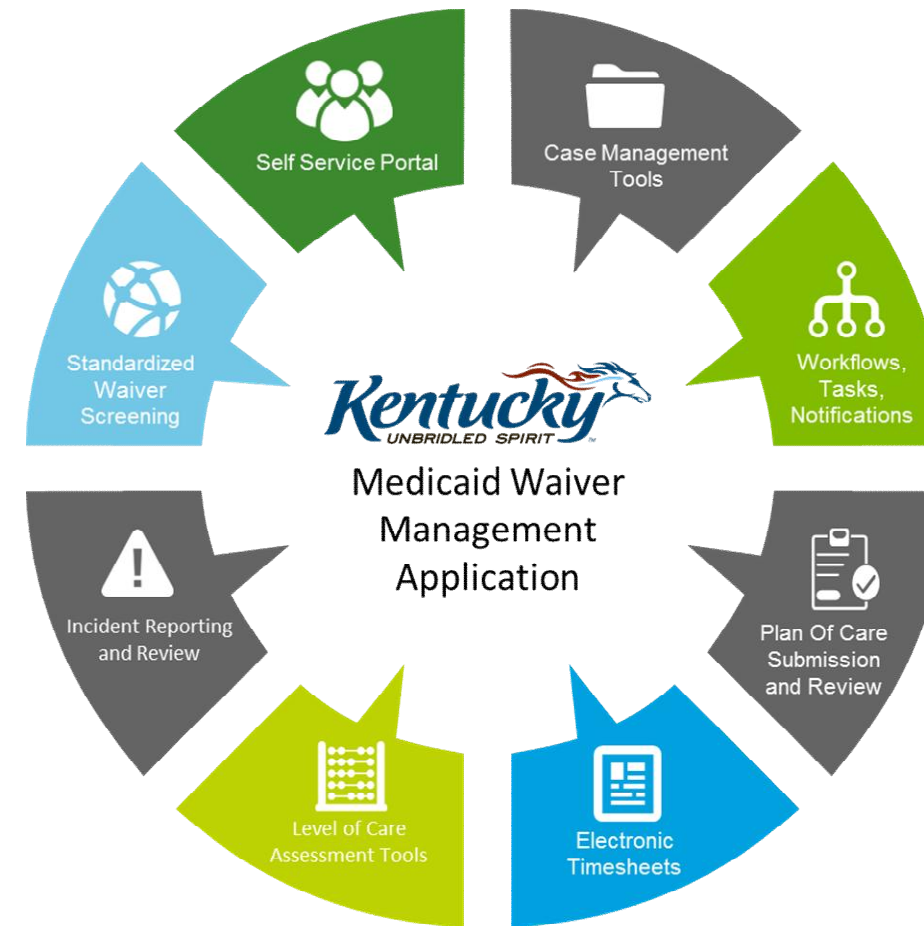




## Improving Access to Home and Community Based Waiver Services

Build upon the ACA Transformation to Integrate Waiver and Medicaid Eligibility Processes



## Speaker Introductions

**Dana McKenna (Dana.McKenna@ky.gov)**



Branch Manager

Kentucky Cabinet For Health and Family Services,  
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**Anoop Pant (apant@Deloitte.com)**



Senior Manager  
Deloitte

- Project Manager for KY's MWMA Solution
- Implement solutions for streamlining delivery of home and community based services

This session will highlight how Kentucky is leveraging the ACA Transformation to improve access to HCB services

Citizens face many hurdles in accessing Home and Community Based Waiver Services

- Confusing application process
- Individual must find the right waiver
- Significant delays and effort for enrollment
- Hurdles lead underutilization of HBCS

## Leverage ACA Transformation



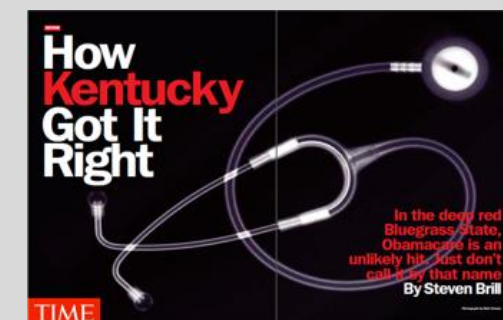
- 484,000+ Individuals have enrolled so far
- 367,000+ Individuals have conducted pre-screenings



