

Streamlining Compliance: How TennCare Brought Efficiency to Managed Care Oversight



The Challenge

TennCare, Tennessee's Medicaid Program, provides oversight for four Managed Care Organizations (MCOs) and up to 30 other contractors that generate more than 11,000 TennCare contract reporting deliverables each year — making oversight and coordination an extraordinarily complex undertaking.

The TennCare Office of Compliance Management (OCM) had an existing tool to track and manage contract deliverables, on-request reports, requests for information, sanctions, rescissions, recoupments, and more, but it was difficult to maintain, limited in capability, and overdue for modernization. With thousands of MCO submissions flowing through the OCM department, each carrying their own statuses and compliance obligations, a modernized solution that could match that complexity and serve as a single source of truth was needed.

The Solution

Following an in-depth discovery phase, TennCare selected Harmony Healthcare IT as a strategic partner in 2018. Harmony Healthcare IT delivers advanced data aggregation, workflow automation, and system integration solutions tailored to government organizations. Its enterprise integration and workflow platform enables agencies to seamlessly connect to disparate systems, enhance collaboration, and drive measurable operational efficiency.

The solution developed for TennCare, the TennCare Oversight Processing System (TOPS), was purpose-built to address TennCare's stringent compliance and security requirements. TOPS centralizes documentation, communication, and auditing within a single, unified workflow platform while securely preserving all legacy data in a comprehensive archive.

Two years after initial implementation, TennCare expanded its partnership with Harmony Healthcare IT to incorporate a document repository (Doc Repo) for all MCO-related document management, including Lucene indexing for advanced keyword search within documents and a secure approval process for public document sharing.

Organizational Profile

- Tennessee's Medicaid program serving approximately 1.5M Tennesseans
- 4 MCOs operating throughout the state
- Approximately 30 program contractors that support TennCare stakeholders
- 11,000+ contract reporting deliverables generated annually
- 87 internal groups involved in processing those deliverables

Product

- Contract Compliance Management

Solution Features

TOPS was designed to support the full complexity of managed care oversight. The platform combines automated workflows, compliance tracking, secure document management, and robust reporting to streamline oversight activities at scale. The web-based system is available to both internal and external users, and permissions are granted based on role. TOPS delivers its core functionality across five key capability areas:

Automation

- Automatically schedules deliverables and on-request reports
- Automatically triggers sanctions when deadlines are missed
- Automatically generates finance work items when Sanctions or Rescissions are approved, enabling accurate financial processing and tracking
- Automatically generates and distributes sanction letters

Efficiency and Security

- Streamlines end-to-end workflows to increase productivity
- Supports Single Sign-On (SSO) and Active Directory integration
- Scales easily to onboard new contractors and contracts
- Secures legacy data in an archive and makes it easily searchable

Scalability

- Designed and deployed for statewide use
- Scales easily to accommodate additional MCOs and new contracts
- Extends readily to support new features as needs evolve

User Experience

- Delivers a modern, intuitive interface that's easy to navigate
- Centralizes all documentation and communication in one place
- Sends intelligent notifications and supports customizable alerts and watch lists
- Provides reporting tools that surface actionable insights for managers and supervisors
- Supports due date extension requests and batch processing for finance items

Security and Compliance

- Protects both current and historical data with enterprise-level security
- Receives regular updates to ensure the application remains current
- Securely archives legacy data and makes it readily accessible
- Comprehensively audits all user activity, document changes, and system access
- Exports detailed records for further review or integration with other compliance tools

Results

TennCare’s evolution from a limited, outdated tool to a fully modernized, all-encompassing contract compliance management platform highlights the impact of technology purpose-built for government healthcare organizations. TOPS established a scalable foundation that continues to evolve, enabling TennCare to seamlessly adapt to changing regulatory requirements and operational demands.

For government organizations managing complex, high-volume operations, a one-size-fits-all solution rarely fits at all. Harmony Healthcare IT specializes in understanding those nuances and building solutions that are as dynamic as the organizations they serve.

Note: The original TOPS solution was provided by Trinisys, a company which was acquired by Harmony Healthcare IT in 2024.

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Harmony is a vendor partner that TennCare can count on to deliver their software and services on-time and on-budget.

TennCare team member

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The Harmony relationship is a very strategic one for the State of Tennessee. We are grateful for the almost decade-long partnership and look forward to continuing to expand with them.

TennCare team member

By the Numbers

7

custom applications developed for the State of Tennessee

11,000

annual MCO contract reporting deliverables

87

groups streamlined coordination across TennCare

8+

years partnering with Harmony Healthcare IT