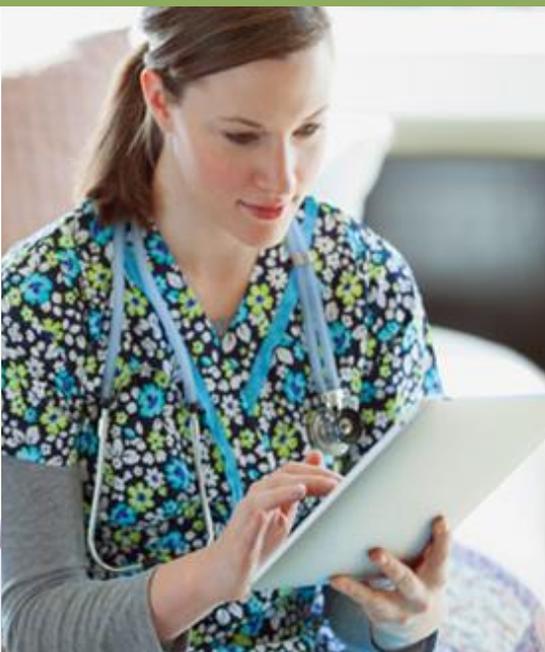




Outstanding Care Through Innovative Technology

Brooke Boswell
Product & Implementation
Shared Health



Company Information

- Subsidiary of BCBST; affiliate of BlueCare TN.
- Developed to work with Medicaid Managed Care Organizations outside of Tennessee.
- Help managed care organizations improve the services they provide to their members.
- Specialize in managed care solutions for the underserved, chronically ill, and long-term services and supports populations.
- Since we are affiliated with BlueCare TN, we are using much of the experience with BlueCare in Tennessee.
- Other experience will be used for the technical evolution discussion.



So...What Are We Talking About Anyway?!?

- **What is MLTSS?**

- Managed Long-Term Services and Supports
 - Home and Community Based Services
 - Nursing Facility Transition
 - Nursing Facility Care
- 21 States Integrated with Managed Care Organizations
- Future of MLTSS

- **What We Like About MLTSS**

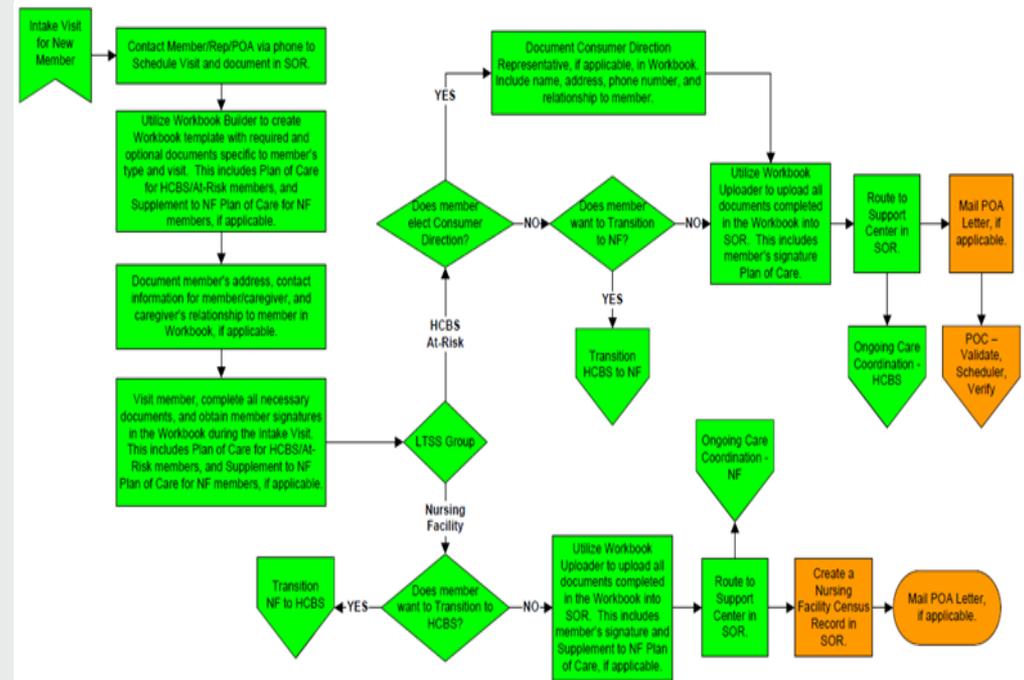
- Program Benefits Address Social Needs
- Win for all involved
- Opportunity to develop close ties to the member



Improvements

- **Business Process**
 - Started with policies and procedures
 - Workflows
 - Support Center
- **Support Center**
 - Level 2 MLTSS Customer Service
 - Administrative Support and Service Scheduling
 - Create less customer friction
- **Training**
 - Role Specific Trainings
 - Mentor Program
 - Ride Along/Shadowing