1<sup>st</sup> place honors in the health and human services category by The Center for Digital Government's 2014 Digital States Survey



Government Technology's Top 25 Doers

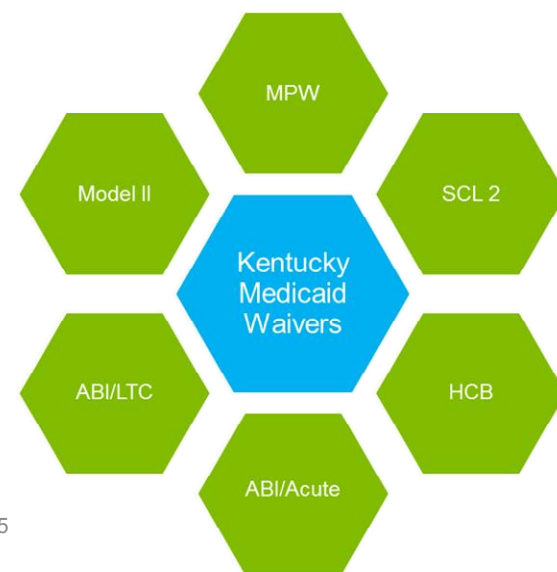


# Kentucky Landscape



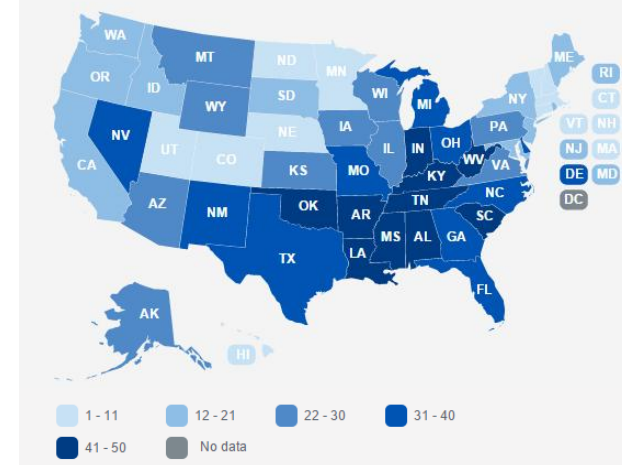
# Kentucky's Overall Landscape

- 26<sup>th</sup> largest state in US with a population of ~4.4 million
- 47<sup>th</sup> in the overall health outcomes in US
- \$7.9 Billion in Total Medicaid spending in 2014
- 36% of Medicaid Enrollees are Aged or Disabled, and utilized 63% of the Total Medicaid Spending
- 6 Home and Community Based Service 1915(c) waivers with ~25,000 enrolled individuals
- HCBS Expenditures accounted for 37.3% of total LTSS Expenditures
- Kentucky has been awarded the Balancing Incentive Program (BIP) and TEFT Grants

