

CCM System Assessment & Support Plan

UPDATE

January 11, 2022

Agenda

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|----------------|--|
| 2:00-2:05 pm | State & Vendor Introductions |
| 2:05 - 2:15 pm | Status Update <ul style="list-style-type: none">● System design, development and testing● Soft Launch |
| 2:15 - 2:30 pm | Considerations/Concerns from CMAs |
| 2:30 - 3:00 pm | Operational Readiness <ul style="list-style-type: none">● Go Live training (15 min)● Business Process Reengineering (10 min)● Deferred Functionality & Reporting (5 min) |
| 3:00 - 3:30 pm | Questions/Discussion |

Status Update

System design, development & testing/Soft Launch

CCM System Functionality at Go Live

New system includes existing BUS and DDDWeb functionality

Existing BUS Functionality in CCM

- Member Demographics
- LTC 100.2 (LOC) Assessment
- Person-Centered Support Plan (Formerly Service Plan)
- Notice of Action/Appeals (Formally LTC 803 Notice of Action)
- Critical Incident Reports (CIRs)
- Log Notes
- Intake & Referrals
- Case Status
- Program Area

Existing DDDWeb Functionality in CCM

- Member Demographics
- State General Fund Programs
- Waitlist Management
- Billing for State Fund Programs*
- Critical Incident Reports (CIRs)
- Case Status
- Program Area

*See note on deferred functions

New CCM System Functionality at Go Live

New system includes additional enhanced functionality

- Single Assessment (formally Basic & Comprehensive)
- Automated assessment & support plan workflow
- Support Plan outputs
- Shared Case Security
- Time Tracking
- Auto saving
- Off-Line Capabilities
- Program Area
- Mobile device supported
- Reporting
- Enrollment Status
- Waiting Lists
- Letter and Forms
- Electronic Signature
- CBMS/Interchange interface
- Alerts & Tasks

*See note on possible deferred functions

System Design, Development & Testing Status

- Work continues on integrating the New Assessment and Person Centered Support Plan into the CCM system, including configuring a single assessment and automation
- Continue work on final approval of technical design of customized features/screens
- Continue to work with the vendor to meet the April Go Live date for CCM include BUS and DDDWeb & streamlined eligibility functionality
- Vendor testing continues
- HCPF user acceptance testing (UAT) is expected to increase in February

Soft Launch* Update

- Postponed and being redesigned to meet Go Live date
- Expand to all CMAs
- No member assessments completed prior to Go Live
- Working closely with our vendor to identify options
- Anticipated activities prior to Go Live
 - Participation in system testing
 - Experience using the CCM Training Environment
- Work has paused since the pilot ended, until after 1700 Assessments (post Go Live) have been completed, at minimum, to BEGIN the development of the PCBA

*

Despite significant changes to the activities being completed prior to Go Live, including no member assessments, we will still use the term Soft Launch in most contexts. This is to avoid needing an amendment to the current contract, as we hope to still be able to provide reimbursement for activities completed prior to go live.

Considerations/Concerns

CMA Feedback/Open Discussion

Go Live Training Update

- Training
 - CCM System
 - Assessment and Support Plan Administration
- Training Platform
 - Learning Management System Account
 - Zoom Meeting
- Training Modalities
 - Self-paced Web Based Training (WBT)
 - In-person Virtual Instructor Led Training (VILT)

Go Live Web-Based Training (WBT)

Business Process Reengineering (BPR)

- Initiative to help agencies identify business processes that will be affected by the CCM Implementation.
- Goal is to help smooth the transition from legacy systems (BUS/DDDWeb) to CCM.
- Department working with designated Agency contacts who identified business processes and the Department is in the process of posting FAQs about the initiative.
- Working with agency contacts on mobile device/laptop technical readiness at each agency.
- Device survey sent in December, due January 17, 2022.

Functionality Deferred

Originally Planned

- Resource Allocation (PCBA)
- Service Authorization (Support Plan Section 11)

Additional

- State General Fund Programs Allocation Tracking
- Offline access

Reporting

- BUS data will be stored a database in “the cloud” with reporting capabilities for legacy data
- The CCM will have reporting capabilities
 - 40 predetermined reports
 - Ad-hoc reports

Questions?

Thank You.