



CT METS Key Terms, Acronyms, and Definitions

December 17, 2024

Version 3.0



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

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

Contents

What is CT METS? Error! Bookmark not defined.

“A” Key Terms, Acronyms, and Definitions 3

“B” Key Terms, Acronyms, and Definitions..... 4

“C” Key Terms, Acronyms, and Definitions..... 5

“D” Key Terms, Acronyms, and Definitions 7

“E” Key Terms, Acronyms, and Definitions 8

“F” Key Terms, Acronyms, and Definitions 9

“G” Key Terms, Acronyms, and Definitions 10

“H” Key Terms, Acronyms, and Definitions 10

“I” Key Terms, Acronyms, and Definitions..... 12

“J” Key Terms, Acronyms, and Definitions 13

“K” Key Terms, Acronyms, and Definitions..... 14

“L” Key Terms, Acronyms, and Definitions 14

M” Key Terms, Acronyms, and Definitions 14

“N” Key Terms, Acronyms, and Definitions 16

“O” Key Terms, Acronyms, and Definitions 17

“P” Key Terms, Acronyms, and Definitions..... 18

“Q” Key Terms, Acronyms, and Definitions 20

“R” Key Terms, Acronyms, and Definitions..... 21

“S” Key Terms, Acronyms, and Definitions 22

“T” Key Terms, Acronyms, and Definitions 25

“U” Key Terms, Acronyms, and Definitions 26

“V” Key Terms, Acronyms, and Definitions 26

“W” Key Terms, Acronyms, and Definitions 27

“X” Key Terms, Acronyms, and Definitions..... 27



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

CT METS Key Terms, Acronyms, and Definitions

The lists below include terms and acronyms that are used or maybe encountered as part of the CT METS Program. While not all terms and acronyms are listed, the table can be used as a helpful tool.

“A” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Active Directory	AD	A database and set of services that connect users and the network resources users need to get their work done.
Americans with Disability Act	ADA	The ADA is a federal civil rights law that prohibits discrimination against people with disabilities in various aspects of public life.
Awareness, Desire, Knowledge, Ability, Reinforcement	ADKAR®	A Prosci® proprietary five-stage model for facilitating successful implementation of organizational, government, and community change which incorporates a framework for understanding change starting at an individual level; used as a foundation to the Organizational Change Management of the CT METS project.
Admit, Discharge, Transfer	ADT	Tracks patients from their arrival at an institution until they are discharged home or transferred to another healthcare setting.
Advanced Encryption Standards	AES	Advanced Encryption Standard (AES) is a specification for the encryption of electronic data established by the U.S National Institute of Standards and Technology (NIST) in 2001
Architecture Governance Board	AGB	Provides high-level strategy and guidance to Medicaid Enterprise Information Technology Standards processes to enhance productivity and ensure effective and efficient use of information technology.
Access Health Connecticut	AHCT	Health insurance marketplace that offers individuals, families, and small employers a range of qualified healthcare coverage options from health insurance carriers in public healthcare programs. Access Health CT also coordinates eligibility and enrollment with state Medicaid and Children’s Health Insurance Programs.
American Institute of Certified Public Accountants	AICPA	Sets ethical standards and U.S. auditing standards.
Application Lifecycle Management	ALM	ALM is the process of overseeing a software application from its inception through to its retirement. By incorporating continuous, comprehensive testing, ALM enhances development process. It also enables developers to refine both the development approach and project objectives throughout the software’s lifecycle.
Advance Planning Documents	APD	Federal law requires states to request prior approval for enhanced Federal Funding Participation (FFP) through submission of an APD. An APD includes a full description of the approach, timeline, and costs intended to manage the design, development, and implementation of projects.
Application Programming Interface	API	Determines how some software programs should interact with one another.
Authorizing Official	AO	A senior official or executive who has the authority to operate an information system at an acceptable level of risk.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Administrative Services Organization	ASO	Organizations that enter into contracts with DSS to provide specified program services. Provides utilization management, benefit information, and intensive care management services within a centralized information system framework.
Authorizing Tool Accessibility Guidelines	ATAG	ATAG is part of a series of accessibility guidelines, including Web Content Accessibility Guidelines (WCAG) and User Agent Accessibility Guidelines (UAAG).
Amazon Web Services	AWS	AWS is a collection of services used for development and operations of software solutions.
Approved Work Plan		The contractor’s project work plan containing task, milestone, schedule, and other information as required by the contractor’s approved Project Management Plan (PMP), and which has been initially or subsequently baselined and approved by the Program Director or their designee. The Approved Work Plan shall be inclusive of all actual or projected milestone dates that are approved by the Program Director or their designee and in accordance with the approved PMP.

“B” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Benecare The dental Administrative Services Organization (ASO) for the HUSKY Health Program.		The medical ASO contracted by the Department of Social Services (DSS) to administer and provide dental services to HUSKY Health members.
Business Continuity	BC	The capacity to keep delivering products and services at an acceptable level an operational disruption.
Bureau of Information Technology Services	BITS	Bureau within the Department of Administrative Services (DAS) that supports maintaining, operating, developing, and enhancing information systems. Provides DDI of applications enhancement and support of DSS information technology systems hardware, software, and data communications. Note: For historical purposes, some older documents may still refer to BITS as ITS, in those instances – please refer to ITS below.
Business Network	BizNet	Managed by the Department of Administrative Services, it is an online system allowing documents to be uploaded by state contractors in a PDF format and viewed by state agencies that require these forms as part of the contracting process to improve efficiency and quality of transfer of information.
Business Process Execution Language	BPEL	A language used for the definition and execution of business processes using Web services.
Business Process Modeling Notation	BPMN	A graphical representation for specifying business processes in a business process model. Originally developed by the Business Process Management Initiative (BPMI) and used by the Centers for Medicare & Medicaid Services (CMS) as a standard for documenting Medicaid business processes.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Business Rules Engine	BRE	As part of the Service Oriented Architecture (SOA) technical framework, it facilitates decision-making for standardized business rules' definitions, such as real-time information transfer with determination of customer and provider self-service web portal inquiries.
-----------------------	-----	--