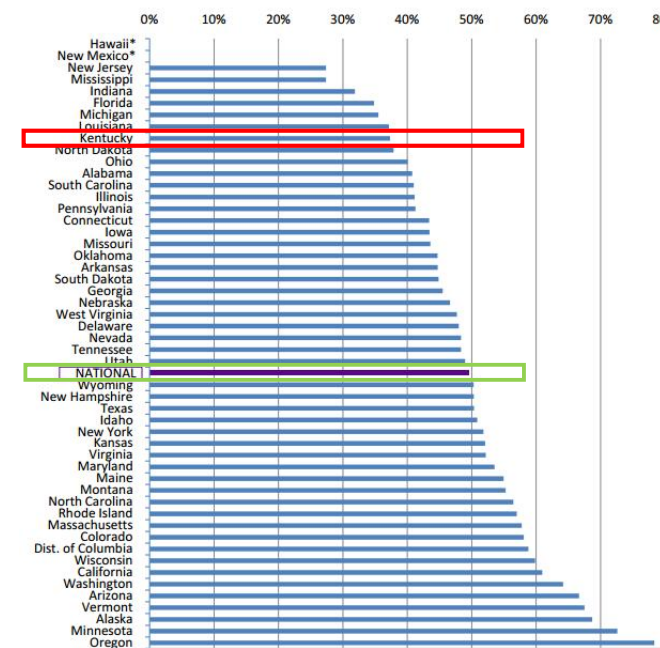


5

National Ranking: Overall Health Outcomes



Medicaid HCBS Expenditures as a % of Total Medicaid LTSS Expenditures



# Opportunities to Enhance Delivery of Home and Community Based Services in Kentucky

1

## MONITORING OUTCOMES

Need for an IT system that automates the various waiver processes and integrates with other existing enterprise systems

2

## STANDARDIZED PROCESSES

The processes, policies, and procedures vary by waiver.

3

## LEVEL OF CARE ASSESSMENT

The tools and processes required improvement. Some disconnects between the level of care assessment, the plan of care, and the need for services.

4

## ELIGIBILITY AND ENROLLMENT TIMEFRAMES

Multiple agencies and steps were involved before a person can be enrolled in waiver services.

5

## BUDGET

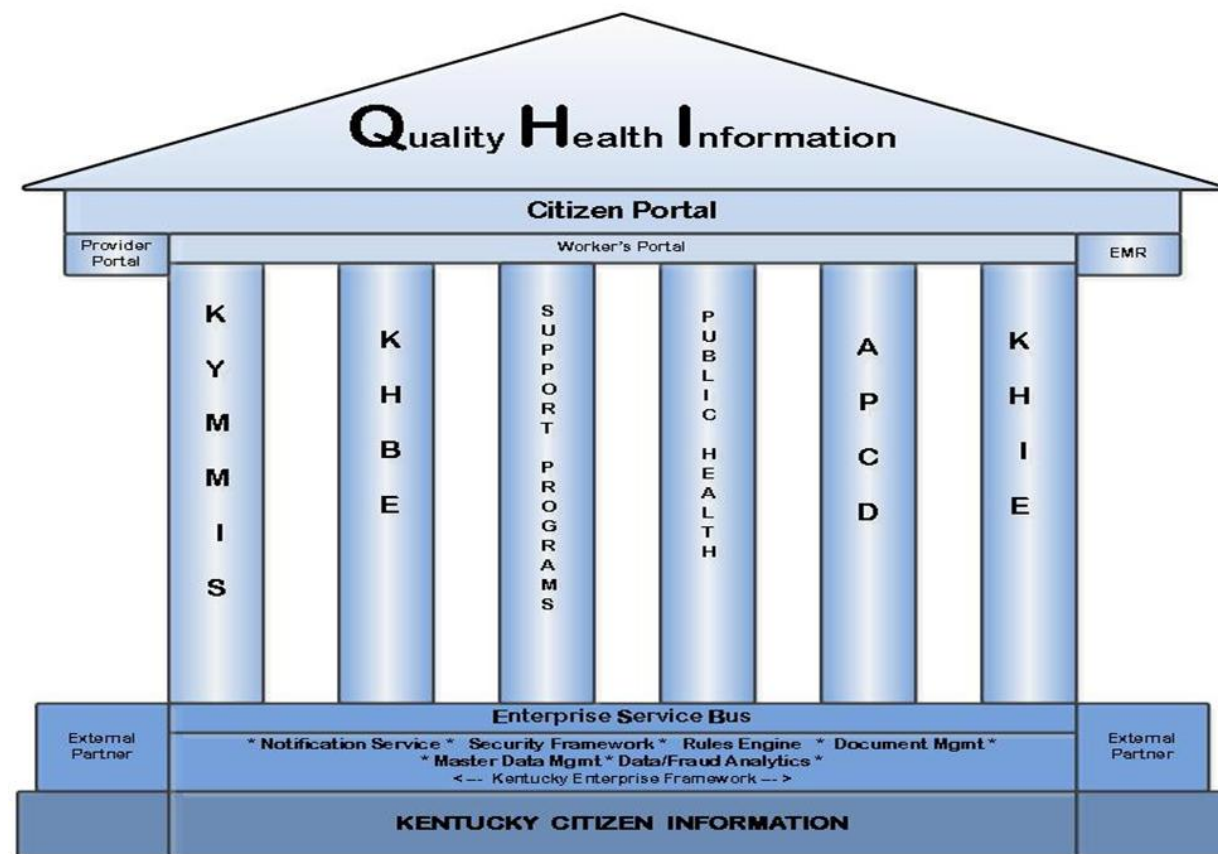
Waiver program costs and demand for services have continued to climb, while state funding has decreased, placing enormous pressure on cost containment strategies.

