

# 10 CRITICAL POINTS FOR A SUCCESSFUL MEDICAID ENTERPRISE SYSTEM

Agencies have a lot of choices to build their Medicaid Enterprise System (MES). To build something that aligns with where technology is going, and future proof maintenance and staffing, agencies need to focus on the following:

**1 Data model rules all**  
Decide your data model. Base it on public, open standards like NIEM and HL7. Don't let your vendors convince you to accommodate their model – make them accommodate yours.

**2 Containerize**  
Let implementation move quickly, don't get locked into a platform.

**3 Cloud-enable**  
Use cloud services where possible, avoid maintaining hardware, code, configs, or anything. AWS Lamda is the future, get comfortable with serverless computing.

**4 Take data any way it comes**  
Enable data streams, managed files, etc. Deal with it all up front. Don't scramble to onboard a new provider or data source.

**5 Monitor in real time and optimize**  
Synthesize your cloud monitoring, module monitoring, and platform monitoring. Do it in real time. Leverage AI to tell you how to make things better. Log aggregation is old school.

**6 Enable business**  
Workflow should be a building block, not an application feature.

**7 API**  
It is the basis for data exchange. Moving raw data is anathema. Always wrap with an API and orchestrate.

**8 RPA is a useful band aid**  
By definition it's a hack, but it can automate processes now while you work to adopt system functionality to truly automate.

**9 Batch is bad, Batch will always be here**  
Work to migrate batch operations to real time, event driven, and API-based.

**10 Just because it is old, it isn't obsolete**  
Technologies like ESB and EDI still have a role. Plan to include them.

**These are ten important points to consider as you plan Medicaid Enterprise System modernization.**

As they say, a house is only as strong as the foundation. And the foundation of your MES is your integration platform.

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