Intake Visit for New Member



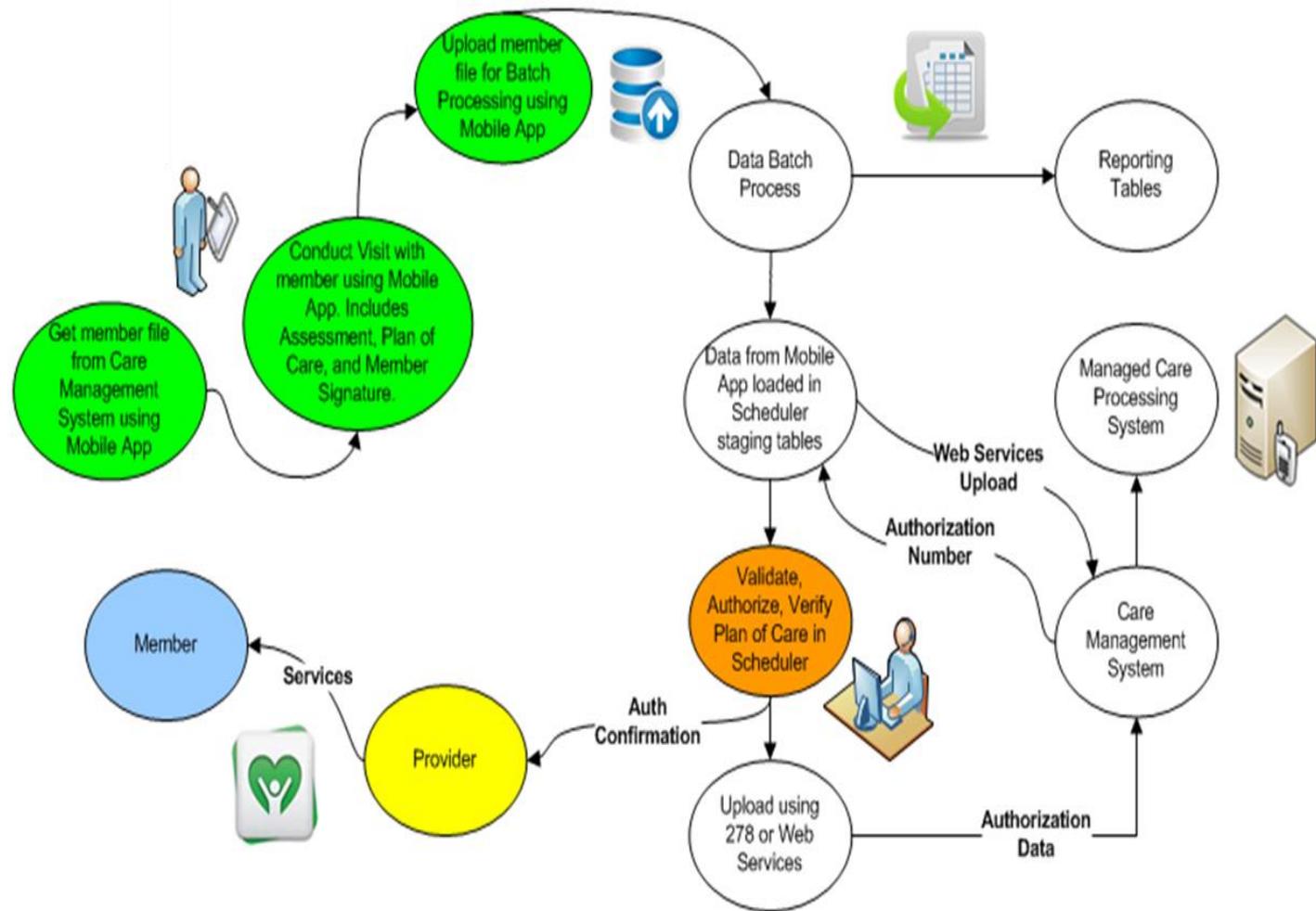
Technology Journey

Things
were
baaaaad!!!!

