State of New Hampshire
LTSS Enhancements Roadmap

2024-2025

2024 Roadmap

RELEASE 0

Completed Enhancements
May

RELEASE 1

CFI Dashboard & Enhancements
~June

RELEASE 2

Automate CFI Waiver Request *
~July

RELEASE 3+4+5

Release 3: Provider Portal Case View & Doc Upload *
Release 4: NH EASY Step-by-Step Tutorials *
Release 5: MEA Bridge Process Enhancements
~September

RELEASE 6

MEA Tracking Enhancements
~November

RELEASE 7+8

Release 7: Online Portal for NH EASY Providers, CMAs & Navigators *
Release 8: Long Term Care User Experience Assessment
~December

Scheduled releases and developments are subject to change

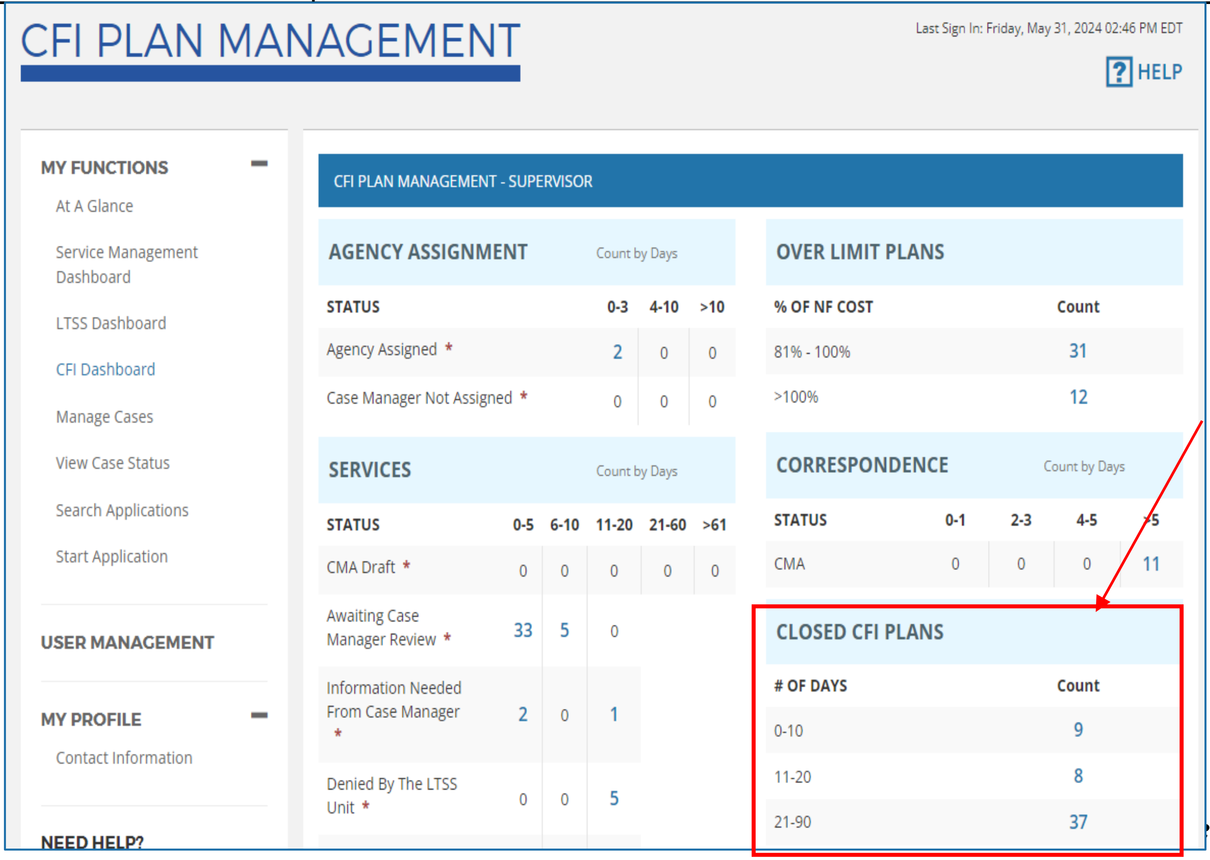
**** These releases are part of the System of Care for Healthy Aging (SOC) Enhancements***

Production Date	05/31/2024

Release 0 – CFI Dashboard: List CFI Plans Closed in Past 90 Days

Complete

#	Release Scope	Impact
2	Cases are dropping off the CFI Plan Management Dashboard as they are closed. The scope of this change includes displaying the closed cases/plans (closed in past 90 days) on the dashboard for case managers, regardless of the current intake status *(see **Figure 2** below).*	The increased visibility of these cases (after closure) for Case Managers on the CFI Plan Management Dashboard will allow them to track past services and assist individuals in reopening cases for CFI services.



