

Personal Care Assistant Pilot Project

FY2014 Request: \$1,040,000

Reference No: 56649

AP/AL: Appropriation

Project Type: Information Technology /
Systems / Communication

Category: Health/Human Services

Location: Statewide

House District: Statewide (HD 1-40)

Impact House District: Statewide (HD 1-40)

Contact: Jennifer Klein

Estimated Project Dates: 07/01/2013 - 06/30/2018

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Brief Summary and Statement of Need:

There is a need for the Division of Health Care Services and the Division of Senior and Disabilities Services to gain visibility into Personal Care Assistant time reporting and member (recipient) services rendered. This project will help the Division of Health Care Services and the Division of Senior and Disabilities Services improve Alaska's Personal Care Assistant program and provide insight into potential Personal Care Assistant fraud and abuse.

Funding:	FY2014	FY2015	FY2016	FY2017	FY2018	FY2019	Total
Fed Rcpts	\$936,000						\$936,000
G/F Match	\$104,000						\$104,000
Total:	\$1,040,000	\$0	\$0	\$0	\$0	\$0	\$1,040,000

<input checked="" type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
10% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	0
Totals:	0	0

Prior Funding History / Additional Information:

No prior year funding

Project Description/Justification:

The Personal Care Assistant Pilot Project will develop, implement and manage an electronic visit verification and monitoring system. The system will verify the in-home visit of a personal care assistant at the consumer's home as services are rendered. There are a variety of program designs and technology options available in developing this pilot option. A joint committee between the Division of Health Care Services, Division of Senior and Disabilities Services, and Division of Public Assistance will be formed to explore these points of care options for visit verification, and to commission a service that fits Alaska's unique needs.

Visibility into personal care assistants' time reporting and member (recipient) services rendered will help the divisions improve the quality and utilization of Alaska's Personal Care Assistant program.

Is this a new systems development project? Or, an upgrade or enhancement to existing department capabilities?

It is both; part new system development and part enhancement and connection to existing systems.

Specifically, what hardware, software, consulting services, or other items will be purchased with this expenditure. Include a line item breakdown.

Specific system options and deliverables would be evaluated as part of the pilot project and could include, but are not limited to:

- ❖ Investment in technology infrastructure--multiple technologies to address recipients in all locations including:
 - Telephony—a technology to validate telephone calls to record caregiver log in and log out for all visits. Times and locations are captured and displayed in real time;
 - Mobile visit verification--integrated Global Positioning Satellite enabled devices to provide visit verification for recipients without a land line but where cellular service exists;
 - Fixed visit verification--alternative fixed location tracking device that can be in the recipient's home to provide verification coverage for those recipients who have no land line and no available cell services;
 - Use of biometric voice verification or another proposed method approved by the State that provides at least ninety-nine percent (99%) accuracy to assure the correct caregiver is identified.

- ❖ Visit verification and digital document management system--providing visit verification that prevents potential provider abuse by collecting customer and caregiver information electronically at the beginning and end of services provided in the home and in group settings. This function would provide an integrated system that includes scheduling, authorization monitoring, visit verification and billing. The system would have the capacity to submit billing within 24 hours of service; provide various reports to the State and/or provider level to help identify and reduce fraud, waste and abuse; and provide a scheduler with real-time alerts. For example, when data is entered, the provider is made aware if the personal care assistant does not show up, and there is an alert so the provider can schedule an alternate worker or make contact with the customer.

Comprehensive Software as a Service technology could be a viable solution considered for the pilot as it provides all of the required functionality, management tools and real time oversight to the delivery of home and community-based services. Users could then access the system from any computer with internet access through a secure, Health Insurance Portability and Accountability Act compliant web portal. Personal care assistants could utilize a portable device such as an iPad or Blackberry where members (recipients) will swipe/scan their convenient Smartcard to check in / out for personal care attendant services. Electronic records of real-time check-in and check-out times will provide accurate and useful data for divisions regarding personal care assistant services rendered and the health and safety of members (recipients).

How will service to the public measurable improved if this project is funded?

Improving personal care assistants' utilization will improve and promote overall health and well-being of Alaskans. Using the information gathered from caregivers at the point-of-care via Electronic Visit Verification technology as described above will enable Alaska to have a single, real-time composite view of all authorized services and care delivered within an Electronic Health Record. This will allow

the state to monitor and audit utilization of services, encounters, billing, care plan delivery and quality of care service benchmarks.

Does project affect the way in which other public agencies will conduct their business?

Services to the public will measurably improve through improved accuracy and usefulness of data received from personal care assistants through this pilot program.

What are the potential out-year cost implications if this project is approved? (Bandwidth requirements, etc.)

Future costs and savings will have to be determined if this pilot program were to continue into full production.

What will happen if the project is not approved?

The ultimate goal of the project is to identify personal care assistant utilization while also creating administrative efficiencies and improving coordination and optimization of patient care. If not funded, the state will lose the ability to identify cost savings as a result of implementing these types of pilot projects.