- **Technology Interference with Member Experience**
 - Power
 - Connectivity
 - Setting Up Office
 - Dogs, Goats and Bears – OH MY!
- **From Paper to Mobile Communications**
 - Large Technology Footprint
 - Individual Forms
 - Reduced Technology Footprint
 - Workbook
 - Workbook Builder
 - Small Technology Footprint
 - Mobile App



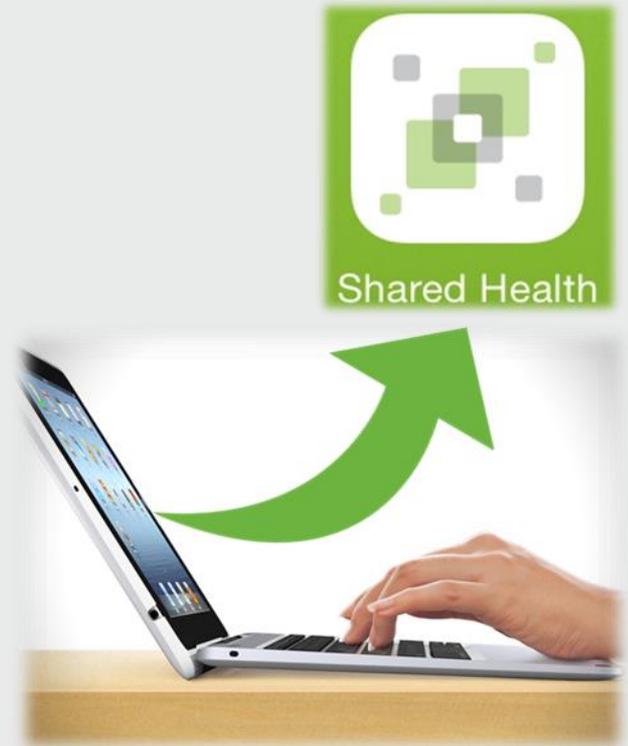
MLTSS Software Process



Role/Responsibility Legend
Care Coordinator
Member
LTSS Systems
Support Center Staff
Provider

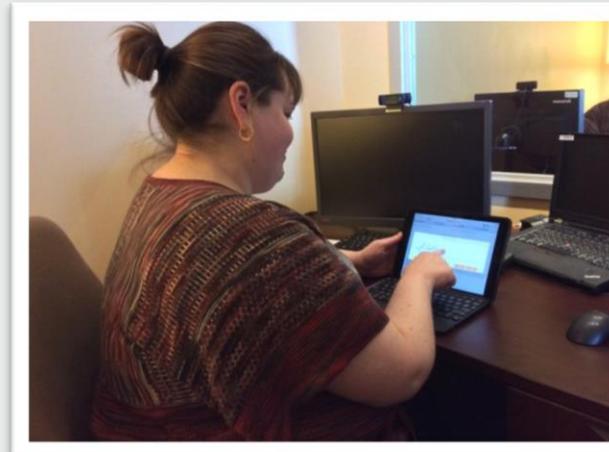
Mobile Application

- Remote Tool – can be used without Wi-Fi connection
- Builds documents from the visit with the member and sends data to a System of Record landing when connected to the network
- Answers are populated by drop-down selections, slide tabs, or free text fields, creating uniformity and consistency within documents
- Can be used with three primary operating systems (Windows 8, iOS, and Android)
- Decreases the hardware footprint
- Connects via web services
- Encrypts all data within the app iPad Camera for scanning
- Creates a simple forms flow for the care coordinator
- Reduces friction within the visit