Display includes all closed CFI plans

2. NH EASY ‘Closed CFI Plans’ Grid

Tentative Production Date	06/21/2024

Release 1 – CFI Dashboard & Enhancements

Complete

<table>
<tr><th>#</th><th>Release Scope</th><th>Impact</th></tr>
<tr><td>1</td><td>Changing the service authorization time bands on the CFI Dashboard to better align with the service tracking and approvals.

<table><tr><th>Current</th><th>Future</th></tr><tr><td>0-14</td><td>0-5</td></tr><tr><td>15-30</td><td>6-10</td></tr><tr><td>> 30</td><td>11-20</td></tr><tr><td></td><td>21-60</td></tr><tr><td></td><td>> 61</td></tr></table>
(see Figure 3 on next slide)</td><td>Case Managers and the BEAS LTSS Unit can track service authorizations at a more granular level, which aids in the timely processing of these authorizations.

For instance, the LTSS Unit has 6 business days to approve an authorization, starting from the date the status is set to "Ready for LTSS Approval." If the authorization cannot be approved, the LTSS Unit has 5 business days to send questions back to the CMA. Consequently, the status changes from "Ready for LTSS Approval" to "Information Needed from Case Manager." In response, the CMA has 5 business days to answer these questions, after which the status changes from "Information Needed from Case Manager" to "Ready for LTSS Approval."
These new time bands will allow the LTSS Unit to track these requirements more easily.</td></tr>
<tr><td>2</td><td>Service authorizations that have been pending approval for more than 60 days since submission without receipt of required information should be automatically denied. Additionally, denial letters should be sent on the same day the authorization is denied, rather than as a weekly activity.</td><td>The automation of these processes will enable timely tracking of service authorizations, provide greater transparency, and inform clients and CMAs about the denial of these services due to failure to provide the necessary information.</td></tr>
</table>

Tentative Production Date	07/26/2024

Complete

Release 2 – Automate CFI Waiver Request

#	Release Scope	Impact
1	Replacing the current paper form-based **CFI waiver request process** with an automated online form for both case managers and the LTSS Unit: • Ability to initiate/search for requests • Ability to complete online form & upload documents/offline signatures • Ability to submit the requests to LTSS Unit • Automating the request approvals/ denials based on waiver rule *(see **Figures 4** on next slide)* **** This release is part of the System of Care for Healthy Aging (SOC) Enhancements***	• Real-time collaboration between case managers and the CFI Unit will help replace bottlenecks of processing these requests • **Automate** CFI waiver requests **approvals** in many scenarios • Case managers and the CFI Unit will have increased transparency into the requests and their status • Decreased delays in service delivery by systematically tracking the requests from submission to disposition • Auto-generation of approval and denial letters • Dashboard to track CFI waiver requests for CMAs
2*	Automated weekly report to track MEA closures **** Temporary solution until reporting information included in NH EASY***	Case management agencies will be better prepared to coordinate an individual's care post-closure