“C” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Coding Accuracy Support Systems	CASS	Enables the U.S. Postal Service to evaluate the accuracy of address-matching software programs.
Corrective Action Plan	CAP	A documented approach used to address and rectify issues, problems, or deficiencies identified in various processes, systems, or operations.
Council for Affordable Quality Healthcare – Committee on Operating Rules for Information Exchange	CAQH-CORE	Develops and implements administrative solutions that produce significant, tangible benefits for physicians, allied health professionals, their staffs, patients, and plans. They are the authors and collaborators of Committee on Operating Rules for Information Exchange (CORE) and Universal Provider Data source.
Change Control Board	CCB	Reviews, assesses, and manages project change requests and other process details submitted by the project team as part of the Change Management Plan.
Change and Communication Management Office	CCMO	Change Management Office performs centralized change management and services in support of the CT MMIS programs. Facilitates, approves changes for implementation to the existing system or new modules under development. Effectively communicates or relays on implemented changes to stakeholders.
Computer Based Training	CBT	Educational content delivered through interactive modules, multimedia elements, and self-paced learning, utilizing computer technology and digital resources.
Conditions for Enhanced Funding	CEF	Conditions for Enhanced Funding (CEF) described in 42 C.F.R. § 433.112 that are applicable for all MES modules.
Community First Choice	CFC	A Medicaid waiver program that allows members to receive services and support in their homes.
Chief Fiscal Officer	CFO	Agency official responsible for financial operations, knowledge of costs distribution and identifying and reporting trends throughout the agency.
Code of Federal Regulations	CFR, C.F.R.	The Code of Federal Regulations is a publication that includes the codification of the general and permanent rules and regulations established by Act of Congress (44 U.S.C. 1510) issued by the executive departments and federal administrative agencies.
Connecticut General Statutes	CGS	Codified general statutes of Connecticut enacted via passage by the state's legislature (General Assembly) and signed into law by the Governor.
Connecticut Housing Engagement and Support Services	CHESS	CHESS is a DSS program that provides supportive housing benefits under Medicaid to Connecticut residence that are homeless or have chronic health issues.
Children's Health Insurance Program	CHIP	The Children's Health Insurance Program, known in Connecticut as HUSKY B and part of the HUSKY Health Program, provides health coverage to children in families



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
		whose income is too high to meet Medicaid eligibility. Children covered under CHIP receive their medical services from a managed care plan or fee-for-service program. Families share in the costs of the program by paying monthly premiums and co-payments for some services.
Community Health Network of CT, Inc.	CHN CT	The medical ASO contracted by the DSS to administer and provide medical services to HUSKY Health members.
Chief Information Security Officer	CISO	Supports implementation, distribution, enforcement, and maintenance of the security of information in and out of the agency.
Center for Medicaid and CHIP Services	CMCS	A federal CMS division organized into seven groups that are responsible for the various components of policy development and operations for Medicaid, the Children’s Health Insurance Program (CHIP), and the Basic Health Program (BHP). CMCS has an Innovation Accelerator Program (IAP) team dedicated to supporting innovation and enhancing partnerships with states.
Centers for Medicare and Medicaid Services	CMS	Federal agency of the Department of Health and Human Services (HHS) with regional offices that administers Medicare and works in partnership with state governments to administer Medicaid, the Children’s Health Insurance Program (CHIP), and health insurance portability standards.
Central Office	CO	The central administration of the Connecticut Department of Social Services, which is located at 55 Farmington Avenue, Hartford, CT 06105.
Concept of Operations	ConOps or COO	Provides a high-level approach to CT METS in terms of technical design, architecture, and analyses of the proposed system and alternatives.
Conduent		Conduent, formerly Xerox State HealthCare, is the DSS Contractor for tasks related to screening and eligibility determination, premium billing collection, and providing medical spend down support to DSS.
Commercial off-the-Shelf	COTS	Software or hardware products that are ready-made and available for purchase.
Cost Performance Index	CPI	Method for calculating the cost efficiency and financial effectiveness of a project using the following formula: $CPI = \text{earned value (EV)} / \text{actual cost (AC)}$.
Connecticut Prescription Monitoring and Reporting System	CPMRS	The Prescription Monitoring Program collects prescription data for Schedule II through Schedule V drugs into a centralized database, the Connecticut Prescription Monitoring and Reporting System (CPMRS), which can then be used by healthcare providers and pharmacists in the active treatment of their patients.
Central Processing Unit	CPU	The principal part of the computer that acts as the control center.
Connecticut Behavioral Health Partnership	CT BHP	A working collaborative between the Department of Mental Health and Addiction Services (DMHAS), the Department of Children and Families (DCF), the DSS, Beacon Health Options, and legislatively mandated Oversight Council.
Connecticut Dental Health Partnership	CT DHP	Provides dental plan coverage for the HUSKY Health Program and is administered by Benecare, the state’s dental ASO.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
CSG Government Solutions		The CSG PMO delivers project management and support services for the CT METS Programs, serving as the central hub for all project management activities and documentation.
Connecticut Medicaid Enterprise Technology System	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 will examine the business processes and systems that are currently in place to manage HUSKY Health, including how we organize the large volumes of information necessary to support the program. CT METS will recommend technology and business process improvements to enhance delivery of services and support new initiatives through state-of-the art technology solutions.
CT METS Liaison		A key CT METS stakeholder connecting a DSS business area with the CT METS Team acting to facilitate the collection and dissemination of information on behalf of a DSS division functional business area.