Testing the Mobile App

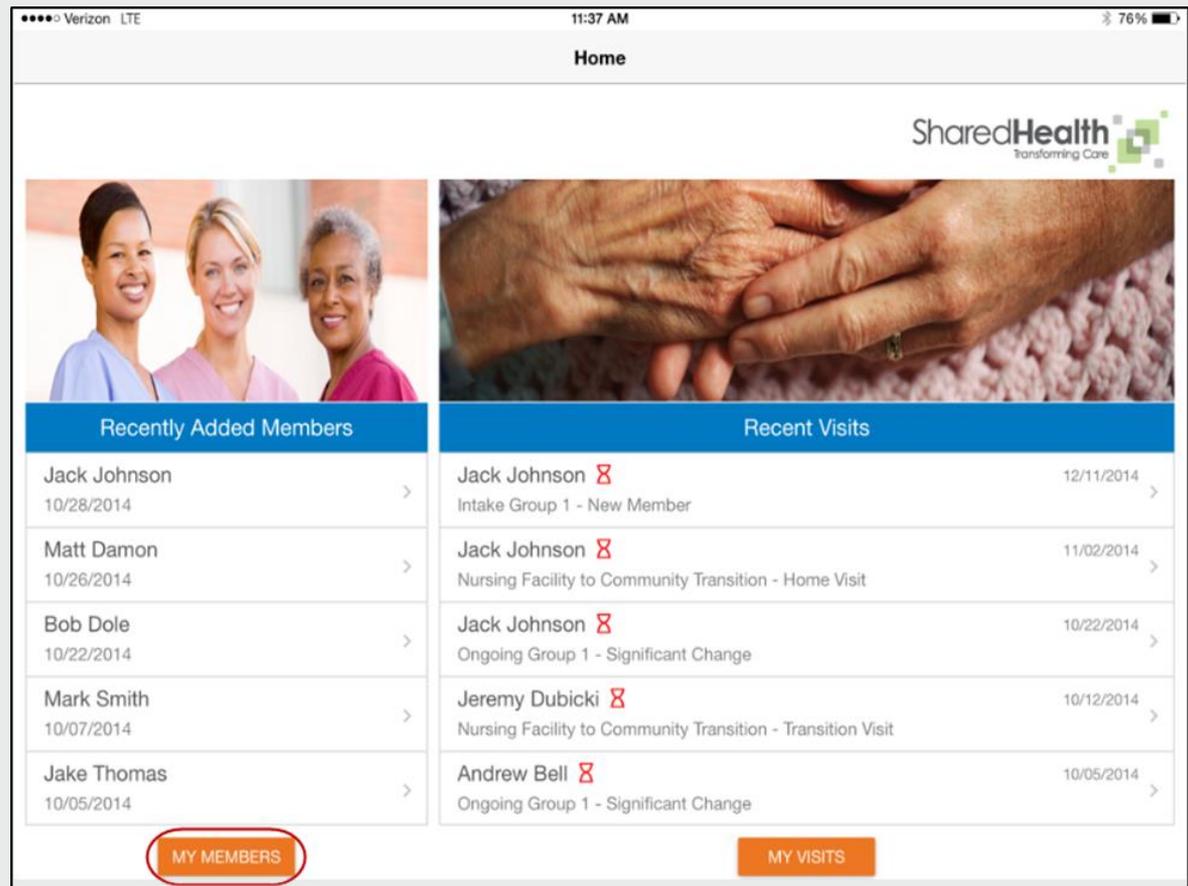
- **Usability Center**
 - Mobile App Testing
- **Return on Investment (ROI)**
 - Early studies indicate mobile app is more efficient than existing process
 - 11 Users Tested
 - 81% of users were 16.7% faster in the Mobile App than in the Excel Workbook
 - Once changes are made based on feedback from testing, we expect to see efficiency increases between 20% and 30%.
 - For every 5% of increased efficiency, we will realize approximately \$1 million dollars of savings annually



USABILITY CENTER

Mobile App Demo

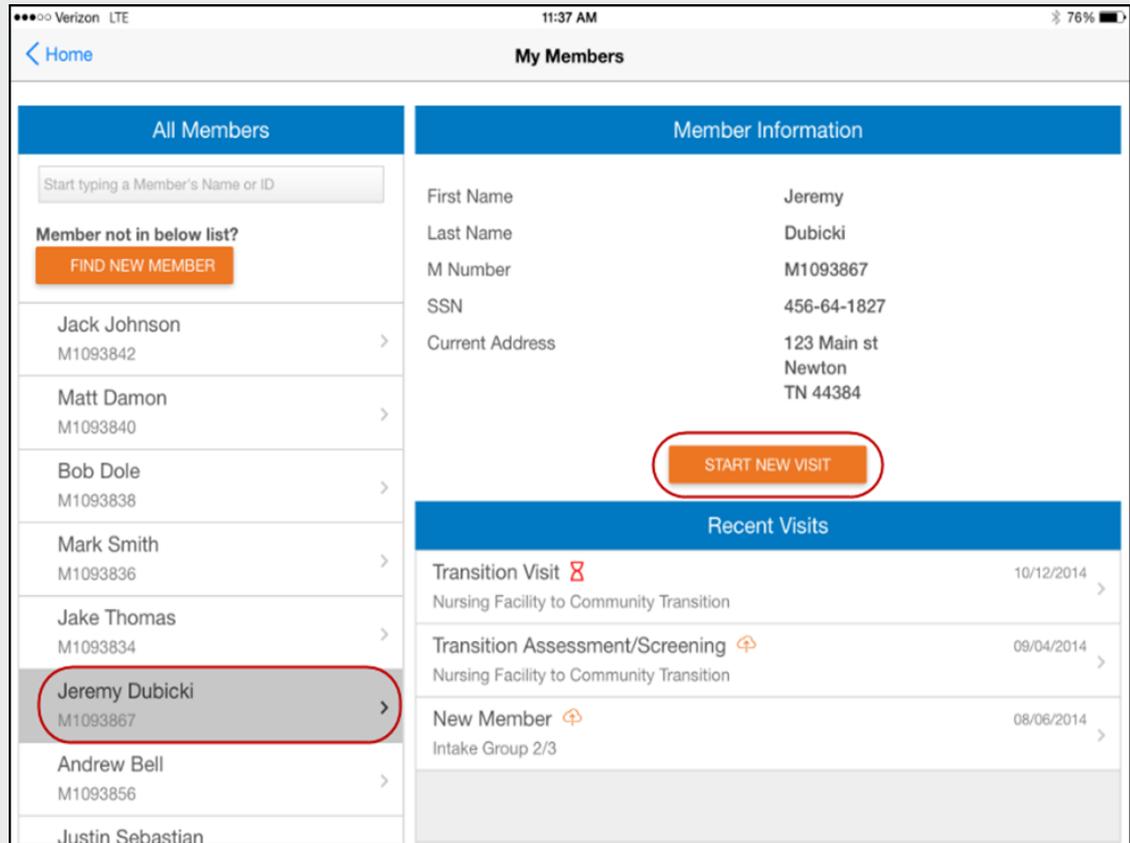
- Home Screen
 - Specific to each Care Coordinator
- Select by
 - My Members
 - My Visits



