

Mississippi Division of Medicaid Slashes IT Modernization Costs and Accelerates Timelines with the Progress Data Platform

CASE STUDY



INDUSTRY

Healthcare/Public Sector

PRODUCT

Progress® Data Platform

COUNTRY

United States

SUMMARY

The Mississippi Division of Medicaid (MS DOM) wanted to serve both its stakeholders and employees better by modernizing its legacy IT systems. But it was stuck with a purpose-built platform siloed in different vendor systems, an infrastructure that couldn't meet new interoperability mandates and a painfully slow procurement process. By adopting an incremental approach to modernization called Modernize-in-Place and using the Progress Data Platform, the agency successfully implemented a solution that cost about one-third of the original RFP plan, eliminated multimillion-dollar change orders to existing vendors and positioned MS DOM to deliver better outcomes for vulnerable populations with speed, flexibility and transparency.

Challenge

The Mississippi Division of Medicaid (MS DOM) administers health coverage for eligible low-income Mississippians. When the Centers for Medicare and Medicaid Services (CMS) final rules 9115 and 0057 mandated HL7 FHIR and USCDI standards for interoperable data sharing among providers, payers and beneficiaries—compliance became non-negotiable. But critical operations, including claims adjudication (MESA), eligibility determination and managed care coordination, ran on siloed custom-built legacy systems that created data barriers and lacked cloud readiness.

Three years into its modernization journey, the Mississippi Division of Medicaid was at a breaking point. Approaching deadlines and a slow procurement process stalled progress toward its goals, exposing the agency to potential penalties, staff turnover and delayed beneficiary outcomes. Sustaining momentum and stakeholder confidence required a faster path that preserved service quality and operational agility while navigating necessary regulatory processes.

Solution

The Mississippi Division of Medicaid implemented the Progress® Data Platform as an operational data store (ODS) to consolidate administrative, claims, eligibility and clinical data into a single, reusable foundation that breaks down longstanding data silos. This strategic pivot enabled the agency to layer cloud-based, commercial off-the-shelf solutions atop its existing legacy systems through an incremental modernization approach, avoiding the high risks and delays of a full rip-and-replace overhaul.

“Our organization selected the Progress Data Platform for the ability to use it as an operational data store or ODS. We’re going to put all our data into this platform: our administrative data, our claims data, our eligibility data and our clinical data. And we’re going to reuse this ODS to fund and power all the requests for information that are internal and external to the agency.”

Chris Smith
Enterprise Architect, Mississippi Division of Medicaid

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The platform’s native support for JSON, XML and RDF data formats was key to positioning the agency for seamless healthcare data interoperability under CMS final rules 9115 and 0057, while its market-leading security controls meant that electronic health records could be securely shared in real time.

Using the platform’s native UI tools, the agency built a user app on top of the consolidated information to empower staff to search and analyze claims and financial data, providing insight into public spending and helping to detect fraud and abuse.

Results

The modernized platform delivers consistent, reliable outcomes for Medicaid beneficiaries across Mississippi by enabling secure, standards-based data sharing among providers, payers, internal programs and external partners.

The solution delivers full compliance and interoperability with federal standards such as FHIR and USCDI, enabling readiness for current and future CMS requirements. It also provides significant cost savings, costing roughly one-third of the original RFP approach and eliminating the need for expensive change orders. Additionally, its scalable, standards-based, and reusable architecture offers the agility needed to adapt to evolving regulations and emerging use cases.

The agency is now exploring expansion into AI use cases, including using generative AI for policy analysis to scan thousands of state plan and administrative code pages from the 1990s and identify gaps between CMS commitments and codified rules. MS DOM is also looking to apply the generative AI capabilities towards eligibility programs to reduce call center response times.

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About Mississippi Medicaid

The Mississippi Division of Medicaid is a state and federal program created by the [Social Security Amendments of 1965 \(PL 89-97\)](#), authorized by Title XIX of the Social Security Act to provide health coverage for eligible, low-income populations. All 50 states, five territories of the United States and District of Columbia participate in this voluntary matching program.



Modernize your infrastructure, meet compliance and unlock trusted AI for your agency with the Progress Data Platform

About Progress Software

[Progress Software](#) (Nasdaq: PRGS) empowers organizations to achieve transformational success in the face of disruptive change. Our software enables our customers to develop, deploy and manage responsible AI-powered applications and personalized digital experiences with agility and ease. Businesses of all sizes get a trusted provider in Progress, with the products, expertise and vision they need to turn AI disruption into a competitive advantage. Millions of developers and technologists at hundreds of thousands of organizations depend on Progress every day. Learn more at www.progress.com

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