“D” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Database Administrator	DBA	A database administrator, or DBA, is responsible for maintaining, securing, and operating databases and ensures that data is correctly stored and retrieved.
Department of Administrative Services	DAS	DAS is the central administrative agency of Connecticut state government that houses several distinct programs that comprise the business functions of state government, including technology services and procurement support.
Design, Development, and Implementation	DDI	Fundamental building phase of a project. State Medicaid programs may receive an enhancing federal funding of 90% for projects that comply with specific conditions and standards.
Department of Developmental Services	DDS	The state agency provides a wide range of supports and services for citizens of Connecticut with intellectual disabilities.
Deliverable Expectation Document	DED	Approach to a shared understanding and expectations for project deliverables, including format, content, acceptance criteria, and review process.
Department of Health and Human Services	HHS (formerly known as DHHS)	Federal agency whose mission is to enhance and protect the health and well-being of all Americans by providing effective Health and Human Services and fostering advances in medicine, public health, and social services.
Division of Health Services	DHS	A division of DSS comprising many core Medicaid business functions, including the Community Options Unit, Integrated Care Unit, Medical Operations Unit, Medical Policy and Clinical Consultation Team, Certificate of Need (CON), and Reimbursement Unit.
Department of Mental Health and Addiction Services	DMHAS	The state agency that provides services for mental health and addiction.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Document Management Process	DMP	As part of program management for CT METS, the project team will follow the DMP, a predictable and timely review and tracking process for project documents.
Data Management Strategy	DMS	Within the Medicaid Information Technology Architecture (MITA), provides the structure for handling the data created, stored, managed, and processed across state Medicaid Enterprise boundaries.
Department of Social Services	DSS	The Department of Social Services delivers and funds a wide range of programs and services as Connecticut’s multi-faceted health and human services agency. DSS serves about 1 million residents of all ages in all 169 Connecticut cities and towns. DSS supports the basic needs of children, families, and adults of all ages.
Disaster Recovery	DR	The process of regaining access to the data, hardware, and software necessary to resume critical business operations after a natural or human-caused disaster.
Diagnosis Related Group	DRG	A system of payment for the operating costs associated with hospital stays. Classifies patients in groups for purposes of identifying “products” that a hospital provides based on International Classification of Diseases (ICD) diagnoses and used for determining Medicare and Medicaid payments for each “product.” As part of the system, each case is categorized into a DRG.

“E” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Enterprise Architecture	EA	Design of the CT METS technology infrastructure, integration platform, and operational planning during the program, with consideration to lowering risks of future operations. Later in the CT METS Program, Program Architecture will assist the CT METS technology infrastructure development, module component development, integration platform development, computing and hosting setup, and operations execution phase with a focus on lowering risks and future operations complexity and cost.
Enterprise Care Case Management	ECCM	Connecticut’s Care and Case Management system used to collect, screen, and manage pertinent information and services for CT waiver programs.
Enterprise Content Management	ECM	Enterprise content management (ECM) is a set of capabilities for capturing, storing, activating, analyzing, and automating business content, in order to provide new value from data that was previously unstructured and unavailable.
Electronic Clinical Quality Measures	eQMs	Providers within DHS are encouraged to submit clinical quality measures using defined standards, such as Quality Reporting Document Architecture (QRDA) to report and measure clinical quality, ensure timely access to data for reporting, and support audits.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Electronic Data Interchange	EDI	A computer-to-computer exchange of business documents (data) in a standard format between trading partners. Under the Health Insurance and Portability Accountability Act of 1996 (HIPAA), standard electronic transactions are required when submitting eligibility verification, claims, and other data to a payer, as well as related responses from a payer.
Enterprise Data Warehouse and Analytics	EDW&A	EDWs are central repositories of integrated data from one or more disparate sources and used for reporting and data analysis and considered a core component of business intelligence.
Extract, Transform, Load	ETL	The process of extracting data from one source or system, transforming it to fit the business needs, and ultimately loading it into another data source or system.
Eligibility Management System	EMS	DSS' former eligibility management system that was phased-out by the implementation of ImpaCT.
Electronic Visit Verification	EVV	An electronic system that verifies provision of in-home services and links such services directly with claims processing. In 2016, the EVV system was established in response to federal requirements set forth in the 21st Century Cures Act (Cures Act), beginning with home health services and growing over time to include various waiver services.
Enterprise		The combination of information, information systems, business processes, and the entities in which these operate to administer a Medicaid program is collectively referred to as a "Medicaid Enterprise."
Enterprise Master Person Index	EMPI	Implemented in January 2016, it identifies individuals across systems, settings, and populations to enable a single, unified health record for statewide outcomes improvement and real-time health information exchange. Serves as an enterprise solution for maintaining consistent, accurate, and current demographic data, ensuring that each individual is represented once across all subscribing systems.
Enterprise Program Management Office	EPMO	DSS unit responsible for providing project management, coordination, and implementation support for DSS projects.
Enterprise Service Bus	ESB	Information technology hub that electronically routes and manages the distribution of tasks integral to supporting the administration of the Medicaid Enterprise applications.

"F" Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Federal Risk and Authorization Management Program	FedRAMP	Management Program (FedRAMP) is a United States federal government-wide compliance program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services.
Federal Funds Participation or Federal Financial Participation	FFP	This is the percentage of Federal Medical Assistance Percentage that highlights the federal assistance provided to states. Implementing activities are matched 90% federal and 10% state funding. Software is reimbursed at 75%



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
		federal and 25% state.
Fast Healthcare Interoperability Resources	FHIR	Resources® (FHIR®) is a Health Level Seven International® (HL7®) standard for exchanging healthcare information electronically. It is the next generation exchange framework being adopted by the healthcare community to advance interoperability.
Federal Information Processing Standards	FIPS	FIPS standards establish requirements for ensuring computer security and interoperability and are intended for cases in which suitable industry standards do not already exist.
Federal Information Security Modernization Act	FISMA	FISMA defines a framework of guidelines and security standards to protect government information and operations. FISMA requires all federal agencies to develop, document and implement agency-wide information security programs.
Federal Poverty Level	FPL	Measure of income used by the federal HHS to determine eligibility for certain programs and benefits, including the Medicaid program and CHIP.
Federal Tax Information	FTI	Returned match files from the Internal Revenue Service because of the monthly Disclosure of Information to Federal, State, and Local Agencies (DIFSLA) data match.
File Transfer Protocol Secure	FTPS	A secure file transfer protocol that allows CT METS to connect securely with their trading partners, users, and customers.

“G” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Gainwell Technologies		Gainwell Technologies acts as the contracted fiscal agent for DSS supporting provider credentialing and enrollment, claims processing, Medicare premium buy-in, pharmacy prior authorization, e-prescribing transaction support, and drug rebate collection and processing. Gainwell also provides a provider call center, client call center, provider relations representatives, and provider communications. It operates a website, issues bulletins and newsletters, and operates the data warehouse. <i>Note: Gainwell replaced DXC Technology as the contracted fiscal agent for DSS.</i>
Graphical User Interface	GUI	A digital interface in which a user interacts with graphical components such as icons, buttons, and menus.