Mock Data

Mobile App Demo

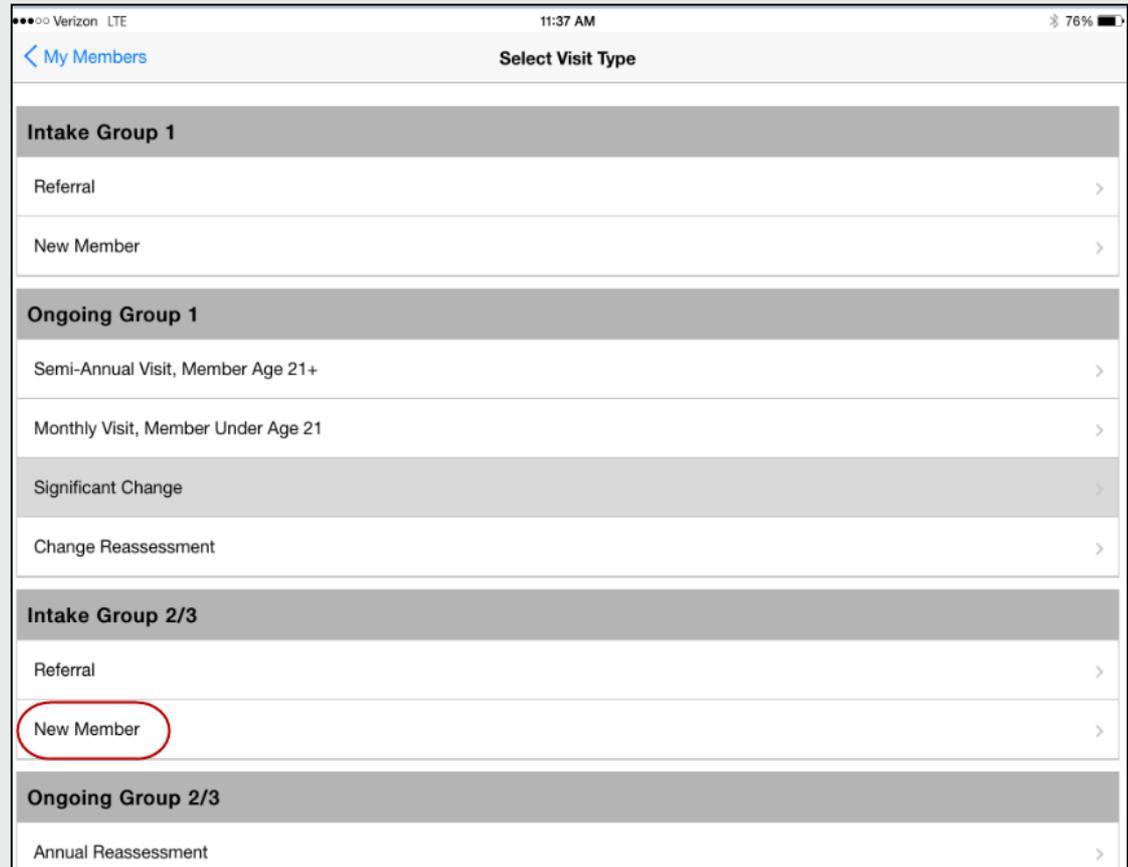
- **My Members Selection Screen**
 - Member information is preloaded from System of Record
- **To Select Member:**
 - Select Member from List; or,
 - Search for Member
- **To Start Visit:**
 - Select from Recent Visit; or,
 - Start New Visit



Mock Data

Mobile App Demo

- **Select Visit Type Screen**
 - Approximately 20 different visit types



Mock Data

Mobile App Demo

- **Forms Screen**

- Approximately 70 different MLTSS forms
- Forms are selected by member's category and visit type
- Required forms already queued
- Optional forms can be added by selecting form
- In this example, 13 forms are required, and 21 are optional

