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

Year 3 Evaluation Update | April 2016 to March 2017

Evaluation Overview

Through a contract with the Centers for Medicare & Medicaid Services (CMS), The Lewin Group is conducting a program evaluation of the Testing Experience Functional Tools (TEFT) program. The evaluation consists of close program monitoring and providing feedback, lessons learned, and recommendations to grantees. Annually, Lewin produces a report examining state TEFT activities completed during the year, drawing from quarterly monitoring reports, site visits, and monthly project officer calls with CMS. Lewin also produces systems maps of state CB-LTSS systems, structures, and processes, and a quantifiable measure of information exchange for each state. These monitoring tools capture quarterly progress as well as progress over the four-year period related to TEFT and other systems initiatives.

TEFT Year 3 Highlights

In Year 3, states focused on the implementation of component tools, stakeholder engagement, coordination with state and local systems and initiatives, project planning, and procurement (in some states). One state completed Round 2 of the EoC Survey data collection, two states are on track to complete data collection by March 2017, and the remaining four states continue to plan for data collection in Year 4. All states participating in the FASI component submitted the necessary information to Truven Health Analytics, which is contracting with entities within each state to administer Round 1. For the PHR component, TEFT states are at varying stages of implementation. One state has launched its PHR with beneficiaries, case managers, and provider staff. Four states are nearing completion of the design phase and are looking to test the PHR with users. One state is still in the procurement phase with a PHR vendor. All eLTSS states completed Round 1 of the eLTSS pilot and kicked off Round 2 in Year 3. States continued to make progress on validating the eLTSS data set.

TEFT PROGRAM SNAPSHOT

In March 2014, CMS awarded TEFT planning 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 participating states include Arizona, Colorado, Connecticut, Georgia, Kentucky, Louisiana, Maryland, Minnesota, and New Hampshire. Each state participates in one or more of the four TEFT components and some states have adjusted their level of participation over the course of the Demonstration.

- *Experience of Care Survey*: States are field testing two rounds of the Experience of Care (EoC) Survey within CB-LTSS programs for validity and reliability. The survey is a cross-disability tool to assess participant experience with services.

- *Functional Assessment Standardized Items*: States are field testing a modified set of functional assessment measures for use with beneficiaries of CB-LTSS programs. The Functional Assessment Standardized Items (FASI) build on lessons learned from the Continuity Assessment Record and Evaluation tool used in post-acute care settings.

- *Personal Health Records*: States are demonstrating use of Personal Health Record (PHR) systems with CB-LTSS beneficiaries. States are implementing systems that give beneficiaries information to support service delivery decision-making.

- *Electronic LTSS Plan*: States are participating in the Office of the National Coordinator for Health Information Technology's (ONC) Standards & Interoperability (S&I) Framework Initiative to identify, evaluate, and harmonize an electronic long-term services and supports (eLTSS) plan. The goal is to exchange the eLTSS plan electronically across CB-LTSS settings.

State Activities

Below is a brief list of activities, selected by the TEFT Evaluation Team from site visits and state-reported data.

Exhibit 1: Year 3 Key Activities by State

State	Participates in				Year 3 Key Activities
	EoC	FASI	PHR	eLTSS Plan	
Arizona	✓	✓	-	-	• Arizona finalized its survey modalities of in-person and phone for Round 2 of the EoC Survey based on stakeholder feedback; it will not include mailed surveys. • Arizona's FASI contractor, Bridgeway, a Medicaid Managed Care Organization, is interested in planning to sustain FASI after the TEFT Demonstration.
Colorado	✓	✓	✓	✓	• Colorado is testing multiple modalities in Round 2 of the EoC Survey, including in-person, telephone, and electronic modes. • The state contracted with the Colorado Regional Health Information Organization (CORHIO) as the PHR vendor; CORHIO contracted with FEi Systems to develop the PHR and Quality Health Network (QHN) to support information exchange. • Colorado plans to incorporate FASI into the state's redesigned assessment toolset. • Colorado received legislative support and funding to sustain the eLTSS plan development beyond the TEFT Demonstration by planning to integrate the eLTSS data record with assessment data as part of its current assessment tool redesign effort.
Connecticut	✓	✓	✓	✓	• Connecticut completed data collection for Round 2 of the EoC Survey and reported a higher response rate than in Round 1. • Connecticut evaluated PHR vendor solutions that met its RFP requirements. The state chose InterSystems as its PHR vendor and is working to finalize a contract. • Connecticut plans to sustain the PHR tool after the TEFT Demonstration. Connecticut will also use the EoC Survey as the state's quality survey for all state Medicaid HCBS programs.
Georgia	✓	✓	✓	✓	• Georgia initiated data collection for Round 2 of the EoC Survey in October 2016 using electronic, telephonic, and in-person surveys and is on track to complete data collection in March 2017. • The state and PHR vendor, Georgia Tech Research Institute (GTRI), are developing pilot plans and user interface designs for the PHR tool. • Georgia is the only state to pilot all 47 data elements in the eLTSS data set. • Georgia is looking for ways to sustain aspects of each TEFT component and will specify plans once results from Round 2 of the EoC Survey and Round 1 of FASI are received.
Kentucky	✓	✓	✓	✓	• The state finalized target populations for Round 2 of EoC. • Kentucky completed user testing for the PHR tool and is planning its next phase, which includes implementation of Benefind citizen portal access to Medicaid Waiver Case Management Application (MWMA). • Kentucky is planning to incorporate standards developed from the eLTSS component into the MWMA system and for sharing of data.
Maryland	✓	-	✓	✓	• Maryland conducted a PHR user interest survey and held focus groups about the planned PHR tool. The state used feedback to develop plans for a phone-based PHR in addition to a web-based tool. • Maryland held stakeholder engagement meetings focused on Round 2 of the EoC Survey. Maryland also engaged stakeholders for Round 2 eLTSS pilot. • Maryland's existing LTSS system has the capacity to sustain an eLTSS plan after the TEFT Demonstration. The state is also planning to continue using the PHR tool.