“H” Key Terms, Acronyms, and Definitions



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Home & Community Based Services	HCBS	Services, and supports provided to individuals in their own home and in more integrated community-based settings, as opposed to institutional settings such as nursing homes and psychiatric hospitals.
Health and Human Services	HHS	Federal agency whose mission is to enhance and protect the health and well-being of all Americans by providing effective Health and Human Services and fostering advances in medicine, public health, and social services.
Health Information Exchange	HIE	HIE allows healthcare professionals and patients to appropriately access and securely share a patient’s medical information electronically.
Health Insurance Portability and Accountability Act of 1996	HIPAA	HIPAA is federal legislation passed by Congress in 1996 that requires the protection and confidential handling of protected health information. HIPAA specifies what medical and administrative code sets should be used within those standards and requires the use of the national identification systems for healthcare patients, providers, payers (or plans), and employers (or sponsors), and specifies the types of measures required to protect the security and privacy of PHI.
Health Information Sharing Maturity Model	HISMM	The sharing of health information electronically across key stakeholders to improve healthcare practices with a Maturity Model designed to provide states with a mechanism to assess the maturity of Health Information Exchange within the Medicaid Enterprise. HISMM ensures effective use of scarce resources, leverages common efforts, ensures best practices and lessons learned, and improves reuse of solutions across states.
Health Information Technology	HIT	Involves the exchange of health information in an electronic environment across consumers, providers, and payers. DSS’s Health Information Technology Strategic Plan provides achievable solutions for transforming the most valuable asset, data, into actionable information while implementing a scalable Medicaid Health Information Exchange.
Health Information Technology for Economic and Clinical Health	HITECH	An act enacted under Title XIII of the American Recovery and Reinvestment Act of 2009. Under the HITECH Act, the United States Department of Health and Human Services provides funding to states to promote and expand the adoption and meaningful use of health information technology.
Health Insurance eXchange	HIX	DSS partners with Access Health CT, which operates the state- based HIX portal through which Connecticut residents can apply for health insurance coverage, including HUSKY A & D, CHIP, and qualified health plans.
Health Level Seven	HL7	A non-profit organization that creates international standards for sharing electronic health information (EHI) between healthcare systems.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Health Management Systems	HMS	DSS contractor that identifies third-party insurance liabilities, benefit recoveries, applied income dispositions, and accesses Medicaid Recovery Audit Contractor (RAC).
Hyper Text Markup Language	HTML	HTML is the standard markup language for documents designed to be displayed in a web browser
Hypertext Transfer Protocol Secure	HTTPS	HTTPS is a protocol that encrypts data and communication between a website and a user's web browser.
Health Insurance for Uninsured Kids and Youth	HUSKY Health Program	The State of Connecticut's healthcare coverage program for Medicaid and CHIP. HUSKY Health provides a comprehensive healthcare benefit package, including preventive care, primary and specialist care, hospital visits, behavioral health services and supports, dental services, prescription medications, and non-emergency medical transportation (NEMT) for Medicaid members only.

"I" Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
ImpaCT		DSS' current eligibility management system.
Identity and Access Management	IAM	IAM, is a framework of policies and technologies to ensure that the right users have the appropriate access to technology resources.
Implementation Advance Planning Document	IAPD	IAPD documentation is required and submitted to HHS/CMS' Regional Office to receive approval for project implementation, such as the 2018 IAPD submission seeking approval and financial support for the design, development, and implementation (DDI) of a new, modular Connecticut Medicaid Enterprise system.
Implementation Advance Planning Document (Update)	IAPD(U)	IAPD(U) documentation is required and submitted to HHS/CMS' Regional Office occurring annually or as needed, providing updates to the initially approved project IAPD as to notable delays, changes to timeline or funding, or other adjustments to implementation.
Identity Credential and Access Management	ICAM	A cybersecurity framework that helps organizations manage, monitor, and secure access to their information technology (IT) infrastructure.
Identification	ID	A way to identify an individual.
Identity and Access Management	IdAM	IdAM is the combination of systems, policies and processes that manage digital identities, authenticate users and authorize access to resources.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Instructional Design Method	IDM	An instructional design model provides guidelines or a framework to organize and structure the process of creating instructional activities. These models can be used to define an approach to achieve instructional goals. It is the practice of creating instructional experiences to help facilitate effective learning that is learner-centered, goal-oriented, and focused on real world performance with outcomes that can be measured.
Integrated Master Workplan	IMWP	The Integrated Master Schedule is Plan (IMP) is a time-based schedule containing detailed tasks to ensure successful program execution. The IMP is used to verify the contract objectives and evaluate progress in meeting define tasks and objectives, as well as integrate program schedule and related activities.
Internet Protocol	IP	IP handles the connection between devices that send and receive information across a network.
Information Technology Infrastructure Library	ITIL	ITIL is a library of best practices for managing IT services and improving IT support and service levels.
Invitation to Negotiate	ITN	ITN is a request for offers or proposals, is typically the first step in the contract creation process. It is also referred to as an invitation to treat, or solicitation for bids.
Information Technology Services	ITS	Information Technology Services supports maintaining, operating, developing, and enhancing information systems. Note: For historical purposes, some older documents may still refer to ITS. However, IT staff are now employees of DAS BITS (the Department of Administrative Services Bureau of Information Technology).
Independent Verification and Validation	IV&V	The IV&V organization reports directly to the federal funding organization (CMS) and externally monitors both the Project Office and the contractors' efforts as a critical component of project quality management systems in the CT METS Program.
interChange		Current name of Medicaid Management Information System (MMIS) under contract with Gainwell (see Gainwell) formally DXC, and prior to that Hewlett-Packard Enterprises (HPE), since 2005.

"J" Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Joint Application Design	JAD	A collaborative working session between subject matter experts and IT specialists to define, refine, and review the comprehensive business requirements for the system.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

JIRA		Project software that helps track, monitor, and communicate project issues and risks.
JavaScript Object Notation	JSON	A language format for storing and transferring data that is based on JavaScript.

“K” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Key Performance Indicator	KPI	A KPI is a measurable value that demonstrates operational performance in meeting key business standards. Organizations establish KPIs at multiple levels to evaluate their success at reaching targets.

“L” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
LEAN		A customer-focused initiative to improve processes based on optimizing value delivered to the public. It examines the existing way of doing business and works to eliminate what may be considered waste, redundancy of effort, excessive movement, waiting times between functions, etc.
Learning Management System	LMS	LMS is a software application for the administration, documentation, tracking, reporting, and delivery of electronic educational technology, also called e-learning courses or training programs.
Long Term Services and Supports	LTSS	LTSS provides a variety of health, social, and related services designed to help individuals with disabilities or chronic conditions live more independently.

