

# Division of Long Term Supports and Services (DLTSS)

## IT Enhancements and Future State

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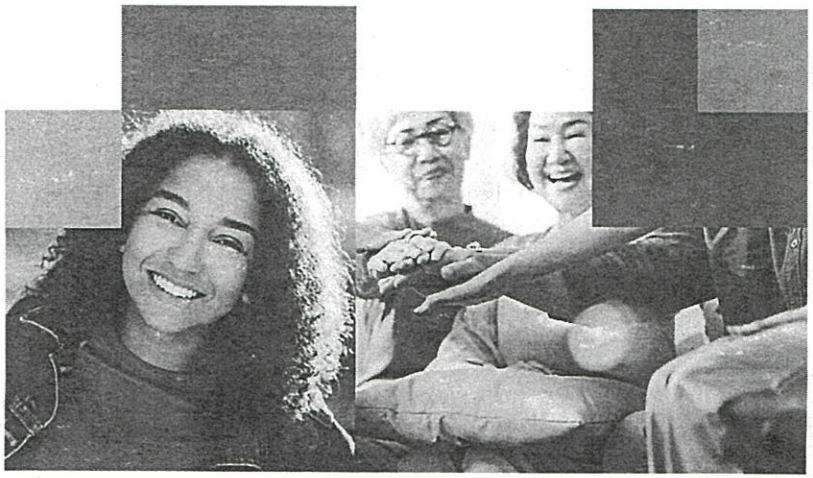
**HEALTH & HUMAN SERVICES**



# IT Enhancements Across Bureau of Adult & Aging Services (BAAS)

Complete

| Scope of Enhancements | Impact |
|---|---|
| Displaying the closed cases/plans on the dashboard for Choices for Independence (CFI) case managers. | Allows case managers to track history of past services and assist individuals in redeterminations and reconsiderations for CFI. |
| Service authorizations that are pending for more than 60 days without required information are automatically denied. Denial letters are sent on the same day instead of weekly. | Enables timely tracking of service authorizations and provides greater transparency. |
| Replaced paper form for waiver request with an automated online form. | Allows for real-time collaboration between CFI case managers and BAAS. |
| Automated weekly report to track Medical Eligibility Assessment (MEA) closures. | Increased transparency and CFI case managers will be better prepared to coordinate an individual's case post-closure. |
| Enhanced case view giving providers the ability to:<br>• Search for client cases and view case details<br>• View required verifications and upload documents corresponding to that verification<br>• View what documents have been uploaded<br>• View notices and letters provided | With client's permission, providers, case managers, nursing facilities, navigators and other agencies have expanded access to client information. |

# IT Enhancements Across BAAS

Complete

| Scope of Enhancements | Impact |
|---|---|
| Step-by-step NH EASY tutorials for clients and providers on how to:<br>• Create and manage accounts<br>• Navigate dashboards and search screens<br>• Upload documents | Enhanced training, improve user experience and provides clarity. |
| The MEA Bridge Process Enhancement involves replacing the current manual process with a system-driven one. This change allows for extended time for MEA reviews and provides the necessary transparency to case managers, BAAS staff, and other service providers. | Provides increased transparency and awareness for agencies/providers regarding bridging and provides the newly revised review date (also known as the "Bridged" date).<br>• Removed barriers that might prevent agencies/providers from delivering planned services during the bridge period.<br>• Streamlined process and improve processing times for BAAS |
| MEA Tracking Enhancements<br>• Medical Records Request Tracking: automate reporting process for tracking the MEA 20-day medical records request sent to physicians<br>• Advance the intake status when intake is pending to receive documents after 30 days<br>• Add a Transitional Case Management (TCM) indicator on the intake. Automate the Case Management Agency (CMA) assignment process for TCM.<br>• Streamline the Appeal Process to automate some of the manual steps including generating the approval letter.<br>• Add new CMA Discharge & Rejection Reasons to track and monitor CMA assignments. | Improves the MEA process during intake and renewal periods resulting in:<br>• Enhanced support for case managers<br>• Streamlined intake process<br>• Increased transparency for appeals |