Verizon LTE 11:37 AM 76%

< Select Visit Type Forms Member Information

Intake Group 2/3 - New Member

Required Forms in Current Visit 13

- Member Information
- Freedom of Choice
- Patient Liability Acknowledgement
- Home Safety Monitoring Checklist

Available Optional Forms 21

- MCO LTSS Eligibility Checklist >
- Pre Admission Evaluation >
- Pre LOC Tool >
- Release of Information >
- Level of Care Reassessment >
- PAE Addendum >

Selected Optional Forms 0

Tap the items in Available Options Forms to add them to visit

Mock Data

Mobile App Demo

- **Member Information Screen**

- Some information is prepopulated from System of Record
- Required fields denoted with asterisk
- Drop-downs boxes are prepopulated with common answers
- Select Primary Diagnosis Code

Verizon LTE 11:37 AM 76%

< Forms Member Information Freedom of Choice

First Name	Jeremy	Address 1	123 Main st
Mid Initial		Address 2	
Last Name	Dubicki	City	Newton
Date of Birth	Jun 15, 1982	State	TN
Social Security Number	456-64-1827	Zip	44384
Medicaid Number	32423424	County	Central
M Number	M1093867	Phone Number*	(123) 123-1234
Gender*	Choose One	Primary and Other Diagnosis	
Marital Status*	Choose One	ICD-9	Choose One
Ethnicity*	Choose One	Other	
Race*	Choose One		
Medicare Carrier*	Choose One		

Role*	Name*	Relationship	Phone Number*	
Choose One	Name	Relationship	() - -	+

Mock Data

Mobile App Demo

- **Signature Page**

- Member or authorized individual can sign directly on tablet
- Date stamps are populated on all signature pages
- Signatures can be cleared and reset if errors occur

The screenshot shows a mobile app interface for a 'Freedom of Choice' form. At the top, the status bar shows 'Verizon LTE', '3:59 PM', and '96%' battery. The app header includes a back arrow, 'Previous Form', 'A A' font size controls, 'Freedom of Choice' title, a home icon, and 'Next Form'. The form content includes: Name: Jeremy Dubicki, SSN: 456-64-1827, DOB: 06/15/1982, M Number: M1093867. A note states: 'After you decide, you can change your choice at any time as long as you qualify to get care in the setting you pick.' A prompt asks to 'Please check one of the boxes below to show your choice: *'. Two radio button options are shown: 'I Want to Receive Care in a Nursing Facility' and 'I Want to Receive Care in my Home or Community'. Below these are explanatory paragraphs about CHOICES and provider selection. The applicant information 'Applicant/Member: Jeremy Dubicki' and 'Medicaid or SSN: 456-64-1827' is displayed. A large 'Sign Here' button is highlighted with a red box. Below it is a signature capture area with the prompt 'Signature of person who wants long-term care (or their authorized representative):' and a handwritten signature. At the bottom of the signature area are three buttons: 'ERASE', 'SAVE', and 'CANCEL'.

Mock Data

Mobile App Demo

- **Visit Forms Screen**

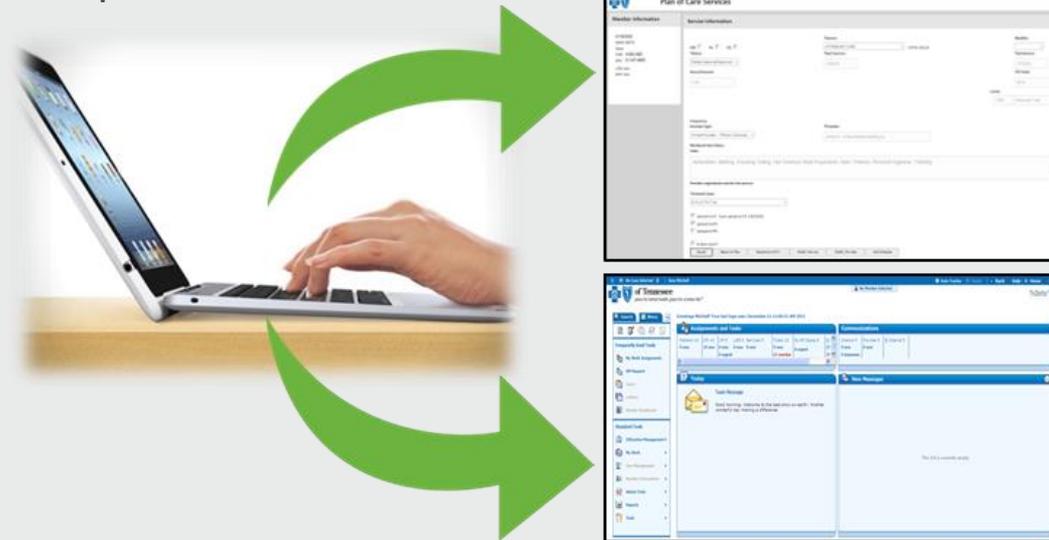
- Lists all selected forms
- Show form completion percentage
- Shows completion status:
 - Green = Complete
 - Yellow = Incomplete
- To edit or complete form, select the orange edit pen

