

New Guidance on State Medicaid Agencies

The Centers of Medicaid & Medicare Services (CMS) recently provided guidance to state Medicaid agencies (SMA) that they would no longer require independent verification and validation (IV&V) to support modernization efforts. Got questions? As a leading IV&V provider with over 26 years of experience helping our clients with their Medicaid IV&V projects, Public Consulting Group (PCG) has the answers.

CMS is no longer requiring IV&V, does that mean projects no longer have risk?

QA focuses on proactive quality management, continuous improvement, and collaboration with clients, whereas IV&V serves as an objective third-party verification and validation service. QA works to identify the quality measures that matter to you and your stakeholders, and gathers data on those measures, all while ensuring that the system meets its intended purpose and is built correctly according to requirements.

Key differences between QA and IV&V

• Purpose and Focus

- QA focuses on continuous improvement throughout the project lifecycle, proactively building quality into processes, collaborating with clients to define expectations, and leveraging standards and metrics to ensure projects meet quality requirements.
- IV&V is an objective third-party service that reviews, analyzes, and tests software or hardware to ensure it meets its intended purpose. It focuses on verifying that the correct system is built according to requirements and that those requirements are suitable for the product's intended use.

• Approach

- QA takes a proactive approach by defining and measuring quality using data metrics and indicators, and continuously improving processes based on feedback and assessments.
- IV&V takes an objective periodic approach to verify and validate processes and outputs against industry standards and best practices. It provides independent oversight and validation without incorporating continuous improvement aspects.



• Role in Quality Management

- QA is part of the internal quality management processes, working alongside quality control (QC) to ensure quality standards are met and maintained.
- IV&V is an external, standalone process that provides objective assessments and validations, serving as an independent check on the quality and correctness of the system.

About PCG

PCG is a leading public sector solutions implementation and operations improvement firm that health, education, and human services agencies to improve lives. Founded in 1986 and headquartered in Boston, Massachusetts, PCG employs approximately 2,000 professionals throughout the U.S.—all committed to delivering solutions that change lives for the better. PCG offers a full spectrum of quality IT services to help state and local government agencies at every stage of the IT life cycle. Through its specialized technology services, PCG finds cost-effective ways to help agency partners deliver successful IT systems that enhance the lives of the user base.

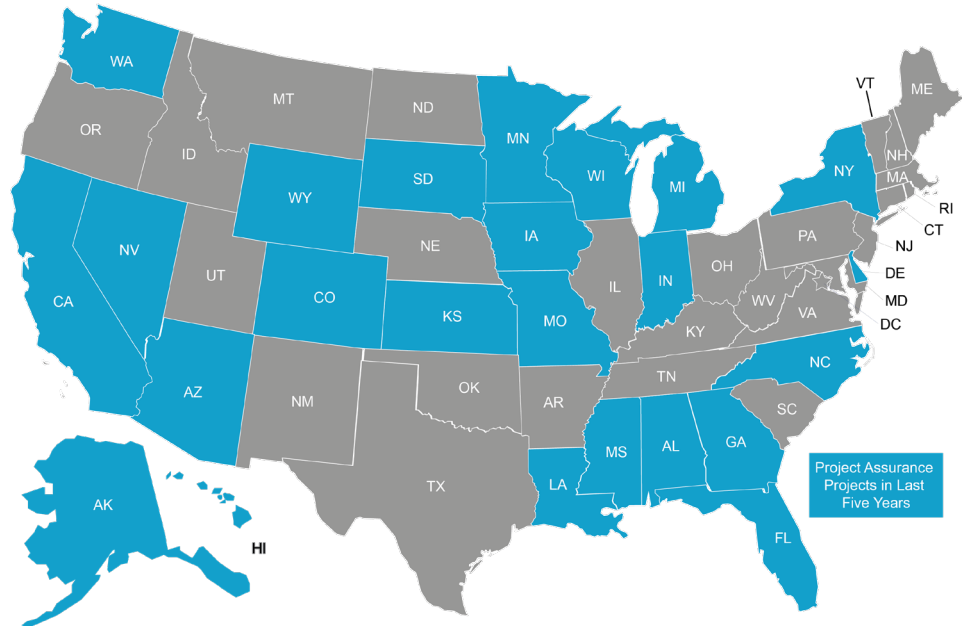
Why Partner with PCG?

Serving Medicaid Clients with Solutions that Matter

Clients across the country have called on PCG to help address their most pressing Medicaid IT project challenges. With our project assurance expertise, we help guide IT projects to success with Eclipse QA™, Eclipse IV&V®, and Eclipse Certification and Compliance Services (ECS). Our Eclipse Frameworks are program, technology, and software life cycle agnostic, and have proven successful for health and human services, workforce, and administration organizations. We are a trusted project assurance partner on some of the country's largest and most complex government IT systems.

Trusted Project Assurance Partner

For over two decades, PCG has been delivering high-quality, consistent project assurance services. We continue to earn and enhance our reputation of being a premier service provider that helps projects succeed. At the 2023 Medicaid Enterprise Systems Conference (MESCC), PCG was recognized as the second most active Eligibility and Enrollment (E&E) IV&V vendor across the nation, giving us insight into the challenges facing Medicaid agencies across the country, and placing us front and center to help agencies solve those challenges.



Clients continue to trust us with their projects because of our:

- Extensive and diverse Medicaid history, including program and IT project support
- Demonstrated success with the Streamlined Modular Certification (SMC) and Outcomes Based Certification (OBC) on large modular systems projects that receive federal funding
- Leadership in the Medicaid Information Technology Architecture (MITA) Governance Board, where we provide input and guidance on policy that impacts our clients and their beneficiaries
- Long list of Medicaid clients trusting us with return and expanded project assurance business
- Support to clients to maximize enhanced federal funding participation, including securing an additional \$750 million for California Medicaid (MediCal)
- Proven strategies and tools to achieve successful IT projects in highly regulated environments

Contact us to learn how PCG can help your agency!

 PCGProjectAssurance@pcgus.com

 www.publicconsultinggroup.com