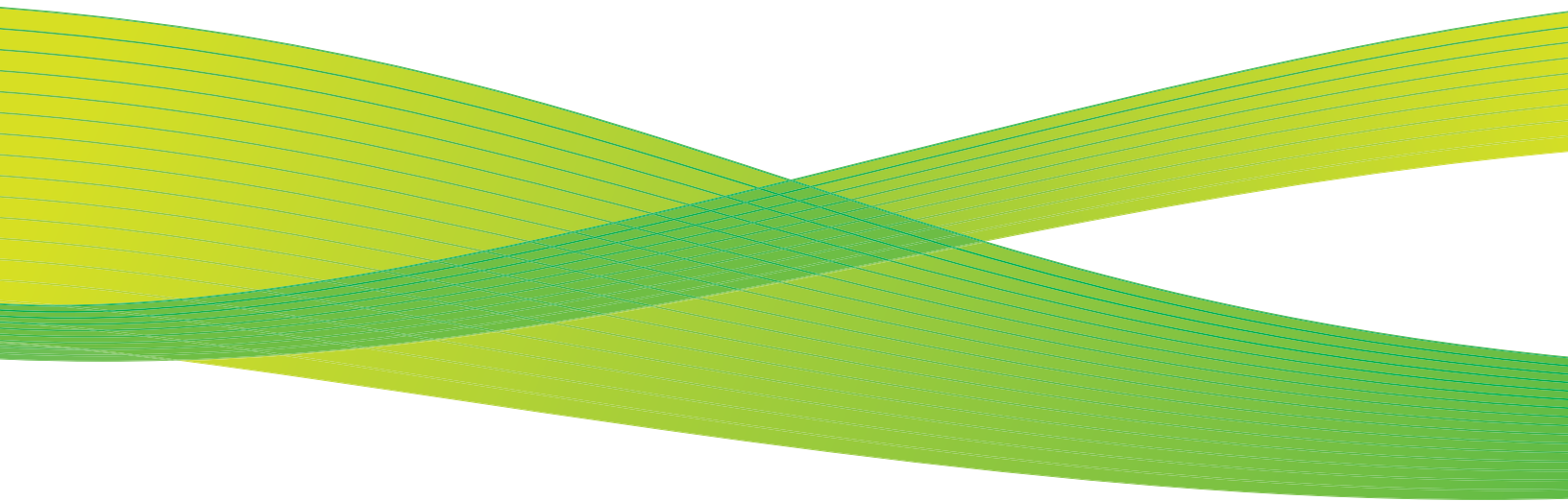


# A state's system needed better data coordination. We delivered the remedy.

We transformed Alabama's Medicaid claims process into one that is effective and patient-centered.



# A new Medicaid information and records solution has streamlined data exchange, improved care coordination and made healthcare more affordable.

## The Challenge

Alabama Medicaid's Together for Quality (TFQ) initiative is the nation's first Medicaid health information exchange. It helps providers securely access accurate patient information through a statewide electronic health information system, called QTool. When e-prescribing functionality was added to QTool, use among pilot providers increased significantly; clearly, providers are eager for health information technology tools.

In the State, chronic diseases such as diabetes and asthma are responsible for seven out of 10 deaths. To improve care, officials knew they needed an electronic health records solution to improve the way healthcare information was shared between Alabama Medicaid and other State agencies serving Medicaid clients and providers.

## The Solution

Working closely with TFQ stakeholder groups, Alabama called on us to help it build a consolidated electronic health information system for the State. The system enables physicians to coordinate care by using existing health data and clinical research. Thus, they can devise better treatment plans, encourage prevention and manage patients' chronic conditions.

## The Bottom Line

Alabama was awarded a two-year, \$7.6 million federal Medicaid Transformation Grant. The State needed a partner to help transform its current Medicaid claims system to a more effective, coordinated, patient-centered organization.

Funded through a \$7.6 million federal grant, TFQ is a three-part initiative to provide up-to-date, comprehensive information to healthcare providers. Its components include:

- QTool, an electronic health record and clinical support tool for physicians which includes e-prescribing
- Q4U, a care management program for patients with chronic illnesses such as asthma and diabetes
- Qx, which enables Alabama Medicaid to exchange data with other state health and human services agencies.

## The Results

The State's TFQ initiative is helping Alabama Medicaid move from a traditional process-oriented and paper-driven system to one that uses modern technology to focus on patient-centered, coordinated healthcare information and services.

Pilot-tested in nine Alabama counties, the e-prescribing and medication history portions of the QTool system enable participating physicians to consult a patient's medical history, check the agency's preferred drug list, enter the prescription and securely transmit it to the pharmacy of the patient's choice. After the release of the Alabama Electronic Health Record (EHR) tool in July 2008, many pilot sites have reported that the information is helping them better manage patient care.

With our help, Alabama Medicaid built a statewide electronic health information system to streamline the exchange of medical information between physicians and hospitals. The outcome: better-coordinated care, quicker access for patients, reduced program costs and improved healthcare affordability for more people.



**Sector:** Public Sector

**Solution:** Health Information Exchange

**Client:** Alabama Medicaid Agency

**Challenge:** Build an integrated, statewide system of electronic health records and health information exchange framework

**Results:** Streamlined exchange of health information, better care coordination, and improved healthcare affordability and health outcomes

**“The system will allow us to see the treatment history from other sources, such as emergency room visits and specialist visits. It will show us treatment goals from other providers, as well.”**

Provider,  
Talladega County, AL

You can learn more about us at  
[www.acsinformedhealth.com](http://www.acsinformedhealth.com).