Status of Forms for Visit			
Name: Mark Smith	SSN: 513-67-9665	DOB: 10/09/1965	M Number: M1093836
Intake HCBS - New Member			
Member Information - 100%	Required		
Freedom of Choice - 100%	Required		
Patient Liability Acknowledgement - 100%	Required		
Home Safety Monitoring Checklist - 0%	Required		
Risk Agreement - 0%	Required		
Plan of Care Services - 0%	Required		
Plan of Care Summary - 0%	Required		
Task Hour Guide - 100%	Required		
Cost Neutrality Determination - 0%	Required		
Provider Plan of Care - 0%	Required		
Provider Selection List - 0%	Required		
Advanced Directives - 0%	Required		
Cost Neutrality Acknowledgement - 0%	Required		
Minor Home Mod Summary - 0%	Optional		

Mock Data

Automation of Data

- Mobile App is used to create the forms for the visit types
- Automatically Uploads the information into the Scheduler for scheduling services
- Automatically Uploads the information into the Case Management System of Record
- Connected using Web Services
- All data can be reported



Upload to Scheduler

- Completion of forms triggers member's services to be scheduled
- Services are assigned to providers
- The number of service hours provided are determined by assessment and member's responses to questions on forms

Plan of Care Services

Member Information

M1093836
MARK SMITH
Male
DOB: 10/09/1965
SSN: 513-87-9665
LTSS: N/A
MFP: N/A

Service Information

CEA Int CO

*Service: ATTENDANT CARE HPCS: 55125

*Status: Partial Approval/Approval

*Start Service: 1/8/2015

Hours/Amount: 4.25

Modifier: [dropdown]
*End Service: 1/7/2016
YTD Total: 5219

Limit: 1000 Hours per Year

Frequency:
*Provider Type: Formal Provider - THCare (Choices)
*Provider: 4258015 - A Plus Medical Staffing Inc

Workbook Start Status:
Tasks: Ambulation, Bathing, Dressing, Eating, Hair Washed, Meal Preparation, Nails Trimmed, Personal Hygiene, Toileting

Provider negotiated a rate for this service:

*Schedule Type: M,Tu,W,Th,F,Sa

Upload to CA (last upload to CA: 1/8/2015)
 Upload to EVV
 Upload to PPL
 Is Retro Auth?

Cancel Return to Plan Resubmit to EVV Modify Service Modify Provider Add Schedule

Mock Data

Upload to Scheduler

- All member services, per member's Plan of Care, are listed
- Start and end dates for services
- Total hours/units allotted for each service
- Days of the week scheduled for service
- Status of requested services

Plan of Care Services

Member Information

M1093836
MARK SMITH
Male
DOB: 10/09/1965
SSN: 513-67-9665
LTSS: N/A
MFP: N/A

Plan Detail

Plan

- New
- Suspend
- Resume
- Terminate
- History

Add Short Term Stay
Send Referral
Referral History

Case Number: DUAT08442

Plan of Care Name

*Plan Start Date

*Primary Diagnosis Code

*Status

*Plan End Date

Care Plan Services

Index	Action	Service	Provider	CD	CEA	Interim	Retro	Verified Date	Start Date	End Date	Total Units	Hrs/Amt	Schedule Type	Status	Start Status	
1	N	ATTENDANT CARE	4258315 - A Plus Medical Staffing Inc				N		1/8/2015	1/7/2016	\$321	4.25	M,Tu,W,Th,F,5a	Partial Approval/Approval		Modify Provider
0	M	HOME DELIVERED MEALS	4258825 - GA Food Service Inc				N		1/8/2015	1/7/2016	0	1	Su,M,Tu,W,Th,F,5a	Incomplete		Verify
0	M	PEBS - MONTHLY MONITORING	4334087 - ADT LLC				N		1/8/2015	1/7/2016	0	24	Monthly	Incomplete		Verify

Page 1 of 1

Mock Data

Upload to System of Record (SOR)

- Data from Mobile App uploads to System of Record
- 3 different Master Progress Notes
- Each Master Progress Note pulls in the information specific to the Mobile App workbook that is attached
- Workbook is attached to Master Progress Note and can be downloaded

