Your Speakers Today

**Gerry Yantis**
- 34 years IT experience, 19 of those years in Health
- National co-lead for Deloitte Consulting LTSS/HCBS offering
- 4 years working with clients on LTSS/HCBS

**Anoop Pant**
- Senior Manager at Deloitte with 10 years of experience in implementing solutions to manage various aspects of Long Term Services and Supports

**Doug D’Ambra**
- Manager at Deloitte Consulting with nearly decade of LTSS experience
- Involved in over 15 LTSS deployments across 3 states

**Jessica Lehfeldt**
- Senior Consultant at Deloitte with 5 years of experience with Integrated Eligibility Systems and Long Term Services and Supports
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<td>Gerry Yantis &amp; Doug D’Ambra</td>
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Trends Disrupting our Current Market Landscape

LTSS Programs
1. • High cost individuals
   • Growing service demand
   • More with less
   • Managed LTSS

Technology
2. • Cloud
   • Platform Products
   • Digital / IoT
   • Health Interoperability

Legislative
3. • HCBS Final Rule
   • 21st Century Cures Act
   • CMS Reform of LTC Facilities
   • State specific legislation
Adapting to Change
The Only Constant is Change: How do States Adapt?

01 Where are We Today?

02 Where do We Want to Go?

03 How do We Get There?
Custom Deep Dive
Areas to Consider when building a Custom Solution

Advantages
• There are several benefits to a custom solution:
  − Aligns with existing methodology for HCBS solution
  − Integration with existing solution
  − Fully customizable to meet all requirements

Disadvantages
• States should consider the following:
  − Impact to existing roadmap against currently prioritized items
  − Timeline and cost to develop from scratch
  − Integration with existing solution and effort to regression test

Opportunities
• Provides new openings for States with:
  − Flexibility to change/update the solution when needed
  − Ability to control the rollout and overall timeliness of modifications

Challenges
• Potential barriers to success:
  − Availability of resources to design and develop the solution
  − Backlog of de-scoped priority items removed from the existing roadmap

Custom solutions allow the state to design a system to meet specific business requirements
### Areas to Consider when Procuring a COTS Solution

#### Advantages
- There are several benefits to a COTS solution:
  - Proven product that has been tested and built for streamlined deployment
  - Fixed cost due to previously defined features

#### Disadvantages
- States should consider the following:
  - Rigidity for customization of core functionality
  - Control over prioritization of features/enhancements for future releases

#### Opportunities
- Provides new openings for States with:
  - Availability of resources to focus on other projects due to packaged nature of solution
  - Defined upgrade scope and cycle

#### Challenges
- Potential barriers to success:
  - Ability to integrate/API with other solutions
  - Ability to quickly adapt to future changes in business/policy/legislation

COTS solutions enable quick market penetration with rigidity towards future customization
A Crisis Exists

- High Cost of Ownership
- Aging Infrastructure
- Risk of Failure
- Redundant Apps. & Fragmentation
## Demystifying Cloud

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<th>Scalability</th>
<th>Cost Allocation</th>
<th>Time to Value</th>
<th>Sustainability</th>
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<td>Leverage a high availability, proven platform that is secure, scalable, and finely tuned to handle all your workload needs</td>
<td>Align payment for usage with business benefit, negate large upfront technology investment</td>
<td>Utilize a platform extensible to handle business needs, deploy off-the-shelf applications in a fraction of the time</td>
<td>With upgrades already built in, you will be guaranteed to always be using the latest technology</td>
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<th>Human Capital</th>
<th>Cost Efficiencies</th>
<th>World Class Apps</th>
<th>Risk Management</th>
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<td>Increase investment in processes, innovation and value add functions, reduce investment in Keep-Lights-On activities</td>
<td>Leverage a pool of resources made available to a broad user base, taking advantage of true economies of scale</td>
<td>Design and deploy applications that enable streamlined processes and creative user experience</td>
<td>Take advantage of the most robust, world class information security practices and technologies</td>
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Deloitte. Knows LTSS

Delivery Experience  Industry Excellence  Innovative Approach

- Program & Case Management
- Integrated Eligibility with No Wrong Door
- Electronic Visit Verification
- Provider Network Adequacy with Oversight
- MLTSS Oversight (MCO Monitoring)

What can Deloitte do to help your LTSS/HCBS program? Contact one of us and find out.

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Question?