

Deloitte.



Custom.COTS.Cloud: A Balancing Act
August 28, 2017

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



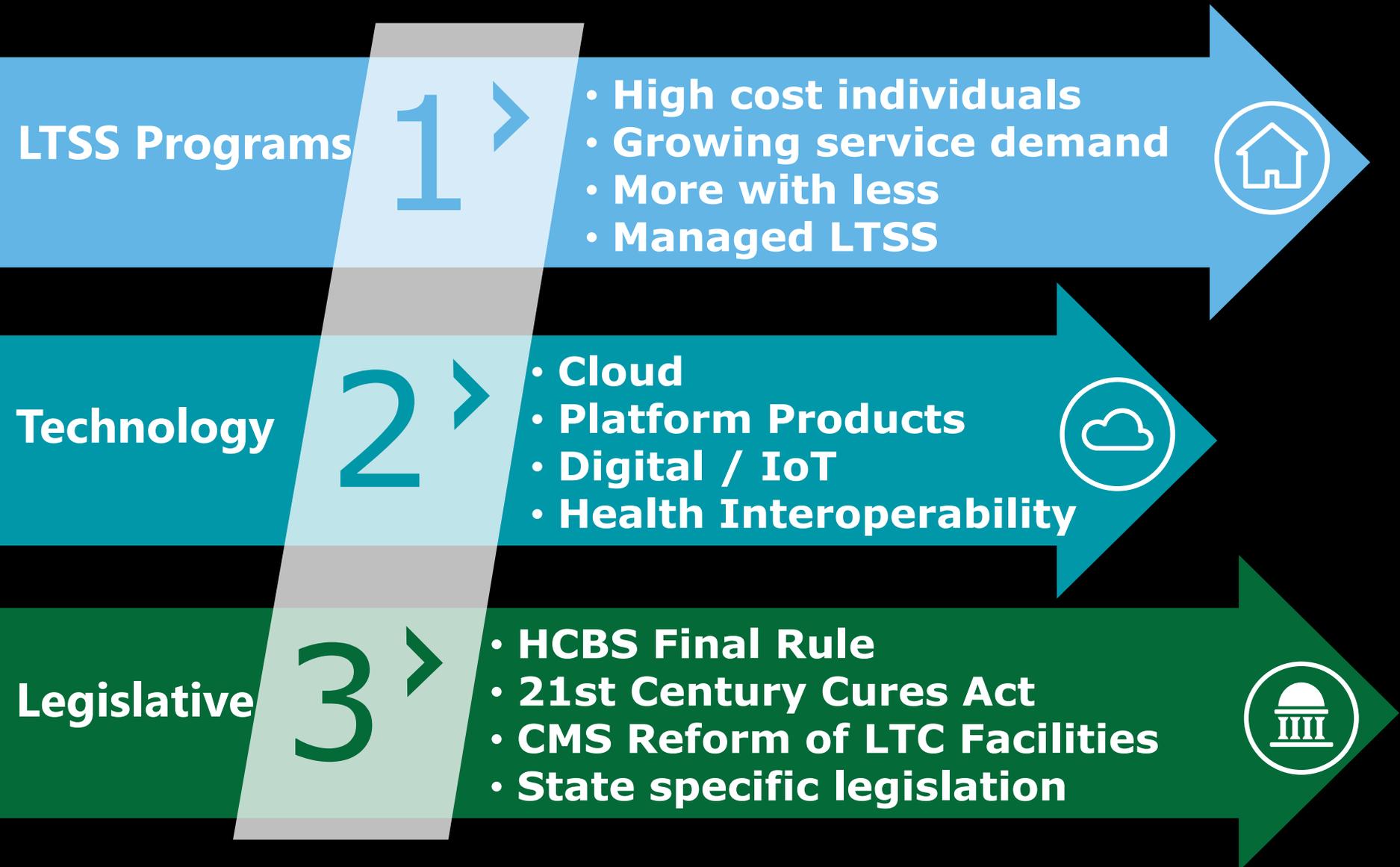
Jessica Lehfeldt

- Senior Consultant at Deloitte with 5 years of experience with Integrated Eligibility Systems and Long Term Services and Supports

Agenda

Topic	Presenters
Welcome / Introduction	Gerry Yantis
Market Disruptors and Trends	Gerry Yantis & Doug D'Ambra
Adapting to Change	Doug D'Ambra
Opportunities for Adapting	Jessica Lehfelddt, Doug D'Ambra & Anoop Pant
Closing / Panel Q&A	Gerry Yantis