# Transformations Underway in Kentucky



# Quality Health Information

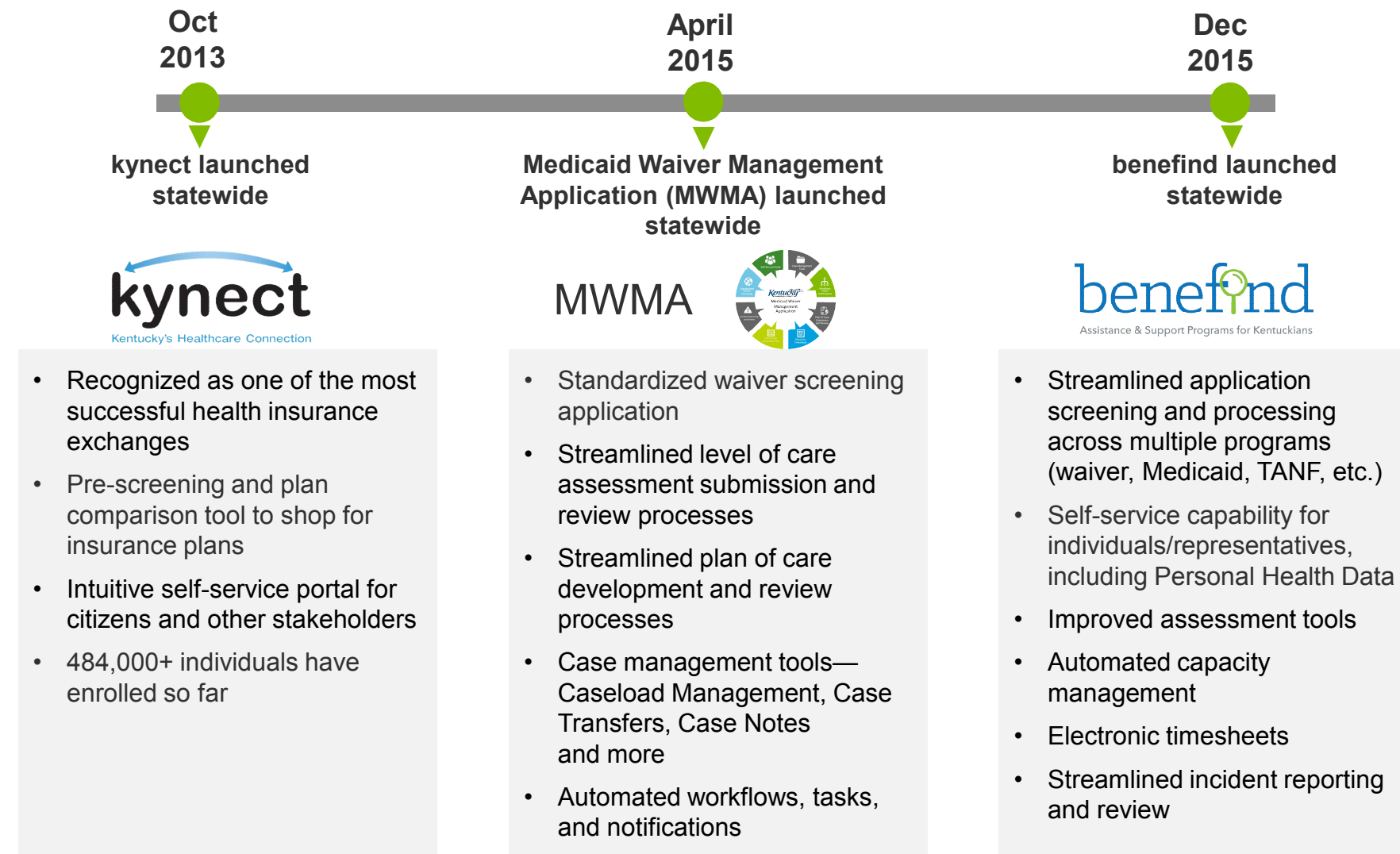
## Kentucky's Strategic Vision for Healthcare Transformation



