<table>
<thead>
<tr>
<th>Agenda</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
</tr>
<tr>
<td>Goal of Pilot</td>
</tr>
<tr>
<td>Tier Piloting</td>
</tr>
<tr>
<td>Activity to Pilot</td>
</tr>
<tr>
<td>Role of KY Cabinet for Health and Family Services in the Pilot</td>
</tr>
<tr>
<td>Standards and Technologies Under Consideration</td>
</tr>
<tr>
<td>Logistics</td>
</tr>
<tr>
<td>Ecosystem</td>
</tr>
<tr>
<td>Defining Success</td>
</tr>
<tr>
<td>Resources/References</td>
</tr>
</tbody>
</table>
# Introduction: Pilot Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Carla Crane</td>
<td>TEFT Grant Project Director and Policy Advisor</td>
<td><a href="mailto:Carla.Crane@ky.gov">Carla.Crane@ky.gov</a></td>
</tr>
<tr>
<td>Thangappan Patturajah</td>
<td>TEFT Grant Project Manager &amp; Chief Technical Officer, Components 3 &amp; 4</td>
<td><a href="mailto:Thangappan.Patturajah@ky.gov">Thangappan.Patturajah@ky.gov</a></td>
</tr>
<tr>
<td>Sheena Batts</td>
<td>TEFT Grant Business Analyst &amp; Project Lead, Components 3 &amp; 4</td>
<td><a href="mailto:Sheena.Batts@ky.gov">Sheena.Batts@ky.gov</a></td>
</tr>
<tr>
<td>Gerry Yantis</td>
<td>Deloitte Consulting Project Director</td>
<td><a href="mailto:gyantis@Deloitte.com">gyantis@Deloitte.com</a></td>
</tr>
<tr>
<td>Anoop Pant</td>
<td>Deloitte Consulting Project Manager</td>
<td><a href="mailto:apant@Deloitte.com">apant@Deloitte.com</a></td>
</tr>
<tr>
<td>Morgan Wexler</td>
<td>Deloitte Consulting Team Lead &amp; Business Analyst</td>
<td><a href="mailto:mwexler@Deloitte.com">mwexler@Deloitte.com</a></td>
</tr>
</tbody>
</table>
Introduction: Organization

- **Who we are:** KY Cabinet for Health and Family Services, TEFT Grantee
- **What we do:** Administer programs to promote the mental and physical health of Kentuckians
- **How involved in services and support:** Deliver and oversee Community Mental Health Centers, Area Development Districts, and private agencies who provide assessment and case management services to beneficiaries of Medicaid Waiver home and community based services (HCBS)
- **Current process:** Private agencies, quasi-government, and Cabinet for Health and Family Services (CHFS) assessors conduct initial screening and Level of Care assessments. Agencies work with beneficiaries/caregivers and the state to determine financial eligibility. As needed, this includes working with CHFS staff of a specific (HCBS) waiver program. Case managers work with beneficiaries/representatives to create a person centric Plan of Care (POC). Case Managers capture case notes and direct service providers to deliver services per the Plan of Care. Agencies bill the state (via Medicaid) for case management and direct provider services. For Person Directed Services the beneficiary/representative approves employee timesheets and Financial Management Agencies (FMAs) bill the state for covered services.
Pilot Introduction:
Business Driver

Expand and enhance LTSS Person Centric planning and service delivery by establishing an initial wave of electronic integration with beneficiaries and providers for both better care and service cost reduction.
Pilot Introduction: No System Prior to April 2015

• Pre-MWMA Solution Landscape
  o Spreadsheets
  o Paper-based processes
  o Local systems

• Pre-MWMA Business Challenges
  o Delays in responding to client needs
  o Inconsistent levels of service
  o Limited person/family centric view across CHFS services
  o Limited reporting and analysis capability
Pilot Introduction: MWMA Provides Person Centric Support Capabilities

MWMA Guiding Principles

- Standardized processes and streamlined access to services (e.g., No Wrong Door)
- Real-Time access to data across Waivers
- Single view of Waiver Individual
- Tools to promote equitable distribution of services based on needs
- Streamline processes to enable faster access to services
- Improved access to information for Individuals/Representatives
- Optimize information sharing amongst providers (securely)
- Engage individuals and authorized representatives via Waiver PHR capability
Pilot Introduction: MWMA Starting Point - Transfer

Key Integration Points
- Medicaid/MMIS
- Integrated Eligibility
- Health Information Exchange (HIE)
- Health Insurance Exchange (HIX)

Application Infrastructure
- Workflows, Tasks, and Notifications
- Master Data Management (MDM)
  - Provider
  - Client/Individual
  - Reference Data

Optional
- Provider Intake & Enrollment
- Service Offerings
- Certification/Licensing/Qualification
- Contracts/Agreements
- Claims Management
Pilot Workflow (December 2015)

No wrong door

Pre-screening → Pre-screening Application → Financial Eligibility Determination → Target Waiver Determination → Capacity Review → Level of Care Assessment → Medicaid Eligibility Determination → Enrollment → Plan of Care Development → Ongoing Waiver Case Management and Monitoring → Annual Re-assessment