Trends Disrupting our Current Market Landscape



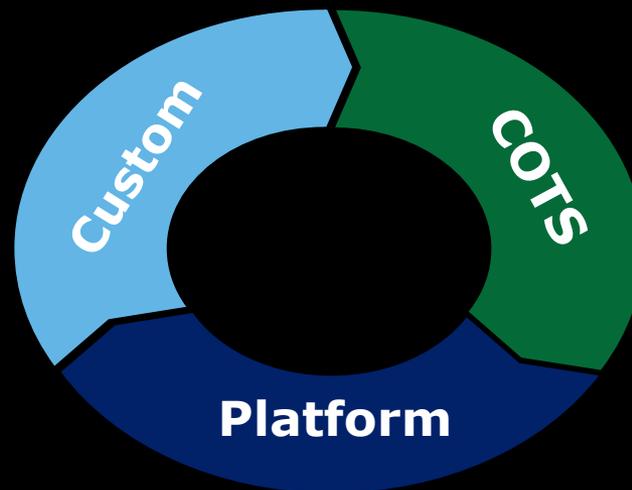
Adapting to Change

The Only Constant is Change: How do States Adapt?

01 Where are We Today?

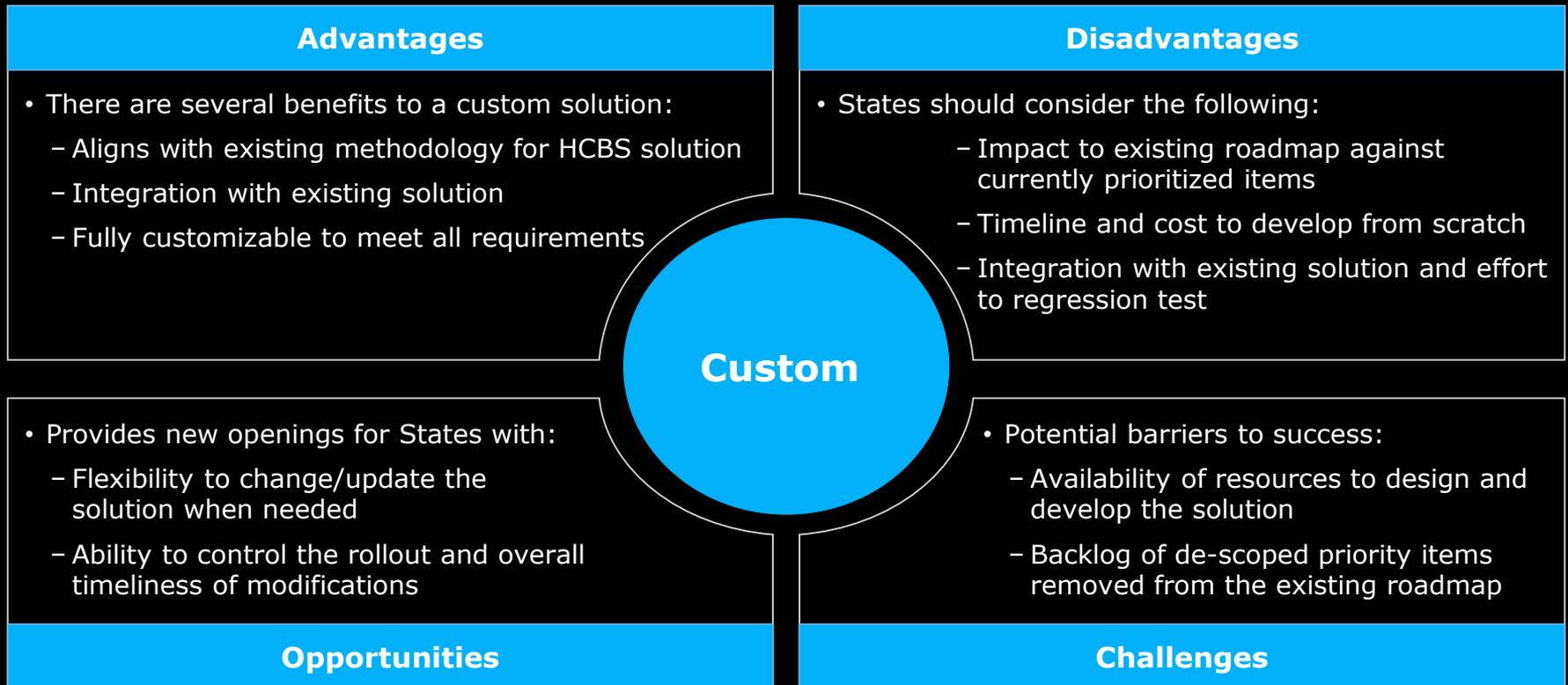
02 Where do We Want to Go?