Tentative Production Date	09/06/2024

Complete

Release 3 – Provider Portal Case View & Doc Upload

#	Release Scope	Impact
1	The Client's Case View will be enhanced, giving NH EASY Providers* the following capabilities: • The ability to search for client cases and **view case details**, including financial and medical renewal dates, application and intake statuses, and benefit information. • The ability to view **required verifications** and upload documents corresponding to each verification. • The ability to view what documents have been uploaded and to **upload required documents**, as well as monitor the status of these documents. • The ability to view notices and letters associated with each case. (see ***Figures 5-11***) **Providers and other third parties need to request access to NH EASY by completing Form 777. CMAs and other Long Term Care service providers already have this access. To gain access to a specific case, Form 11 (Authorization to Release Information) must be completed, including the client's signature.* ***** This release is part of the System of Care for Healthy Aging (SOC) Enhancements***	Providers, CMAs, Nursing Facilities, Navigators, and other agencies will have expanded access to individual client information, with the client's consent. These agencies and providers will have the ability to: • Access **REQUIRED VERIFICATIONS** information to better understand the client's situation with renewals. • **UPLOAD** supporting documents for their client to the Department, thereby expediting document processing and eligibility determinations. • Access **NOTICES and LETTERS**, enabling them to assist the client during financial and medical renewals and thereby avoid any disruption to services. • **CMAs** and **MEA Providers** can upload LTSS Documents along with financial verifications in one place.

Tentative Production Date	09/27/2024

Release 4 – NH EASY Step-by-Step Tutorials

Partially Complete

#	Release Scope	Impact
1	Step-by-step NH EASY Tutorials to assist individuals applying for services and provide additional training materials for professionals who frequently assist people applying for services. Target areas include: • Creating and managing accounts ✓ • Navigating dashboards and search screens • Uploading documents ✓ • CMA dashboard navigation **** This release is part of the System of Care for Healthy Aging (SOC) Enhancements***	The implementation of step-by-step NH EASY tutorials and additional training materials will: • **Enhance Training**: Additional training materials will enhance professionals' understanding of the process and their ability to assist others. • **Improve User Experience**: Users will find it easier to navigate and use the platform, improving their overall experience. • **Less Confusion:** A greater understanding of the tools and processes will empower end users, decreasing confusion and streamlining the process.

Tentative Production Date	09/27/2024

Release 5 – MEA Bridge Process Enhancements

Ready for Release

#	Release Scope	Impact
1	The MEA Bridge Process Enhancement involves replacing the current manual process with a system-driven one. This change will allow for extended time for MEA reviews and provide the necessary transparency to CMAs, BEAS Staff, and other service providers. Additionally, the process will be streamlined during the client Appeal process related to MEAs.	• The enhancement will provide increased transparency and awareness for agencies/providers by letting them know if a case is bridged and revealing the newly revised review date (also known as the Bridged date). • It will remove barriers that might prevent agencies/providers from delivering planned services during the bridge period. • Additionally, it will streamline processes and improve processing times for the BEAS LTSS Unit.

Tentative Production Date	11/29/2024

Release 6 – MEA Tracking Enhancements

In Progress

#	Release Scope	Impact
1	This project aims to implement several enhancements and process improvements to the LTSS process: • **Medical Records Request Tracking:** Implement an automated reporting process for tracking the MEA 20-day medical records request sent to physicians by LTSS workers. • **Advance the intake status** when intake is pending to receive documents after **30 days** on LTSS Dashboard. • Add a **Transitional Case Management (TCM)** indicator on the Intake. Automate the CMA assignment process for TCM. • Streamline the **Appeal Process** to automate some of the manual steps including generating the approval letter. • Add new LTSS **Document Categories and Types** to document upload to streamline the document taxonomy • Add new CMA **Discharge & Rejection Reasons** to track and monitor CMA assignments.	The incorporation of these enhancements to the LTSS system will significantly improve the Medical Eligibility Assessment (MEA) Process during intake and renewal periods, resulting in the following impacts: • **Enhanced Support for CMAs**: By automating certain processes, these enhancements will empower CMAs to better assist individuals through the MEA process. This will improve their capacity to provide timely and effective support. • **Streamlined Intake Process**: The enhancements aim to streamline the intake process, resulting in improved timelines and service delivery. • **Increased Transparency for Appeals**: By making appeal-related activities more accessible, the enhancements will increase transparency for appeals across the BEAS LTSS Unit, CMAs, and MEA Providers.

