

Home and Community Based Services

Assurance for the long term.



Our Capabilities

- Functional and environmental assessments and quality monitoring.
- Evidence-based decision support.
- Real-time, automated service plan development.
- Waiting list management and transition.
- Care coordination services.
- Provider credentialing, tracking and reporting.
- Participant-directed services and features.
- Service authorization and oversight.
- Billing and claims management.
- Capture and tracking of funding sources.
- Enhanced FFP through MMIS integration.
- Comprehensive call center services.

Institutional care is the largest part of your long-term care budget. HCBS programs control costs by reducing institutional care use, but HCBS costs are growing at ever-increasing rates. Managing community care efficiently requires a partner to simplify administration while providing a holistic view of participants' needs.

You'll find one in us. At Conduent, we manage successful HCBS programs every day with a full array of automated solutions to suit your needs.

Do you need assistance with an individual service? Or does your HCBS program require a comprehensive management solution? Our continuum of HCBS administrative solutions scales to meet any management challenge in community based long-term care services. From establishing care and service plans to credentialing and making payments, we help you realize cost savings and administrative efficiencies – while improving your participants' independence and quality of life.

Navigating the Six Assurances

The key to increasing HCBS participation is successfully addressing CMS's six assurances – guidelines ensuring participants receive the same service quality at home as in a facility.

Level of Care

We use in-home and remote functional and environmental assessments to determine applicants' level of care. Our automated process controls variance to provide you independent, objective information. We also manage waiting lists, transferring applicants seamlessly as spaces open.

Qualified Providers

Credentialing is crucial for both plan approvals and building your participants' trust. Our solutions validate providers before submitting any plans, and perform caregiver background checks prior to any service. We also let your participants review and submit feedback about services they receive.

Our Qualifications

- Decades of experience with Medicaid programs, clinical services, care coordination and payment method reform.
- National provider of HCBS administration support solutions and services.
- Experts in increasing FFP and FMAP.
- Proven history of reducing costs and automating administrative processes.
- Continuum of care expertise.
- National presence.

Health and Welfare

Our incident reporting systems ensure your participants' health, safety and welfare. Secure feedback channels directly inform you of any abuse, neglect or exploitation. We also synchronize communications with Adult and Child Protective Services to address any issues immediately.

Administrative Authority

We standardize reporting tools and procedures across all providers, eliminating manual, paper-intensive processes, disparate systems, and siloed administrative procedures. This helps you manage your HCBS programs and partners uniformly. You can also set security access levels for everyone in your program, ensuring privacy, security and HIPAA compliance.

Financial Accountability

We not only help set up fee schedules; we monitor them to prevent payments for unauthorized services. If a problem should arise, our solutions allow you to make reconciliations before payment requests are sent to your MMIS. We transform "pay and chase" methods into "pay it right".

Increasing Resources

With increased HCBS access, it's vital that your program receives the funding it needs. We maximize your resources, identifying all funding streams available to your program. As a trusted advisor, we help make sure your state understands and uses the best funding options.

We also help you gain federal incentives. By replacing manual processes with our integrated, electronic solutions, you can increase administrative matching from a rate of 50 percent to rates of 75 percent to 90 percent. And our solutions support structural program changes that gain additional Federal Medical Assistance Percentages available in the Affordable Care Act.

Bringing It All Together

Whether you need caregiver reviews, easier access to service plans, or complete program administration, we bring all pieces of HCBS together to meet the six assurances at every step. By streamlining and integrating processes, we help control your costs and provide better quality service for your members. Both today and for the long term.

You can learn more about us at www.conduent.com/longtermcare.