03 How do We Get There?



Custom Deep Dive

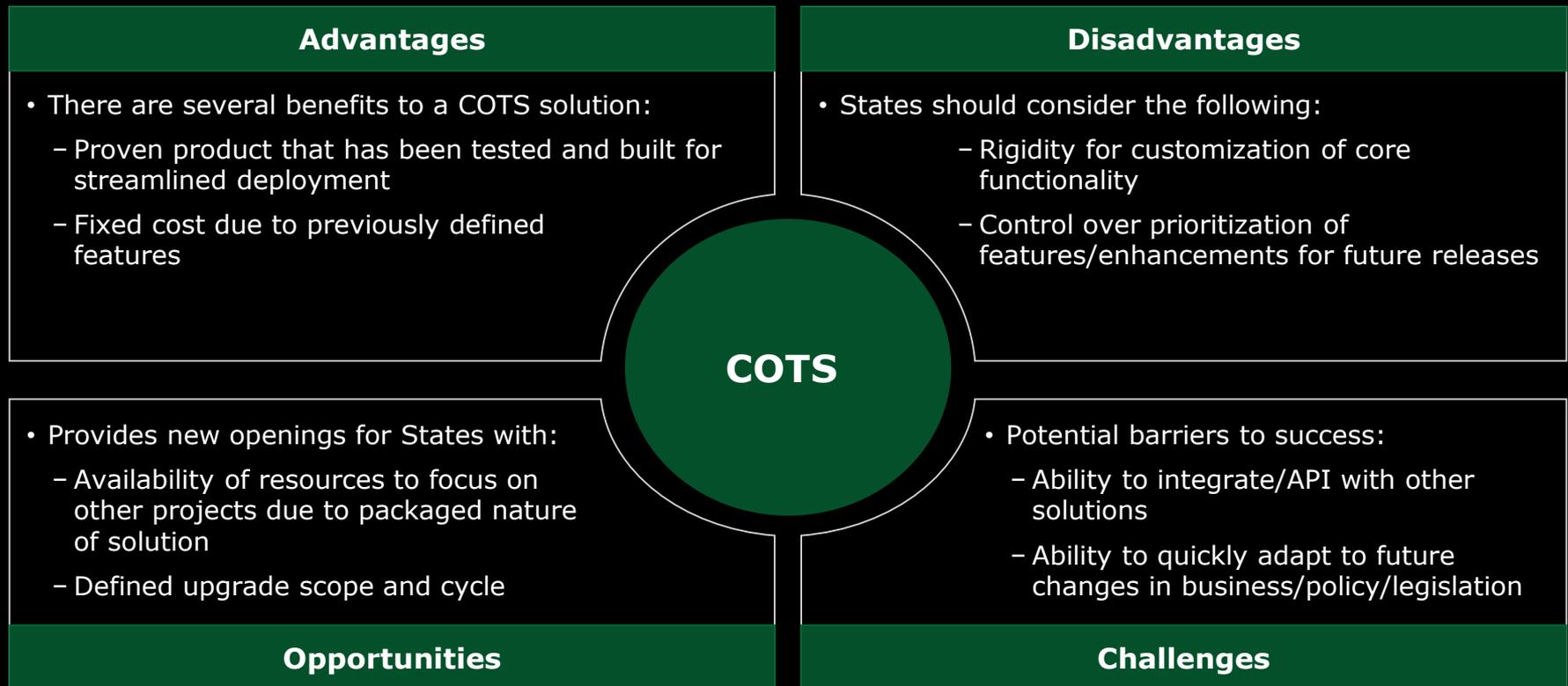
Areas to Consider when building a Custom Solution



Custom solutions allow the state to design a system to meet specific business requirements

Commercial 'Off-The-Shelf' (COTS) Deep Dive

Areas to Consider when Procuring a COTS Solution



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

Scalability



Leverage a high availability, proven platform that is secure, scalable, and finely tuned to handle all your workload needs

Cost Allocation



Align payment for usage with business benefit, negate large upfront technology investment

Time to Value



Utilize a platform extensible to handle business needs, deploy off-the-shelf applications in a fraction of the time

Sustainability



With upgrades already built in, you will be guaranteed to always be using the latest technology

Human Capital



Increase investment in processes, innovation and value add functions, reduce investment in Keep-Lights-On activities

Cost Efficiencies



Leverage a pool of resources made available to a broad user base, taking advantage of true economies of scale

World Class Apps



Design and deploy applications that enable streamlined processes and creative user experience

Risk Management



Take advantage of the most robust, world class information security practices and technologies

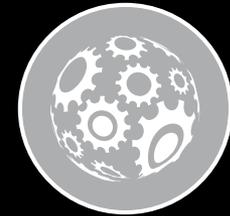
Deloitte. Knows LTSS



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.

Gerry Yantis

Managing Director

Deloitte Consulting LLP

+1 571 205 3256

gyantis@deloitte.com

Doug D'Ambra

Manager

Deloitte Consulting LLP

+1 973 602 4353

ddambra@deloitte.com

Gerry Yantis

Managing Director

Deloitte Consulting LLP

+1 571 205 3256

gyantis@deloitte.com

Doug D'Ambra

Manager

Deloitte Consulting LLP

+1 973 602 4353

ddambra@deloitte.com

Question?



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