Tentative Production Date	12/27/2024

Release 7 – Online Portal for NH EASY Providers, CMAs & Navigators

In Progress

#	Release Scope	Impact
1	Online Portal for NH EASY Providers, Case Managers, Navigators, and other LTC service providers. Features include: • Access to a current list of HCBS waiver service providers who are accepting new clients • Ability to accept and reject referrals • Workflow and Dashboard to manage referrals • Access to comprehensive care plan and service authorizations • Self-Registration for Navigators & Other LTC Providers and Approval Process in New HEIGHTS • Links to non-Medicaid resources that can help support the cost of HCBS • Referral information for legal service organizations and guidance on navigating hospital discharge protocols and available options for families **** This release is part of the System of Care for Healthy Aging (SOC) Enhancements***	• **Stakeholder Impact**: The online portal will enhance efficiency, improving visibility for service providers, streamlining referral management, and simplifying registration processes. • **Operational Impact**: The portal will centralize crucial information, expedite referral management, and simplify the self-registration process, enhancing overall operational efficiency. • **Social Impact**: The portal improves access to services, supports families navigating long-term care, and enhances inclusivity in service provision.

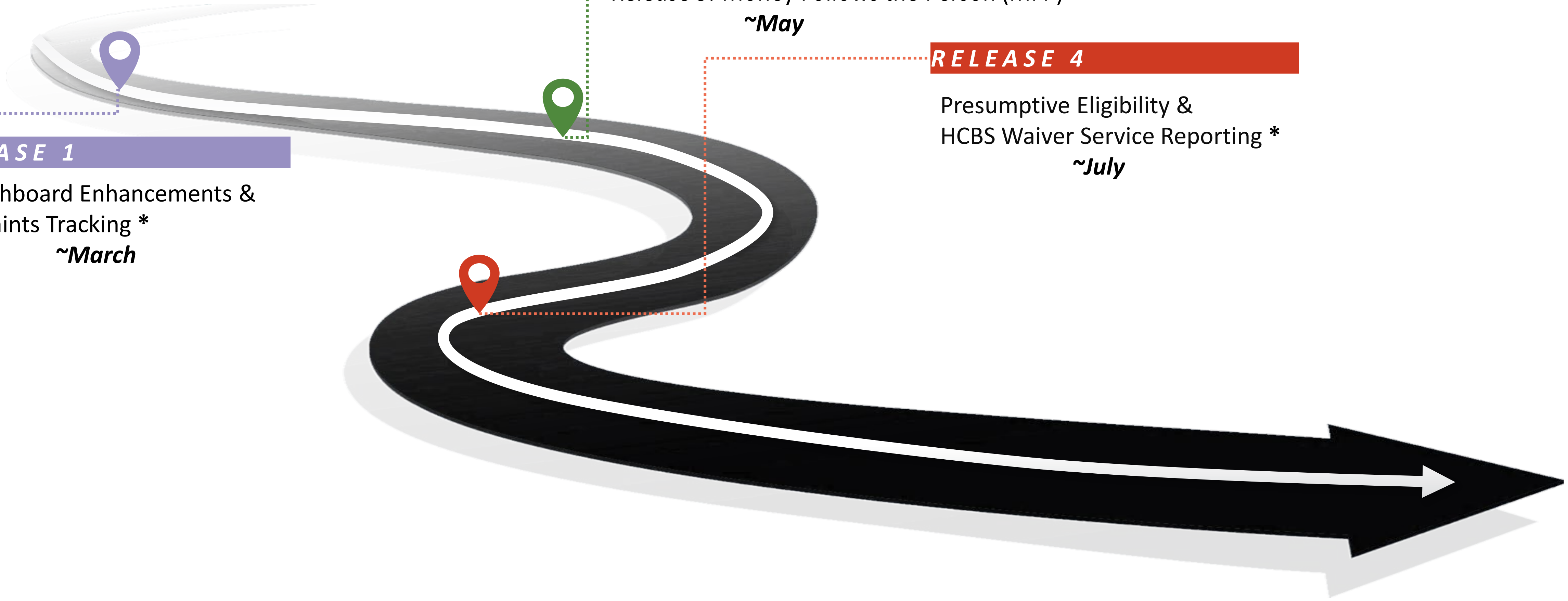
Tentative Production Date	12/27/2024

Release 8 – Long Term Care User Experience Assessment

Kicking off

#	Release Scope	Impact
1	Perform an assessment of the NH EASY Long Term Care functionality to identify opportunities for simplification, ease of use, and to better serve individuals.	• **Identify opportunities** for simplification and improvement for both the elderly and adult populations, as well as the case managers who support them. • **Improved User Experience**: After enhancements are in place, users will find it easier to navigate and use the LTSS portal, improving their overall experience with obtaining and managing their benefits and services online.

