



A long-term services and supports (LTSS) issue to impact story

How Deloitte helped one state transform its approach to home and community-based services (HCBS) case management

Challenges

- Paper-based operation
- Long application processing time
- Limited visibility into programs
- Inconsistent policies and procedures

Our approach

- Standardized**
Standardized processes across all programs
- Streamlined**
Streamlined application intake time
- Real Time**
Real time access to data across programs

Learn more and contact us.



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Integrated solution

Deloitte implemented a modern, robust solution for **six HCBS Waiver Programs**

250+ Internal Users

across 3 agencies

3,800+ External Users

across 200+ providers

27,000+ Participants Supported

with an average yearly service budget of \$50,000

1 "No Wrong Door"

Seamlessly **integrated** with the state's **integrated eligibility (IE)** solution, for a combined screening application and a **"No Wrong Door"** approach

2 Comprehensive Waiver Management

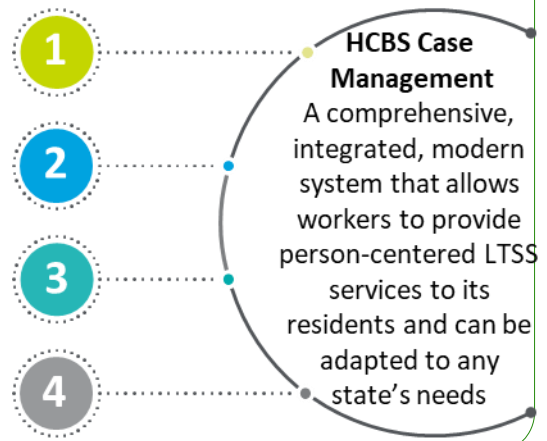
Provides **end-to-end waiver management** including intake, eligibility, plan development, and case management

3 Enterprise Integration

Interfaces with other key enterprise systems like Medicaid Management Information Systems (**MMIS**) and **Medicaid provider enrollment portals**

4 Leverages Existing Infrastructure

Leverages existing IE solution infrastructure and assets and seamlessly connects with IE modules



Impact

Standard, **person-centric processes** for all users

Reduced end-to-end application processing time

Increased quality and transparency through automation

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