“

“M” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Maintenance and Operations	M&O	The final phase after a system is implemented when it is released into the full-scale production environment for sustained use.
Media Access Control	MAC	Controls how a network is accessed by computer terminals and ensures data transmission between terminals without collision.
Management and Administrative Reporting System	MARS	The MMIS (Medicaid Management Information System) subsystem generates financial reports for fiscal planning, management, control, and compliance with state and federal reporting requirements.
Minimum Acceptable Risk Standards for Exchanges	MARS-E	MARS-E provides guidance on the protection of security and privacy in the ACA program environment; addresses the mandates of the ACA, including regulations 45 CFR §§155.260 and 155.280
My Community Choices	MCC	MCC is a Medicaid program that provides long-term services and support for people who are elderly or disabled.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Master Data Management	MDM	A comprehensive approach that allows an enterprise to connect all critical data to a single master file, facilitating streamlined data sharing across personnel and departments.
Medicaid Data Warehouse	MDW	A centralized repository for healthcare organizations' data retrieved from disparate sources, processed, and structured for analytical querying and reporting.
Medicaid Enterprise Certification Lifecycle	MECL	A certification process developed by CMS to accommodate the approaches that states employ to update or upgrade their MMIS systems. The MECL includes the activities necessary for states to complete the four lifecycle phases: <i>Initiation and Planning; Requirements, Design, and Development; Integration, Test, and Implementation; and Operations & Maintenance</i> . The MECL is a cornerstone of the Medicaid Enterprise Certification Toolkit (MECT) v2.3 and subsequent versions.
Medicaid Enterprise Certification Toolkit	MECT	Set of documentation, requirements, guidance, and tools developed by CMS to assist states in all phases of the MMIS lifecycle beginning with the preparation of an APD through the certification review process.
Medical Equipment Devices and Supplies	MEDS	Connecticut state law (P.A. 14-217) requires the electronic transmission of prescriptions for reimbursements under Medicaid for durable medical equipment. The MEDS project facilitates direct messaging to submit MEDS electronic prescriptions utilizing the Health Information Service Provider, implemented in 2014 as part of a previously approved HIT IAPD(U).
Mercer Consulting	Mercer	Contracted by DSS for a variety of services including providing Medicaid expertise for the CT METS Program.
Medicaid Enterprise System	MES	MES includes but has a broader connotation than Medicaid Management Information System (MMIS) which historically have focused on financial and accounting services. MES implies incorporation of additional non-financial systems under an enterprise architecture that provides a universal data dictionary and standard definitions of common data elements to promote compatibility and interoperability of component systems (modules).
Multi-Factor Authentication	MFA	An authentication method that requires the user to provide two or more verification factors to gain access to resources such as an application or online account.
Money Follows the Person	MFP	MFP is a federal demonstration project that helps Medicaid eligible individuals transition from long-term care facilities to the community.
Managed File Transfer	MFT	A technology platform that enables organizations to securely exchange electronic data between systems and individuals, both within and outside the enterprise, while ensuring compliance with relevant regulations.
Managed File Transfer Services	MFTS	The most efficient and secure method for automating electronic data transfer over the internet, ensuring reliable and protected exchanges.
Medicaid Information Technology Architecture	MITA	MITA is a CMS initiative intended to foster integrated business and IT transformation across the Medicaid Enterprise to improve the administration of the Medicaid



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
		program. MITA is a national framework that supports technologies aligned with Medicaid business processes that enable coordination with public health and other partners, including human services. It is a framework of integrated systems that communicate effectively through interoperability and common standards.
Medicaid Management Information System	MMIS	DSS's automated claims processing and information retrieval system certified by CMS and currently operated by Gainwell Technologies. It is organized into six function areas: <i>Member, Provider, Claims, Reference, Management and Administrative Reporting</i> subsystem (MAR) and <i>Surveillance and Utilization Review</i> subsystem (SUR). For Medicaid purposes, the mechanized claims processing and information retrieval system which states are required to have, unless waived by the secretary, is the Medicaid Management Information System (MMIS). Legacy MMIS implemented in 2008 by Hewlett-Packard enterprise services, now Gainwell technology (previously DXC), aka interChange.
MITA Maturity Level	MML	MITA is a CMS initiative intended to foster integrated business and IT transformation across the Medicaid Enterprise to improve the administration of the Medicaid program. MITA is a national framework to support improved systems development and healthcare management for the United States Medicaid Enterprise. MITA sets forth a number of goals, including development of seamless and integrated systems that communicate effectively through interoperability and common standards. DSS is seeking to increase MITA maturity by adopting enterprise-level technical systems components through which Medicaid systems are connected, promoting interoperability among agencies and ASOs.
Master Service Agreement	MSA	Legal contract document that consolidates separate but related agreements between the same signing parties.
Maximum Tolerable Downtime	MTD	MTD represents the total amount of downtime that can occur without causing significant harm to the organization's mission.
Module or Modularity		A technical solution that meets CMS requirements that groups business functions together as part of a larger, more complex information system with the ability to interoperate across systems and therefore agencies, and even states.
Myers & Stauffer	M&S	Contracted by DSS for services involving development and implementation of the case mix reimbursement system that includes a case mix adjustment based on Minimum Data Set (MDS) data for Medicaid facilities in the state. Hosts MDS portal housing Case Mix Index (CMI) reports, populated.

“N” Key Terms, Acronyms, and Definitions



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
National Association of State Procurement Officials	NASPO	NASPO is a non-profit organization dedicated to improving public procurement through education, research, and communication.
National Council for Prescription Drug Programs	NCPDP	Develops and promotes healthcare industry standards in the drug supply chain that improves patient safety and health outcomes.
Non-Emergency Medical Transportation	NEMT	Transportation services available to covered CT members who have no other transportation to or from their healthcare appointments.
National Human Services Interoperability Architecture	NHSIA	Provides a framework to facilitate information sharing, improve service delivery, prevent fraud, and provide better outcomes for children and families. NHSIA brings together pieces from other architecture models such as the Federal Enterprise Architecture (FEA). NHSIA consists of seven viewpoints examining architecture from different business and technology perspectives. NHSIA offers a foundation for common understanding, interoperability, standards, and reuse.
North Highland Corporation, LLC	NHC	NHC is a private, for-profit organization that provided Organizational Change Management (OCM) services for DSS.
National Information Exchange Model	NIEM	The National Information Exchange Model (NIEM) is a standards-based approach to defining information exchange specifications for structured, machine-to-machine data exchange.
National Institute of Standards and Technology	NIST	A non-regulatory agency within the U.S. Department of Commerce that promotes innovation, security, and industrial competitiveness.