2025 Roadmap



RELEASE 2+3

Release 2: Provider Tracking & Alt Payee and ServiceLink Worker Access to NH EASY *
Release 3: Money Follows the Person (MFP)
~May

RELEASE 4

Presumptive Eligibility &
HCBS Waiver Service Reporting *
~July

RELEASE 1

CFI Dashboard Enhancements &
Complaints Tracking *
~March

Scheduled releases and developments are subject to change

**** These releases are part of the System of Care for Healthy Aging (SOC) Enhancements***

Tentative Production Date	03/28/2025

Release 1 –Enhancing Comprehensive Care Plan Management & Complaints Tracking

#	Release Scope	Impact
1	**Comprehensive Care Plan Management updates –** • Ability to upload comprehensive care plans when requested through NH EASY • Modify the CFI Dashboard to track utilization and capture unmet needs **** This release is part of the System of Care for Healthy Aging (SOC) Enhancements***	• Digitizing **the comprehensive care plan** will aid in determining the services required for CFI clients annually. • It will offer **analysis and comparison of data** between the comprehensive care plan and authorization, claims, or utilization data. • This digitization will help monitor and quantify the **discrepancies between the assessed service needs of waiver participants and the waiver services** they actually receive.
2	**Complaints Enhancements –** Add online form in NH EASY for individuals to submit **CFI Complaints** and New HEIGHTS dashboard to track CFI complaints **** This release is part of the System of Care for Healthy Aging (SOC) Enhancements***	Enable individuals to submit **CFI complaints** through their self-service portal and the Department to track complaints and investigations related to CFI

Tentative Production Date	05/30/2025

Release 2 – Provider Tracking and Alt Payees and ServiceLink Workers Access to NH EASY

#	Release Scope	Impact
1	Access to NH EASY for ServiceLink workers, including access to intake processes and dashboards for CFI assessments. **** This release is part of the System of Care for Healthy Aging (SOC) Enhancements***	Enable ServiceLink workers to assist individuals with LTC/HCBS eligibility using dashboards for better tracking intakes and service delivery.
2	Allowing Powers of Attorney and Guardians to Serve as Care Providers **** This release is part of the System of Care for Healthy Aging (SOC) Enhancements***	This process will allow legal guardians and persons granted power of attorney over an individual to serve as paid personal care providers of that individual.
3	Enrolled Provider Tracking in NH EASY: • Enrolled providers will be included in the service authorization workflow before submission to the department • A new report/dashboard will track enrolled providers, where they claim for services demographically, referrals, declined referrals, and reasons for decline **** This release is part of the System of Care for Healthy Aging (SOC) Enhancements***	Enrolled providers will be able to accept or deny a service authorization request and can better plan for service delivery

Scheduled releases and developments are subject to change

Tentative Production Date	05/30/2025

Release 3 – Money Follows the Person (MFP)

#	Release Scope	Impact
1	Implement Money Follows the Person (MFP) for the CFI Waiver program	• Participants in the MFP program typically receive CFI services plus additional services not available through the CFI waiver program. The MFP program benefits last 365 days from the day the person is enrolled. On day 366, the participant receives CFI benefits only. Participants can voluntarily leave the program early. • Implementing MFP for the CFI waiver program will strengthen HCBS for older adults and adults with chronic illnesses to continue living independently.

Tentative Production Date	07/25/2025

Release 4 – Presumptive Eligibility and HCBS Waiver Service Reporting

#	Release Scope	Impact
1	**Presumptive Eligibility:** • New functionality will be developed to process presumptive eligibility for HCBS under Medicaid **** This release is part of the System of Care for Healthy Aging (SOC) Enhancements***	Provisions will be put in place to allow third parties to participate in the process, increasing transparency for all involved stakeholders
2	Track HCBS Waiver Services Data via Dashboard enhancements **** This release is part of the System of Care for Healthy Aging (SOC) Enhancements***	The dashboard will provide agencies/providers with the ability to monitor and improve service delivery related to HCBS waiver services, including, but not limited to: • Results of performance measurement assessments • Waiver services authorized but not paid • Current wait times for receiving waiver services • Number of individuals transitioning from institutionalized care into the community