State	Participates in				Year 3 Key Activities
	EoC	FASI	PHR	eLTSS Plan	
Minnesota	✓	✓	✓	✓	• Minnesota completed Round 1 testing of the EoC Survey, but opted to not continue participating in the EoC Survey as the state wishes to avoid duplicative efforts of other surveys in the state (i.e., National Core Indicators). • Minnesota began a soft launch of the PHR pilot in October 2016 with beneficiaries, case managers, and provider staff to receive feedback before rollout to a larger population. As of March 2017, 43 users have signed up. • Minnesota created the Otter Tail County PHR Community Collaborative Data Standard through conversations with stakeholders on important data elements in supports plans. The state began exchanging supports plans for the Round 2 eLTSS pilot in January 2017. • Minnesota will use supplemental funding to expand the PHR collaborative into two additional communities. The state will use this opportunity to sustain eLTSS efforts as well.
New Hampshire	✓	-	-	-	• New Hampshire finalized the target populations for Round 2 of the EoC Survey and published a Request for Proposals for a survey vendor. • New Hampshire is interested in potentially requiring Managed Care Organizations responsible for LTSS to conduct the survey, though there is no official timeline for this.

Project Milestones

In addition, below is a summary of key project milestones, selected by the TEFT Evaluation Team, and when the states met the milestones.

Exhibit 2: Year 3 Project Milestones by Component and State

State	PHR Year 3 Project Milestones				
	Complete research & requirements	Secure PHR vendor	Design & test PHR	Conduct training & outreach	Implement PHR
Colorado	03/2016	04/2016	Phase 1: 02/2016 – 03/2016 Phase 2: 03/2017	TBD	TBD
Connecticut	09/2015	02/2017	TBD	04/2017	07/2017
Georgia	11/2016	05/2016	10/2016 – 06/2017	04/2017 – 06/2017	07/2017 – 12/2017
Kentucky	03/2016	10/2015	09/2016	03/2017 - 04/2017	2017
Maryland	MyLTSS: 08/2016 Phone Tool: 10/2016	04/2016 08/2016	06/2016	06/2017	Summer 2017 10/2017
Minnesota	04/2015	11/2015	09/2016	10/2016	10/2016
	eLTSS Year 3 Project Milestones				
	Contribute to Round 1 data set harmonization	Secure an eLTSS vendor or subject matter expert	Engage providers to review the data set	Exchange 38 data elements or more from the data set	Complete the RTM with Round 2 findings
Colorado	09/2016	10/2016	01/2017	01/2017	03/2017
Connecticut	09/2016	TBD	N/A	TBD	03/2017
Georgia	09/2016	06/2016	12/2016	12/2016	03/2017
Kentucky	09/2016	10/2015	02/2017	02/2017	03/2017

Maryland	09/2016	10/2015	01/2017	01/2017	03/2017
Minnesota	09/2016	01/2015	04/2016	02/2017	03/2017
	EoC Survey Year 3 Project Milestones				
	Finalize Round 2 target populations & sample sizes	**Contract Round 2 survey vendor(s)**	**Train Round 2 interviewers**	**Start Round 2 data collection**	**Complete Round 2 data collection**
Arizona	01/2016	TBD	TBD	TBD	TBD
Colorado	10/2016	12/2016	01/2017	01/2017	03/2017
Connecticut	02/2016	08/2016	03/2016	03/2016	02/2017
Georgia	08/2016	11/2015	09/2016	10/2016	03/2017
Kentucky	07/2016	TBD	TBD	04/2017	10/2017
Maryland	09/2016	TBD	TBD	04/2017	08/2017
New Hampshire	10/2016	TBD	TBD	04/2017	10/2017
	FASI Assessment Year 3 Project Milestones				
	Obtain IRB approval	**Pull Round 1 sample**	**Prepare pre-notification letters for vendors/ beneficiaries**	**Identify/contract Round 2 assessors/ assessment vendor**	**Administer Round 2**
Arizona	10/2016	01/2017	02/2017	04/2017	10/2017
Colorado	08/2016	01/2017	TBD	10/2017	01/2018
Connecticut	09/2016	10/2016, 01/2017	02/2017	04/2017	04/2017
Georgia	08/2016	01/2017	01/2017	04/2017	11/2017 – 01/2018
Kentucky	08/2016	01/2017	TBD	04/2017	04/2017
Minnesota	9/29/2016	10/2016, 01/2017	10/2016	07/2017	10/2017 - 1/31/2018