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Home and Community Based Services

Program Efficiency for Better Outcomes

When you are managing a Home and Community Base Services (HCBS) program, it can be hard to make sure everyone has what they need. The individuals who participate in the program need online access to their case files, service and support options, and account balances. To improve individual outcomes and program success, consultants and nurses must be able to manage their caseloads effectively, share information, and collaborate with participants and their providers. As a program director, you need a way to ensure that your program is as efficient as possible while also overseeing budgets and ensuring reporting and compliance requirements are fulfilled. Is there one application that can help you do it all?

MEETING SPECIFIC PROGRAM NEEDS

Tyler's Home and Community Based Services application allows all stakeholders in the HCBS process, from directors to participants to consultants and providers, to share information. Agencies may provide both traditional programs, in which case workers decide on providers and services, and self- directed benefits programs. Self-directed benefits programs, also known as participant direction programs, empower participants to participate in their care by choosing the mix of medical and social services and providers that best meet their needs.

SECURE, WEB-BASED ACCESS

The Home and Community Based Services application is a secure, web-based software application specifically designed to support offices that administer individual HCBS programs. It promotes quality and efficiency by providing timely information to program participants, their representatives, counselors, and nurses, as well as Fiscal Employer Agents (FEA) and Income Maintenance (IM) Agency providers.

BENEFITS OF THE HCBS APPLICATION

- Streamlined communication
- Expedited processing
- Higher participant satisfaction
- Better program outcomes
- Efficient tracking of services via the support plan

FACILITATE THE SELF-DIRECTION OF:

- Medicaid 1915c waivers
- Supportive home and personal care services
- Independent Living programs
- Aging at Home programs
- Consulting, Fiscal Employer, and Income Maintenance agencies
- Selection of providers

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KEY PLATFORM FEATURES

- Web-based, cloud-first compliant

- Hosted in the cloud or on-premises

- Continuously re-configurable to accommodate evolving needs

- Supportable and extendable by in-house IT

- Customizable to your organization's look and your staff's comfort level

- Role-based security and access model

- Platform independent

- Supports single sign-on and multi-factor authentication

- Capable of accommodating thousands of concurrent users

Powered by Tyler's Application Platform, the Home and Community Based Services application is designed so that system administrators can continuously configure it to meet evolving program needs, without requiring code changes.

ACCESS AND ACTIVITIES TIED TO A USER'S ROLE

Participants and their authorized representatives can access the application via a secure, user-friendly portal to view and comment on their file, complete required forms, collaborate on spending plans, and monitor individual budgets. They can search the database of approved care providers and consulting agencies, FEA, or IM entities, to select the right resources for their needs. Online access to information helps optimize individual benefits utilization while increasing autonomy and satisfaction.

Program counselors and consultants can effectively manage participant cases from referral through determination, supporting goals, plans, services, and outcomes. They can conduct intakes and assessments, maintain contact information, set alerts and reminders, and generate and manage documents and correspondence. Standard reports and an ad hoc reporting tool make it easy to monitor individual status and aggregate program performance.

The application can be configured to support:

- Intake and referral management
- Screening, assessment, and level of care (LOC) determination
- Eligibility determination and enrollment
- Case assignment, waitlists, and caseload management
- Participant goal setting and service planning
- Service delivery and documentation
- Critical incident tracking
- Claims processing
- Budget development and distribution, and authorizations
- Outcome tracking
- Compliance reporting

Add-ons include

- Mobile support for community case workers
- Provider and participant portals
- Program analytics or integration to business intelligence tools
- Provider payment processing

Contact us for a presentation and demonstration.
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