Integrated Eligibility System Component
LTSS Case Management System Component

<table>
<thead>
<tr>
<th>Module</th>
<th>Pre-screening</th>
<th>Screening Application</th>
<th>Financial Eligibility Determination</th>
<th>Target Waiver Determination</th>
<th>Capacity Review</th>
<th>Level of Care Assessment</th>
<th>Medicaid Eligibility Determination</th>
<th>Enrollment</th>
<th>Plan of Care Development</th>
<th>Ongoing Waiver Case Management and Monitoring</th>
<th>Annual Re-assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actors</td>
<td>Individual/Family Authorized Representatives Case Managers Direct Service Providers Social Workers Hospital Staff Nursing Facility Staff State Workers Others</td>
<td>Individual/Family Authorized Representatives Case Managers Direct Service Providers Social Workers Hospital Staff Nursing Facility Staff State Workers Others</td>
<td>Application Screeners</td>
<td>Capacity Management Staff</td>
<td>Individual/Family Authorized Representatives Level of Care Assessors Level of Care Reviewers</td>
<td>State Eligibility Workers</td>
<td>Waiver Administrators</td>
<td>Individual/Family Authorized Representatives Case Managers Case Supervisors Waiver Administrators Plan of Care Reviewers</td>
<td>Individual/Family Authorized Representatives Case Managers Case Supervisors Direct Service Providers Incident Reviewers Waiver Administrators</td>
<td>Individual/Family Authorized Representatives Level of Care Assessors Level of Care Reviewers State Eligibility Workers Waiver Administrators</td>
<td></td>
</tr>
</tbody>
</table>
Pilot Workflow

Medicaid Waiver Management Application (MWMA)

- Application Intake & Needs Assessment
- Level of Care Assessment
- Plan of Care
- Case Management
- Incident Management

Waiver Personal Health Record (W-PHR)
- Record Viewing & Updates
- Health History
- Health Education, Information & Forms (future)
- Personal Health Alerts (future)
- DIRECT – Secure email (future)

Plan & Information View/Entry/Print/Request
Beneficiary

Point of Service Providers

KHIE
Medical CCD
eLTSS Plan via C-CDA

Alerts – Future (ER Visit, Hospital Admission)

Send/Receive DIRECT Messages (future)

Case Managers

Direct Service Providers (LTSS) & Point of Service Providers

eLTSS Pilot

eLTSS Plan & Approval

MMIS
As part of the eLTSS Pilot and the MWMA implementation, User Stories 1 & 2 will be implemented incrementally over next 9 months.

• **1st iteration** – Person Centric LTSS Intake, LOC, POC, Case Notes (Complete April 2015)
• **2nd iteration** – LTSS PDS time, Incident Reporting, Capacity Management (December 2015)
• **3rd iteration** – POC eLTSS integration with MMIS (February 2016)
• **4th iteration** – POC accessible to DSP via W-PHR and to PCPs /Point of Service Providers via KHIE (April 2016 in demo environment)
Which Tier are you piloting?

CHFS will be piloting Tier 2
What are you intending to pilot

• eLTSS Pilot includes:
  – Create & Exchange Plan
  – Approve/Authorize Plan/Services
  – Access, View, Review Plan
  – Update Plan

• eLTSS Pilot includes all service providers using MWMA

• Point of Service and Primary Care providers will access/view plan via KHIE integration

• Sub-domains expected to be piloted:
Roles Played by KY CHFS:

• Administrator of HCBS Medicaid Waiver programs
• Maintenance and operation of MWMA system for cabinet staff, agencies, and beneficiaries
• eLTSS plan facilitator/steward
• LTSS/case management info
• LTSS/Service Provider System (not EHR/EMR functionality)

KY CHFS Roles in eLTSS Pilot:

• Map data elements in MWMA Plan of Care to the eLTSS suggested dataset & identify gaps
• Test and implement eLTSS Plan of Care components
Standards Under Consideration

• Tier 2
  – CCD and CCDA for medical records into W-PHR
  – CCDA (transport of eLTSS Plan as a PDF, not dataset)
  – IHE technical frameworks
Pilot Logistics

• Timeline – (April 2016 is end date for round one pilots)
  – System Testing Complete: March 2016
  – Complete Round 1 eLTSS Pilot: April 2016

• Challenges:
  – Standard that supports eLTSS
  – MMIS readiness for eLTSS
Pilot Ecosystem

• **MWMA Project Team:**
  – CHFS functional leads, project management, operational support
    • Department for Medicaid Services (DMS)
    • Department for Aging and Independent Living (DAIL)
    • Department for Behavioral Health, Developmental, and Intellectual Disabilities (DBHDID)
    • Office of Administrative and Technology Services (OATS)
  – Deloitte Consulting: MWMA and eLTSS solution development, operational support

• **Kentucky Office of Health Benefit and Information Exchange (KOHBIE)**
  – Kentucky Health Information Exchange (KHIE)
How do you define success

• eLTSS exchange successfully implemented with MMIS
  – Metric: Number of Plans approved by Quality Information Organization

• eLTSS Plans viewed by Point of Care Provider/Primary Care Physicians via KHIE
  – Metric: Number of Plans viewed

• Beneficiaries engaged electronically in Plan development, health management, and monitoring
  – Metric: Number of Plan views via MMWA
  – Metric: Number of transactions in Waiver PHR (e.g., views, entries)
Helpful References

• CHFS Medicaid Waiver Management Application website:
  http://chfs.ky.gov/dms/mwma.htm

• Kentucky Health Information Exchange website:
  http://khie.ky.gov