“O” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Office of Attorney General	OAG	The Connecticut Office of Attorney General is the chief civil legal office(r) of the state and represents the interests of the people of the State of Connecticut and all civil legal matters involving the state to protect the public interest, and to serve as legal counsel to all state agencies.
Open Authorization	OAuth	An open standard framework that enables users to grant third party temporary access to their account information without sharing their passwords.
Outcomes Based Certification	OBC	OBC is a streamlined CMS certification approach that focuses on the module or systems achieving the desired outcomes post-implementation. The process is intended to be data-driven and tie the implemented system to the state's business results. State and federal outcome-based requirements identified for the module or system in the



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
		States APD define the certification scope under the streamlined Medicaid Certification Process. These measurements and metrics for OBC are monitored and reported to CMS to evaluate continuous improvement in business objectives and accountability for MES expenditures.
Operational Data Store	ODS	A central database that collects data from multiple systems to provide a single location for business data.
Office of Policy Management	OPM	State agency that provides the information and analysis used to formulate public policy for the state and assists state agencies and municipalities in implementing policy decisions on the Governor's behalf.
Office of Organizational and Skill Development	OSD	As the result of a partnership between the University of Connecticut School of Social Work and the DSS wherein OSD is to provide Organizational Change Management enablement and support services for the Connecticut Medicaid Enterprise Technology System program for the Connecticut's State Medicaid Agency.
Organizational Change Management	OCM	A framework to evaluate an organization's current operational state, and subsequently manage the effect of new business processes, information systems, or technology changes within organizational structure or cultural changes within an enterprise.
Operational Readiness Review	ORR	A set of requirements that development teams must meet before their service is ready for production deployment.

"P" Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Prior Authorization	PA	Healthcare services or goods that require a provider's prior submission to a payer to review for medical necessity in order to authorize payments for services.
Planning Advanced Planning Document	PAPD	A document that is submitted to HHS/CMS to secure approval of the planning needs to initiative a project and funding to begin a project. The CT METS PAPD was generated in 2017 to develop the Technical and Data Management Strategies, the MMIS Concept of Operations, and the initial requirements for the IV&V, OCM, and SI vendors.
Pharmacy Benefits Manager	PBM	Gainwell Technologies and the ASOs interact together for core MMIS services, which include Pharmacy Benefit Management services. Pharmacy Management services include processing of pharmacy claims, prospective and retrospective drug utilization review prior authorizations, preferred drug lists, step therapy, e-prescribing support, and drug rebate processing.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Person Centered Medical Home	PCMH	A model or philosophy of primary care that is person-centered, comprehensive, team-based, coordinated, accessible, and focused on quality and safety.
Person-Centered Medical Home Plus	PCMH+	The Person-Centered Medical Home Plus or PCMH+ program provides person-centered, comprehensive, and coordinated care to HUSKY members. PCMH+ builds on the success of Connecticut Medicaid's Person-Centered Medical Home (PCMH) program which works to improve the quality of care our members receive. The PCMH+ program works to improve HUSKY member's overall health and assists with access to services like access to healthy food, transportation to appointments and assistance in finding community agencies that support housing or employment.
Protected Health Information	PHI	PHI includes an individual's personal physical or mental health condition, provision of healthcare, payment of healthcare, and common identifiers like name, address, birth date, and Social Security number. Under the HIPAA Privacy Rule, standards are set for when PHI may be used and disclosed. Under the HIPAA Security Rule, safeguards are specified for covered entities and their business associates to protect the confidentiality, integrity, and availability of electronic protected health information or e-PHI.
Personal Health Record	PHR	Expansion effort through the Connecticut Department of Social Services/Division of Health Services Annual Health Information Technology IAPD to increase access to additional Medicaid recipients to accessing their own health information electronically, and to support goals for meeting meaningful use measures for patient electronic access to health information and coordination of care through patient engagement.
Privacy Impact Assessments	PIA	A process that analyzes the collection, storage, usage, sharing, and management of personally identifiable information (PII).
Personally Identifiable Information	PII	Any data that permits the identity of an individual to be directly or indirectly inferred, including any other information that is linked or linkable to that individual regardless of whether the individual is a U.S. citizen, legal permanent resident, or a visitor to the U.S. CMS has created policy requirements for CMS staff and partners to notify proper authorities in the event that an incident (suspected or occurred), breach, or potential breach to PII has occurred as a result of noncompliance with privacy policies of the Department, including accidental disclosure.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
PMI/PMBOK Guide	PMBOK	The Project Management Institute’s Project Management Body of Knowledge and framework is an industry standard for methodologies used in business and government information system management projects and portfolios.
Project Management Methodology	PMM	A set of principles and processes evaluated for project fit and selection and used to guide and manage a project. Examples include PMI/PMBOK, Waterfall, Agile, Hybrid, Scrum, Lean, Six Sigma, Kanban, Critical Path Method, Event Chain Methodology (ECM), Integrated Project Management, and Projects integration Sustainable Methods (PriSM). The CT METS Program employs the PMI/PMBOK method mapping activities in the work breakdown structure (WBS) with advantages of prioritization and better scheduling. It mimics parts of other project management methodologies, like the Waterfall and Critical Path Method, as the initial planning phase is “front-heavy” in nature.
Project Management Office	PMO	The PMO for CT METS is an organizational unit with the CT METS Program that supports the management and implementation of the CT METS Program. This includes project management oversight and support, and technical and business subject matter expertise. The CT METS PMO is associated with the DSS’s Enterprise Program Management Office (EPMO) that provides oversight and support for a portfolio of projects for DSS.
Project Management Plan	PMP	Document to understand project structure, scope, and overall plan of execution by which the project will be managed.
Project Manager	PM	A professional who may be certified in the field of project management, a project manager can have the responsibility of the planning, execution, and closing of any project, typically relating to construction industry, architecture, computer networking, telecommunications, or software development.
Plan of Action and Milestones	POA&M	A document that outlines and monitors tasks, responsibilities, and progress to ensure timely project completion while meeting all requirements.
Project Schedule		An output of a schedule model that presents a link to activities with planned dates, durations, milestones, and resources.
Project Management Team		Members comprising the project team who are directly involved in project management activities.

