Tennessee’s Journey: LTSS of the Future
TENNESSEE’S JOURNEY TO LTSS OF THE FUTURE

1. National Forces of Change

2. Tennessee’s Journey to a LTSS of the Future
   - Our Goals
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   - Telehealth
   - Nudging and Predictive Analytics
   - Care Coordination

Topics

What's Next? Potential Future Innovations to Continue Transformation

- Telehealth
- Nudging and Predictive Analytics
- Care Coordination
Meet the Speakers

Dallas Dowel
- Assistant Deputy of Business Operations, Long Term Services and Supports, TennCare, State of Tennessee
- 7+ years of LTSS policy and systems experience

Cathryn Van Namen
- Person Centered Design Expert
- 17 years of Organizational Change Management, Workforce Strategy, and Training Excellence

Sri Yegnasubramanian
- System Integration and Medicaid SME
- 10 years of Health Care Tech and Public Sector experience
Icebreaker:
Would you rather have all traffic lights you approach be green or never have to stand in line again?

Never Waiting in Line Again
All Green Lights

Zoom Tutorial
How to “stamp” on Zoom

Step 1:
Select “View Options” on top of screen and select “Annotate”

Step 2:
Select “Stamp” from toolbar

Step 3:
Select which stamp you’d like to use

Step 4:
Vote!
National Forces of Change
There has been an increase in reporting requirements from CMS and the fed on a number of variables such as enrollment numbers, transition trends, enrollment capacities, etc.

As nursing facilities have become hotspots for COVID outbreaks, the demand for home and community-based services (HCBS) may increase. Social distancing measures require the LTSS ecosystem to adapt to new operational processes, like working with clients virtually.

Each person has unique needs of different levels and types, from intellectual and development disabilities to chronic long-term physical conditions. These need to be met with the services and plans that provide the best support for that person and can be monitored appropriately end to end.

A rise in interest to leverage Managed Care Organizations for service delivery pushes states to think about program administration changes but also oversight and transparency activities.

The way we approach providing long term care is undergoing change nationwide.
Tennessee’s Journey to the LTSS of the Future
TENNESSEE’S JOURNEY TO LTSS OF THE FUTURE

Tennessee’s Goals for their LTSS of the Future

- **Enhanced user experience**: Use human-centered design methodology to give staff a superior user experience.
- **Focus on workload**: Help managers and workers prioritize the most important tasks.
- **Reduction in duplicative manual actions**: Enable staff to focus on tasks requiring higher level of cognition by automating manual actions.
- **Use of production proven enterprise assets**: Design features like notices, reports, and document management on production-proven infrastructure.
- **Access to data (no silos)**: Exchange data in real time to avoid siloed data and manual lookups.
- **Data integrity and quality**: Create a system of checks, balances, and validation for data accuracy and consistency.
- **Modern technology**: Use a modern technology stack that leverages a cloud-based infrastructure to allow system to be flexible and scalable.
- **Security and compliance**: Be fully compliant with industry-standard security practices, including enhanced user access and authentication.
Sound Familiar?

Which of the below goals does your state or agency share?

- Improve Data Quality
- Reduce Manual Tasks
- Simplify Data Sharing & Integration
- Expand Programs
- Enhance User Experience
TENNESSEE’S JOURNEY TO LTSS OF THE FUTURE

Driving Creativity, Improvements, and Innovation

- Improvements
  - Integrating to Enterprise Security
  - Workforce Alignment

- Creativity
  - Program Group Modernization
  - Fostering Relationships with MCOs

- Innovation
  - LTSS Modernization & System Implementation
  - Enhanced Self Service Experience
Changing Where We Were...

- Capture Pre-admission Evaluation Details in System 1
- Manage Appeals in System 4
- Manual reporting, noticing, & no data visualization
- Manually track Enrollment Capacities and Waitlists
- Manually Enter Enrollments in System 2
- Limited Dashboards and transparency of Workload
- Manually Share/Retrieve LOC/Medicaid Information with System 3
- Katie Beckett Population managed in System 5
- Varied experiences for our members by program and service
- No Self Service Portal for Applicant/Members
Changing Where We Were...

- Single System to execute all major LTSS business functions
- System automation to streamline workflows and speed up tasks
- Interfaces to sync Medicaid and Member Information seamlessly
- Manage Appeals in System 4
- Katie Beckett Population managed in System 5
Changing Where We Were...

- Manual reporting, noticing, & no data visualization
- Dynamic and filterable Tableau Reports, automated Waitlists and Noticing
Changing Where We Were...

Real time dashboards showing workload and upcoming activities
TENNESSEE’S JOURNEY TO LTSS OF THE FUTURE

Changing Where We Were...

Varied experiences for our members by program and service

Common experience for empowered members
Changing Where We Were...to Where We’ll Be

Single System to execute all major LTSS business functions

System automation to streamline workflows and speed up tasks

Interfaces to sync Medicaid and Member Information seamlessly

Dynamic and filterable Tableau Reports, automated Waitlists and Noticing

Real time dashboards showing workload and upcoming activities

Common experience for empowered members
APPLICATIONS OR ASSESSMENTS can come from an integrated self-service portal or directly through our new application management system

A SINGLE SYSTEM can handle all LTSS enrollment capacity, assessment, adjudication, and enrollment functions

NOTICES (available electronically or by mail) are automatically generated, bundled, and sent

INFORMATION is automatically shared between relevant systems without worker intervention, including Level of Care (LOC), Medicaid, enrollment, and MCO data

APPEALS can be both filed and worked within the same system

A faster, simpler, and more accurate method of benefit allocation and maintenance

ALL TRANSACTIONS are audited and managed securely, and member information is handed off to MCOs for a common provider and care coordination experience

NOTICES (available electronically or by mail) are automatically generated, bundled, and sent
Tennessee’s Integrated and Modular Approach to LTSS
Energizer

Would you rather be a great cook or have a chef?

Great Cook

Have a Chef
What’s Next?
Potential Future Innovations to Continue Transformation
Problem Statement

It can be challenging to meet with an individual living in a remote location or with someone with limited transportation/mobility. This challenge is further exacerbated during times of crisis, like the current COVID-19 pandemic.

Resolution

Individuals can leverage virtual chats and video conferencing to get quick answers, schedule virtual assessment visits, and get timely updates – all from a safe, secure and integrated platform that can be leveraged by LTSS staff for simplified case management.
Problem Statement
As many states and federal incentives work to move LTSS populations from facilities back into their communities, agencies may need support determining which individuals may be best suited for transition.

Resolution
Based on historical transitions and monitored trends, identify the variables that are common among individuals who have successfully transitioned from facilities to HCBS. Use this data to integrate nudging principles into LTSS systems and processes.
Problem Statement

Providers often have disparate applications and standards for care coordination, making it difficult for LTSS agencies to get a complete picture of individuals’ quality of care and completeness of care.

Resolution

A centralized platform that pulls normalized inputs from all partners to create a 360-degree view of care provided to an individual and empowers agencies to improve their oversight and their confidence in care coordination.
Q&A