *NASPO Master Contract Pending*							Planning	Procurement	Procurement	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Implementation	Certification	Certification	Certification
TPL - separate NASPO module (TBD)																				

Figure 1: CT METS Program Roadmap (as of January 2025)

Q5: **What is modular technology?**
Modular technology is an approach to Medicaid system management that organizes foundational system components into smaller, self-contained modules grouped by business function. By treating the Medicaid Information System as a network of discrete modules, in contrast to a single system, states gain the flexibility to make improvements to specific areas of the system without taking on the expense and risk of a whole-system overhaul. For example, a state might consider organizing its Medicaid system into any number of modules. These might include Data Warehouse and Analytics, Member Enrollment & Accounts, Program Integrity, Third Party Liability, and Provider Management, Patient Care, Claims, Pharmacy Benefits, and Financials.

Q6: **What modules, solutions, and services are in scope of the CT METS Program?**

As of January 2025, the modules, solutions, and services that CT METS has identified include Enterprise Care and Case Management (ECCM), Enterprise Data Warehouse & Analytics (EDW&A), System Integration Platform (SIP), and Enterprise Provider Management (EPM).

The ECCM project is currently in the execution phase. EDW&A and SIP projects are currently in the procurement phase and their respective timelines are tentative and may be subject to change. Additional modules, solutions, and services may follow, based upon the Department's priorities, and identified business needs. For program updates visit: CT METS External Facing Program Website.

Q7:   What is an Enterprise Data Warehouse?
An Enterprise Data Warehouse and Analytics (EDW&A) is a systematized collection of data that centralizes information from various data sources, dramatically simplifying the user interface and strengthening data accuracy, accessibility, and interoperability. A good EDW solution constitutes a dynamic, flexible, and comprehensive "one-stop-shop" for an enterprise's data storage, reporting, and analysis needs.

Q8:   Why are we building the EDW&A Module?
The current DSS Medicaid Data Warehouse has limited data operability and is not readily scalable to support enterprise needs. This important upgrade will allow for updated architecture and technology, a centralized data repository, and expanded interoperability with other state agencies and vendors without duplication of data. The new module will also support improved provider and recipient experiences, healthcare outcomes, and integration with partners, and it will provide evidence-based policy and decision-making.

Q9:   When will the EDW&A Module be available for use?
The EDW&A Module is in the procurement phase. The timeline for completion and implementation is tentative as shown in the CT METS Program Roadmap. The EDW&A module will be scaled up over time, and datasets will be brought in as prioritized by the Department.

Q10: What is our vision for the CT METS EDW&A Module?
Our vision is to realize a scalable Enterprise Data Warehouse and Analytics solution inclusive of trusted and securely accessible data that will enable an equity- and person-centered approach to facilitate transparency, robust reporting and sound decision-

Frequently Asked Questions

CT METS Program

Published: January 2025

CT Medicaid Enterprise Technology System
Department of Social Services
State of Connecticut

making for policy and programs that benefit all stakeholders.

Q11: What is System Integration Platform (SIP)?

The SIP will provide a cohesive architectural foundation as per CMS MITA requirements that will benefit Connecticut Medicaid by sharing data more dynamically across business units. It will support data governance, help enable data cleansing, utilize Single Sign On, and maintain strong data security. The SIP also aims to reduce duplication of data across multiple modules. The result supports streamlining Medicaid business operations and improving care delivery.