The screenshot shows a web application interface for adding a progress note. At the top, there are navigation buttons: 'Open Entry', 'Add Progress Note', 'Back to Progress Notes', and 'Full Text V'. Below these are several input fields: 'Subject' (containing 'PPOC'), 'Security' (a dropdown menu showing 'Level 3'), and 'Category' (a dropdown menu showing '<Select>'). There are also fields for 'File' and 'Select Template:'. A checkbox labeled 'This is a member interaction' is checked. Below the form is a rich text editor with a toolbar containing options for font, size, color, bold, italic, underline, bulleted list, numbered list, link, unlink, and image. The main content area displays a 'Master Progress Note' with the following text:
Visit Type Ongoing Group 2-3 Change Reassessment
Withdrawal From Consumer Direction 9/23/2014
Reason for Voluntary Withdrawal: Member does not want to hire/supervise workers anymore.
Plan of Care Services 9/23/2014
CHOICES Cost Neutrality/Expenditure Cap Determination 9/23/2014
Total HCBS Cost: 42357.25
Total HH/PDN Cost: 0.0000
Grand Total In-Home Care Cost: 42357.25
Plan of Care Summary 9/23/2014
Provider Selection List 9/23/2014
Population Health Integration 9/23/2014
Narrative
CC met with members daughter in the home. She is requesting to withdraw from CD.
Visit Type Ongoing Group 2-3 Change Reassessment
Withdrawal From Consumer Direction 9/23/2014
Reason for Voluntary Withdrawal: Member does not want to hire/supervise workers anymore.
Plan of Care Services 9/23/2014
CHOICES Cost Neutrality/Expenditure Cap Determination 9/23/2014
Total HCBS Cost: 42357.25
Total HH/PDN Cost: 0.0000
Grand Total In-Home Care Cost: 42357.25
Plan of Care Summary 9/23/2014
Provider Selection List 9/23/2014
Population Health Integration 9/23/2014
Narrative
CC met with members daughter in the home. She is requesting to withdraw from CD.
At the bottom of the interface, there are buttons for 'SAVE', 'SPELL CHECK', 'CLEAR CONTENT', 'DOWNLOAD FILE' (highlighted with a red box), and 'CANCEL'.

Mock Data

Upload to System of Record (SOR)

- Data from Scheduler uploads to System of Record via Web Services

Review UM Case: [REDACTED]

Request Info [Edit](#)

Request Received Date: 11/3/2014 7:54 AM
 Medium
 Medical, Pre-Authorization
 D
 Case Manager, SSN

Assigned To
 Web Service Received

Review Action
 Next Review 10/23/2014 5:12:29 PM
 Set By Web Service Received

Last Note [More Notes](#)

MODIFIER CODE: UD
 PRICING:

Contact Name/Phone #:

Notes:
 (Enter Notes)

[Save Note](#)

Case Source:
 Web Service

Delegate System:
 CCA

CONTINUE
[Launch Guideline](#)

FINISH REVIEW
[Enter Decision](#)

[Document Notification](#)

Skip to Section [Expand All](#)

General Information [Edit](#)

Place of Service: Home
Type of Care: Elective
Patient Risk: No BHO Coordination
Auth Status Summary: Pending Decision

Case Phase:
 Intake Working Waiting Decided
 Completed

Services and Secondary Procedures [Expand](#)

Service/Procedure:

Code and Description	Code Set	Dates	Units	Status
S5161 Emergency response system; service fee, per month (excludes installation and testing)	HCPCS -	09/01/2014 - 10/23/2014	2	Approved
S5170 Home delivered meals, including preparation; per meal	HCPCS -	09/21/2014 - 10/23/2014	24	Approved
S5125 Attendant care services; per 15 minutes	HCPCS -	09/23/2014 - 10/23/2014	6288	Approved
S5150 Unskilled respite care, not hospice; per 15 minutes	HCPCS -	09/23/2014 - 10/23/2014	356	Approved
S5125 Attendant care services; per 15 minutes	HCPCS -	09/23/2014 - 10/23/2014	1488	Approved

Mock Data

It's All About Communication

- Pushing data to the CCs
 - Queuing to push visit date to the CCs
 - Information about the member
 - Information about the caregiver
 - Incorporate the information into our assessments and plans of care
- Use voice capabilities and allow better human interaction while being more invisible to the process
- Use translate button for people who do not speak English
- Using the speak technology to identify cultural differences



Technology to Improve the Experience

- Technology needs to turn a well defined process into a free flowing information exchange.
- When you empower someone to take control of their own health, it is amazing.
- We want to create a frictionless environment in the member's home:
 - We do not want the Care Coordinators to be concerned about anything but member care.
 - It is a difficult environment.
 - Less Friction = Reliable, Relevant (unique service), Valuable (we need to better understand our cost), Trustable (need to proactively meet our customer's needs).
- Creates efficiencies, reduces errors & improves overall quality care and member satisfaction.



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