“Q” Key Terms, Acronyms, and Definitions



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Quality Assurance	QA	An office within DSS providing assurance for programmatic and fiscal integrity composed of five divisions: <i>audit, investigations and recoveries, special investigations, quality control, and third-party liability.</i>
Quality Improvement	QI	A concept that includes key stakeholders analyzing and developing improvement strategies through the process of conducting assessments and reviewing data to prioritize trends or themes to develop a specific improvement goal. Root cause analyses and systemic issues identification help to form measurable goals and timeframes to support outcomes.
Quality Management	QM	Actions confirming that a quality product is delivered and conforms to contract requirements and meets the need of the customer within a process that is iterative and incremental. The process includes identification, planning, implementation, and execution of the plan. Once the plan is operational, the QA team leverages the plan to assess, measure, monitor, and continually improve the plan.

“R” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Remittance Advice	RA	Contains claims payment information and provides explanation of benefits for denied and suspended claims for a provider, physician, or supplier.
Risks, Actions, Issues, Decisions	RAID	A managed system within JIRA to monitor and track risks (potential to adversely affect the project and need mitigation), actions (tasks to complete in project), issues (events that need to be managed and resolved), and decisions (to act upon within the project).
Root Cause Analysis	RCA	A structured process to identify root causes that resulted in an undesired outcome and develop corrective actions.
Representational State Transfer	Rest	A widely used architectural style for building web-based application programming interfaces (APIs).
Request for Proposal	RFP	A project announcement posted publicly by an organization indicating that bids for contractors to complete the project are sought.
Request for Quote	RFQ	A RFQ is a competitive bid document CTMETS uses to invite vendors to submit price bids for products or services that have standardized requirements or are produced in repetitive quantities.
Recovery Point Objectives	RPO	The maximum permissible amount of data loss following an unplanned incident, measured in terms of time.
Requirements Traceability Matrix	RTM	A table or grid that maps each project requirement to a business need. Requirements are traced from its initiation to implementation.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Recovery Time Objectives	RTO	The maximum acceptable time that an application, computer, network, or system can be down after an unexpected disaster, failure, or comparable event takes place.
Reuse		“Build Once, Reuse Often” strategy: application and data strategies and designs strive to follow a component-based, service-oriented architecture, resulting in solutions being built once, reused often, and maintained easily over time.
Review Process #1, #2, #3	R1, R2, R3	States must adhere to updated federal requirements for Medicaid Information Technology Systems. Meeting these requirements requires certification by CMS. States must pass three milestone reviews during the duration of the Medicaid Enterprise Certification Lifecycle (MECL). The purpose of the reviews is for states to receive early feedback about issues that may impede certification. The first milestone review is known as <i>R1 - Project Initiation Milestone Review</i> , requiring artifacts like the Concept of Operations. The second milestone review is known as <i>R2 – Operational Milestone Review</i> , requiring artifacts including technical, operational, and management controls for the System Security Plan. The third milestone review is known as <i>R3 – MMIS Certification Final Review</i> , requiring a live demonstration of the product.
Risk		A factor internal or external to a project that has the potential to adversely affect the project’s course.

“S” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Software as a Service	SaaS	A software delivery model where the vendor manages and licenses the software on a subscription or pay-per-use basis, hosting it centrally, providing on-demand access, and offering a shared experience for all users.
Substance Abuse and Mental Health Services Administration	SAMHSA	A branch of the HHS charged with improving the quality and availability of prevention, treatment, and rehabilitative services to reduce illness, death, disability, and cost to society resulting from substance abuse and mental illnesses.
Security Assertion Markup Language	SAML	A federated open standard and protocol that enables users to authenticate across multiple applications using a single set of credentials.
Steering Committee	SC	Project Governance model comprising an appointed leadership team and other members, to initiate and oversee project health and progress, providing advisory capacity with authority to act on risks and issues.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
System Development Life Cycle	SDLC	A phased approach the state and its contractors will use in planning, creating, testing, deploying, and maintaining the CT METS platform, including all components and modules that make up the Connecticut Medicaid Enterprise. The SDLC comprises the process to ensure management has timely, complete, and accurate information on the status of the projects in the system throughout the lifecycle. SDLC process supports three main areas: schedules and timelines, activities and milestones, and key decision points and gait/milestone reviews.
Social Determinants of Health	SDOH	Conditions under which people are born, grow, live, and die that influence a person’s health.
Secure File Transfer Protocol	SFTP	File-based exchanges between legacy information systems and components received from web services or systems requiring a high level of security, both at the source and the destination, ensuring appropriate protection of sensitive data through electronic data interchange (EDI) file transfers between entities.
System Integrator	SI	A key resource used by an organization to identify, analyze, design, and deploy complex IT solutions and implement enterprise-wide IT applications within an organization.
Systems Integration Platform	SIP	A systems integration platform is a solution that enables efficient integration of multiple Medicaid modules by providing a data sharing platform across different Medicaid modules and external entities.
System Integrator Support	SIS	A type of channel partner service that assists businesses in enhancing processes and service providers through auditing and management.
System Integration Testing	SIT	Testing of an entire system to ensure the various sub-systems or modules function together, and/or with other systems.
Service Level Agreement	SLA	An SLA is a contract between a service provider (either internal or external) and the end user that outlining the expected level of service from the provider.
State Medicaid Agency	SMA	Connecticut Department of Social Services, the single State Medicaid Agency that oversees all state agencies and arranges services pertaining to Medicaid-funded programs.
Streamlined Modular Certification	SMC	Streamlined modular certification (SMC) process that introduces Outcomes Based Certification process to promote consistency and accountability promoting effective stewardship of federal funds.
State Medicaid Director	SMD	DSS’ Division of Health Services Director responsible for oversight and direction of the State Medicaid and CHIP programs.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Subject Matter Expert	SME	An individual with functional understanding of a business function, process, or technical area well enough to answer questions from people in other groups.
State Medicaid Manual	SMM	Made available to all State Medicaid agencies by CMS. Provides information and procedural material needed by the states to administer the Medicaid program. Provides mandates, advice, optional Medicaid policies and procedures, instructions, regulatory citations, and information for implementing provisions of Title XIX of the Social Security Act.
Supplemental Nutrition Assistance Program	SNAP	DSS-administered program that helps eligible individuals and families afford the cost of food at supermarkets, grocery stores, and farmers' markets. To receive SNAP benefits in Connecticut, household income and other resources (assets, in some cases) must be under certain limits and are reviewed. The income standards for SNAP are based on the federal poverty levels (FPL).
Service Oriented Architecture	SOA	A software design strategy in which common functionality and capabilities (utility services) come with standard, well-defined interfaces. Provides flexibility to interact with other technical components over a network and can incorporate and integrate many different technologies.
Simple Object Access Protocol	SOAP	SOAP enables applications to exchange data and instructions across different programming languages and operating systems by transmitting XML messages over the internet.
Service Organization Control	SOC	An independent assessment of the organization's ability to design, implement, and controls.
Statement of Work	SOW	A document that outlines the scope, timeline, and cost of a project between the state and a vendor.
Schedule Performance Index	SPI	A metric that compares the projects actual progress (earned value) against the planned progress.
State Self-Assessment	SS-A	A high-level assessment conducted by DSS outlining current Medicaid business process architecture using CMS-defined models, matrixes, and templates.
Statement of Standards for Attestation Engagements	SSAE	A set of standards created specifically for certified public accountants (CPAs) to assess the organization's internal controls and to evaluate how service companies report on these controls.
Supplemental Security Income	SSI	A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or 65 or older.
Single Sign On	SSO	An authentication system that enables a user to log across multiple related but independent software systems.
System Security Plan	SSP	The SSP outlines security requirements and controls



