



Case Study • 360-Degree View

# Mississippi Division of Medicaid

Delivering Secure, Statewide Interoperability with Unified Identity

## Laying the identity foundation for a modern, citizen-centric digital experience

The state of Mississippi is building a unified digital experience that allows residents to access critical services through a single, trusted portal. As the state modernized its infrastructure and prepared to meet new federal interoperability mandates, accurate identity resolution became a foundational requirement.

Using Verato as the identity foundation for its statewide portal and patient access APIs, the state gained confidence in its ability to accurately identify beneficiaries, securely exchange sensitive data, and provide a more accessible digital experience for residents.

## Fragmented identity systems hinder interoperability and digital access

As Mississippi modernized its digital infrastructure, the state deliberately moved away from homegrown systems toward best-of-breed commercial technologies. Migrating external connectivity to their modern integration engine prompted a broader re-evaluation of how identity was managed across eligibility and service delivery programs.

Medicaid, along with other assistance programs and public health data, presents unique identity challenges. Beneficiaries may move often, change phone numbers, or lack consistent access to digital identifiers, while agencies must ensure a very high level of confidence when managing protected health information. Traditional probabilistic and deterministic matching methods often struggle in these situations.



**“Determining that someone is who they say they are and that they’re authorized to see the information is a key part of empowering people with their own health data.”**

Ian Morris  
Interoperability Project Manager,  
Mississippi Division of Medicaid

These pressures grew stronger with the release of the CMS Interoperability and Patient Access final rule (CMS-9115-F), which mandates Medicaid agencies to provide health information through APIs so beneficiaries can access their data via third-party applications. Ensuring accurate identity and resolution verification became essential for compliance, security, and maintaining public trust.

## Establishing a single source of truth for identity across programs and agencies

Mississippi selected Verato as the identity foundation for its Medicaid modernization, including the statewide beneficiary portal, to support Medicaid and other programs such as energy assistance and SNAP. Verato's identity solutions are powered by Verato Referential Matching®, the industry's most accurate patient-matching algorithm. Verato's extensive U.S. population data and experience working with state government and payer organizations positioned it to handle the realities of beneficiary data.


Verato integrates seamlessly into Mississippi's best-of-breed ecosystem, working alongside vendors including ID.me®, Okta®, and Onyx™. When a beneficiary attempts to access information, the system queries Verato using demographic data to validate identity, identify potential ambiguities, and return the Medicaid ID required to authorize access.

Because Verato was already integrated into the Medicaid modernization project, the Medicaid team was able to quickly extend its use to meet the requirements for the Patient Access API and the portal. This same identity framework—initially proven through the portal and CMS-9115-F implementation—will continue to support future CMS-mandated APIs and interoperability initiatives, including CMS-0057, provider access, payer-to-payer data exchange, and prior authorization workflows.



**“It’s easy to build solutions that work well when all the data is perfect, but the real world isn’t like that. What makes mature vendors like Verato valuable is that they understand that even when data isn’t perfect, you have to do meaningful things with it.”**

Ian Morris  
Interoperability Project Manager, Mississippi Division of Medicaid



## Secure, streamlined access to services that build trust and adoption

Mississippi connected systems across agencies without increasing operational complexity by replacing legacy MPIs, along with other fragmented and homegrown identity methods, with Verato's mature, enterprise-wide, off-the-shelf solution. Verato's reliability and the support of experienced specialists gave the state confidence as it navigated a multi-vendor interoperability environment.

Beneficiaries should have easy and secure access to their health information through the apps they use. As digital convenience becomes more expected, this trustworthiness is crucial for adoption.

## Why Verato? Meet mandates faster with identity you can trust

Mississippi's experience demonstrates that identity is the cornerstone of successful interoperability. As states respond to CMS requirements like the Patient Access API, mature identity solutions enable agencies to move faster without sacrificing confidence or security.

By incorporating Verato's identity solutions, which are powered by Verato Referential Matching® as the foundation of modernization, Mississippi created an architecture that can evolve as new mandates emerge. Verato's ability to work across agencies, vendors, and imperfect data conditions ensures the state can continue expanding access while maintaining trust.

Looking ahead, Mississippi plans to continue consolidating services into a single portal that allows residents to access healthcare, utility assistance, nutrition benefits, and other programs using a single verified and trusted identity.

**“Instead of building custom solutions or asking legacy vendors to retrofit new requirements, we selected best-of-breed products and brought them together. Verato fits that model well.”**

Ian Morris  
Interoperability Project Manager,  
Mississippi Division of Medicaid

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