- Kentucky developed a Health IT framework
- Integrated IT vision to support an integrated HHS organization
- Striving for single view of the individual
- Focus on improved delivery and quality of health care

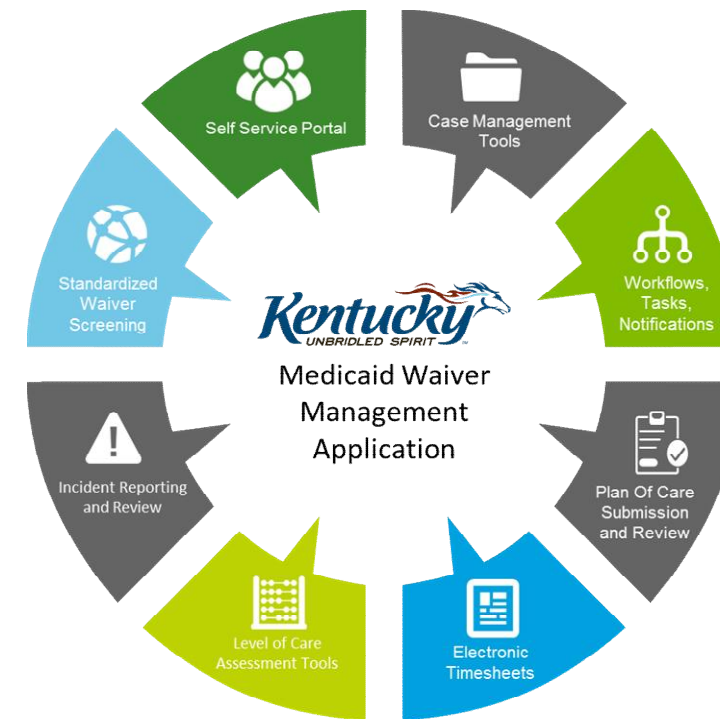


# Key Transformations



## Deep Dive – 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 among providers

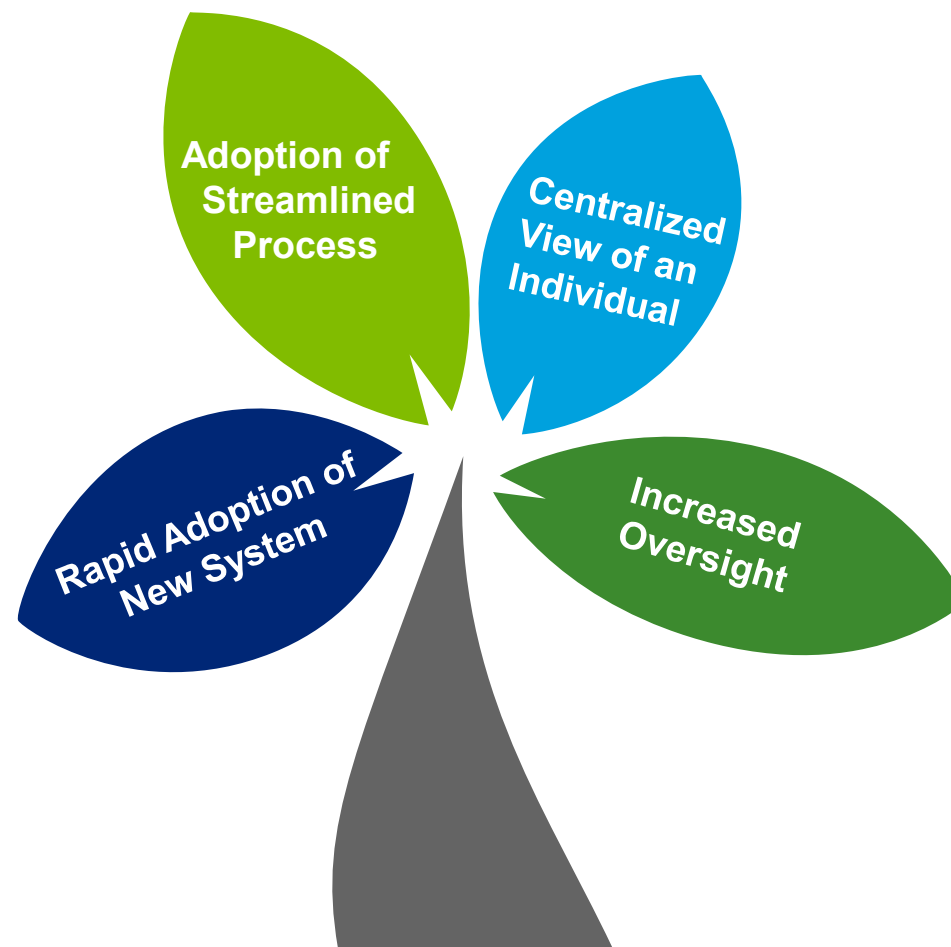


# Results and Leading Practices



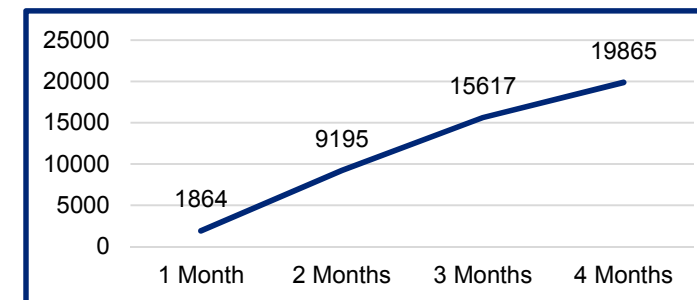
# Results

## Encouraging Results and Widespread Adoption



### **Rapid Adoption Of New System**

- 150+ Agencies and 1,100 Case Managers use the system
- 90% Individuals transitioned to new system



- Adoption of Streamlined Process**  
More than 450+ Applications, 900+ Plans of Care and 39,000 case notes submitted

- Centralized View of an Individual**  
Easy access to information for case managers and waiver administrators

- Increased Oversight**  
Waiver Administrators can monitor the bottlenecks in the waiver business processes and track exceptions

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## Leading Practices

Increase End User Awareness and Focused Adoption Strategies

### Intensive Training

- Face-to-face training sessions
- Self Paced Web Based Trainings, Job Aids, and Tip Sheets
- Agencies self sustaining for training users

### Outreach

- Early Adopters - Involve Agencies in Testing
- Communicate regularly
- Communicate via different channels

### Post Implementation Support

- Early Adopters – Involve key agencies to adopt system faster
- Providing hi-touch personalized support to Agencies
- Call Center to provide assistance
- Share adoption metrics with overall user base

# Future Roadmap



# Future Roadmap

The Transformation Has Just Started



Mobile Application



Offline Tools



Incident Management



Timesheet Management



Personal Health Record



Budget Management



Business Intelligence Tools



Integrated Assessment Tools



State Funded Programs

# Open Discussion





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