# IT Enhancements Across BAAS

Complete

| Scope of Enhancements | Impact |
|---|---|
| Adult Protective Services (APS) Systems Modernization – Streamlined the processes required to manage the APS program by electronically managing the intake, investigation, case management and registry functionality to eliminate manual workarounds and data re-entry. | Increased staff efficiency by automating processes historically completed manually. |
| APS Online Reporting – ability to report allegations online during and after normal work hours. | Allows for 24/7 online reporting while easing the workload of APS intake. |
| APS Registry Automation | Allows for electronic submission and requests for registry checks, streamlining the process for both employers and APS Registry staff. |

In Progress

# IT Enhancements Across Bureau of Developmental Services (BDS)

Complete

| Scope of Enhancements | Impact |
|---|---|
| Integrated BDS into the New HEIGHTS/NH Easy platform. | Created one state-owned system for BDS operations. |
| Created streamlined processes that were once manual such as:<br>• Service authorization submission<br>• Documentation uploads<br>• Tracking of denials of service authorizations<br>• Registry for future waiver service planning | Provided transparency and tracking capabilities. |
| Created provider portal in NH EASY. | Increased visibility for providers regarding service authorization status. |
| Increased the ability to track and analyze provider billing. | Provided BDS the ability to target provider technical assistance using real-time billing data. |
| Created management tools for BDS to target proactive technical assistance with providers. | Proactive approach to assist BDS staff for targeted performance monitoring. |

# IT Enhancements Across Bureau Family Centered Services

Complete

| Scope of Enhancements | Impact |
|---|---|
| "Shared Care Plan" created by linking health care coordinator notes in Assessment, Goals and Actions section of the database to a report that prints as a sharable care plan with the family. | Families understand the work of the care team, what their role is, what the goals are for their family and child with special health care needs. |
| Reporting functionality increased by using SQL and linking information into existing database reporting. | Increased ability to answer current program questions (such as verifying Medicaid coverage) in an efficient manner, have standardized quality assurance processes, ability to generate application renewal letters to be sent on time, and have visibility of State office staff encounter support to health care coordination. |
| Created Database User Guide with data dictionary of Special Medical Services Database fields. | Consistent data entry and interpretation by users. |
| Developed written Client Enrollment Process for all programs. | Consistent data entry resulting in meaningful data for reporting. |

# Future IT Enhancements Across DLTSS

| BAAS | BDS | BFCS |
|---|---|---|
| Online portal expansion and improvements for NH EASY providers, case managers and navigators<br><br>Comprehensive care plan management updates<br><br>Automate CFI grievances reporting and tracking<br><br>Enhance access to NH EASY for ADRCs including intake and dashboards<br><br>Enrolled provider tracking<br><br>Enhancing the CMA/internal dashboards to capture utilization<br><br>Public facing online dashboard to track waiver services data<br><br>Implement Presumptive Eligibility<br><br>Money Follows the Person program into New HEIGHTS | Registry development to track and forecast current and future statewide service and funding needs for DD, ABD and IHS waiver services<br><br>Financial tracking improvements to enhance monitoring of utilization and spending<br><br>Service provider dashboard visibility and notification updates<br><br>Updates to enhance communication during BDS reviews of applications for waiver services<br><br>Incorporation of the individual service agreement (ISA) into the NH EASY system<br><br>Development of an individual and family portal | Data system to link federally required child & parent information from Family Centered Early Supports & Services with the New Hampshire Special Education Information System to improve and ensure the timeliness and efficiency into the special education system<br><br>Family Centered Early Supports and Services System enhancements to ensure federally required data is valid and reliable and to help inform improvement activities<br><br>Updates to incorporate application, eligibility, and care management services for children and youth with special health care needs<br><br>Build out Nurse Consultation Notes section to better capture and report on Nurse Consultation Activities |