



The TEFT Demonstration: Testing Experience and Functional Tools in Community-Based Long-Term Services and Supports

In March 2014, the Centers for Medicare & Medicaid Services (CMS) awarded Testing Experience and Functional Tools (TEFT) grants to nine states to test quality measurement tools and demonstrate e-health in Medicaid community-based long-term services and supports (CB-LTSS). The grant program, spanning 4 years through March 2018, was designed to field test a cross-disability experience of care (EoC) survey and a set of functional assessment items, demonstrate personal health records, and create an electronic LTSS service plan standard. The nine states that received grant awards were Arizona (AZ), Colorado (CO), Connecticut (CT), Georgia (GA), Kentucky (KY), Louisiana (LA), Maryland (MD), Minnesota (MN), and New Hampshire (NH).

TEFT Components

Grantees participated in one or more of the four demonstration components:

- **Experience of Care (EoC) Survey.** The EoC survey elicits feedback on beneficiaries' experience with the services they receive in Medicaid CB-LTSS programs. In 2016, the survey received the Consumer Assessment of Healthcare Providers and Systems ([CAHPS](#)) program trademark and the National Quality Forum ([NQF](#)) endorsed 19 quality measures derived from the survey. The component was tested by all state grantees: AZ, CO, CT, GA, KY, LA, MD, MN, and NH.
- **Functional Assessment Standardized Items (FASI).** Under prior initiatives, CMS invested in the development of standardized functional assessment items for assessing Medicare post-acute care recipients. TEFT grantees tested similar items for assessing individuals served in Medicaid CB-LTSS programs, in addition to including a person-centered focus. This component was tested by AZ, CO, CT, GA, KY, and MN.
- **Electronic Long-Term Services and Supports Service Plan Standard (eLTSS) and Personal Health Record (PHR).** The Office of the National Coordinator for Health Information Technology ([ONC](#)) partnered with CMS to identify and harmonize a service plan standard to enable electronic exchange of information relevant to the care of individuals receiving CB-LTSS ([ONC Tech Lab Wiki page](#)). This component was tested by CO, CT, GA, KY, MD, and MN. Grantees designed, tested and launched use of electronic PHR systems for beneficiaries of CB-LTSS. Information available in a PHR may assist beneficiaries, their families, and/or caregivers in making care-related decisions and encourage a more active role in managing care, with the potential to facilitate more efficient care and enhanced outcomes for beneficiaries and their families. This component was tested by CO, CT, GA, KY, MD, and MN.

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