Transforming MMIS with a Human Focus

CapTech Leverages the Power of the Salesforce Platform

CapTech has collaborated with Salesforce to provide the expertise, guidance, and support needed for complex, modular Medicaid Management Information System (MMIS) transformations designed to adhere to Streamlined Modular Certification (SMC) requirements and build an intuitive experience for all users.

Centers for Medicare & Medicaid Services (CMS) has introduced new technical architecture requirements for Medicaid solutions to transition states away from single, all-encompassing systems for managing Medicaid. This "modular" approach, aimed at preventing vendor lock-in, introduces some challenges, such as requiring users to interact with multiple interfaces, processes, and data siloes. This can increase the complexity for users, raise the potential for errors, and create a disjointed experience.

SMC TRANSFORMATION STRATEGY & SUPPORT

We help define a successful strategic roadmap with recommendations to ensure you have the guidance to achieve and maintain certification with CMS.

MMIS END-USER EXPERIENCE DESIGN

We focus on simplifying the user experience built on top of your complex network of modules and systems. By leveraging the power of Salesforce Experience Cloud, we deliver an intuitive interface that empowers users and enhances engagement.

MODULAR INTEGRATIONS ARCHITECTURE & DEVELOPMENT

The Salesforce platform enables CapTech to deliver solutions without the complexities of custom development, from designing portals to building integrations between systems and data sources.

Our Delivery Focus

To address these challenges, CapTech has partnered with Salesforce to develop a unified solution. Leveraging Salesforce's Service and Experience Clouds, CapTech provides users—both members and providers—with a single interface that integrates data and services across all modules. This solution simplifies the experience by offering seamless access, eliminating the need for multiple applications, and reducing the risk of errors caused by siloed data.

Leveraging powerful components of the Salesforce platform including Experience Cloud, MuleSoft, and Tableau, CapTech has developed a solution that can be configured quickly while still being tailored to your unique environment needs.

With 27 years of experience creating solutions for dozens of agencies across 16 states, we are confident that our Salesforce-based solutions will help your agency achieve your MMIS goals.

SALESFORCE EXPERTISE

100+
Projects Completed Since 2022

4.95
Customer CSAT Score

235+
Certifications

Level 1
MuleSoft Specialist

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Let's do next together.

CapTech®