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
		that are in place or planned to protect CT METS IT systems from threats, ensuring the confidentiality, integrity, and availability of sensitive data.
Secure Token Server	STS	STS is a physical or wireless device the provides two-factor authentication for a user to prove their identity in a login process.
Shared Services		The concept whereby one part of an organization or group builds or provides a service that can be utilized by another part of the organization or group at less cost than provisioning the service alone. Thus, the funding and resourcing of the service is shared and the providing department effectively becomes an internal service provider.
SharePoint		SharePoint is a software tool that provides a secure central repository used by CT METS and its contractors to store, organize, share, and access information.
Stakeholder		An individual, group, or organization who may affect, be affected by, or perceive itself to be affected by a decision, activity, or outcome of a project, delineated by internal and external groups.
Super User		A systems administration role with access to administration or management functions not available to routine users.

“T” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Transaction Code Set	TCS	A standardized set of codes used to represent healthcare services, including diagnoses, procedures, medications, treatments, equipment, and supplies.
Target Operating Model		Reflects the functional design, organizational structure, and technology systems of a proposed business model. It is based on BPMN mapping of To-Be processes and technology requirements.
Temporary Family Assistance (aka Temporary Assistance for Needy Families)	TFA (aka TANF)	Federal legislation providing block grants to states to fund programs that provide services and benefits to income-eligible families.
Transport Layer Security	TLS	TLS is an adopted security protocol designed to ensure privacy and data security for communication over the Internet. One of its primary use cases is encrypting the communication between web applications and servers, such as web browsers loading a website.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Technical Management Strategy	TMS	An important part of the MITA and identified through the State Self- Assessment (SSA) as a part of the MITA approach to promote federal goals of collaboration between states, CMS, and vendors.
Transformed Medicaid Statistical Information System	TMSIS	A resource that collects data from states, territories, and the District of Columbia about Medicaid and the Children’s Health Insurance Program (CHIP). The data is utilized for policy development, implementations, and oversight, as well as for monitoring performance, analyzing payments, and supporting research efforts.
Third Party Liability	TPL	The legal obligation of third parties (e.g., certain individuals, entities, insurers, or programs) to pay part or all of the expenditures for medical assistance furnished under a Medicaid state plan.
Technical Reference Architecture	TRA	A document or collection of documents that offers recommended frameworks and integrations of IT products and services to create a solution. The reference architecture reflects established industry best practices, often proposing the most effective delivery methods for specific technologies.

“U” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
User Acceptance Testing	UAT	Used in system acceptance sign-off process (last phase) of the software testing process. Ensures software is ready to roll out to stakeholders.
User Interface	UI	The means by which the user and a computer system interact, in particular the use of input devices and software.
Unified Modeling Language	UML	A visual modeling language that helps software developers visualize and construct new systems.
Uniform Resource Locator	URL	A unique identifier used to locate a resource on the Internet, also known as a web address.
User Experience Design	UX	Process of creating products that provide meaningful and relevant experiences to users. This involves the design of the entire process of acquiring and integrating a technology product, including aspects of branding, design, usability, and function with importance for patient-facing Medicaid information technology such as portals and mobile platforms.

“V” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Veyo		The Connecticut DSS contractor that administers non-emergency medical transportation services for the HUSKY Health Program.
Virtual Private Network	VPN	Provides remote access to authorized users outside of the corporate network communication channels.



CT METS PROGRAM

Key Terms, Acronyms, and Definitions

“W” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
World Wide Web Consortium	W3C	An international organization that develops standards and guidelines for the World Wide Web.
Web Content Accessibility Guidelines	WCAG	WCAG is a global set of technical standards that help make the web more accessible to everyone, including people with disabilities.
Work Breakdown Structure	WBS	A hierarchical decomposition of the total scope of work to be conducted by the project team into tasks to accomplish the project objectives and create the required deliverables.
Web Service Security	WS Security	The process of managing data integrity, including personal customer information, to secure a website or web application.
Work Recover Times	WRT	The maximum tolerable time for a disaster recovery team to verify that systems and data protection are online and operational.
What You See Is What You Get	WYSIWYG	Software that enables content to be edited in a format that mirrors its final appearance when printed or displayed, such as a document, web page, or slide presentation.

“X” Key Terms, Acronyms, and Definitions

Term	Acronym	Definition
Extensible Markup Language	XML	A markup language and file format used for storing, transmitting, and reconstructing data. It establishes a set of rules for encoding documents in a way that is both human-readable and machine-readable.