

Individual Assessment and Service Management

Helping you focus on person-centered needs and risks.



Completing care determinations, assessments and service plans accurately and efficiently is vital for Long-Term Care programs. One cost-controlling measure is to divert individuals from nursing facilities and other institutional settings and/or transition them to home or community based services.

The key to doing this successfully is conducting effective assessments and predicting the participants' functional needs and risks.

With Individual Assessment and Service Management from Conduent, you can quickly and easily identify the most appropriate care settings, improving the quality of care and cost savings for participants in your program, their families and their caregivers.

We automate your current manual processes to reduce administrative costs. These functional assessment tools and technologies also reduce practice pattern variation, training costs and labor required to complete assessments, making the best use of your resources.

More Accurate and Objective Assessments

We increase the accuracy and objectivity of your data, helping you manage your program more effectively. Our web-based application helps your case managers administer in-home assessments by generating an Individual Patient Summary describing a participant's needs and risks. This decision support technology helps you determine the most cost-effective and appropriate amount of service each of your participants should receive. And our evidence-based reporting tools help you reduce appeals, improve program integrity and decrease your program's liability. And our solution provides ongoing assessments and measurements of participants in all of your LTC programs, enabling you to measure your program's effectiveness and make adjustments when needed.

Our Experience

- 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 gaining the most FFP and FMAP.
- Proven history of reducing costs and automating administrative processes.
- Continuum of care expertise.

Our solutions integrate seamlessly with legacy or third-party systems – including MMIS and HIE – to improve administrative, operational and utilization cost savings while streamlining your workflows. By conserving your budget, you can direct more care to what matters – serving your LTC participants in the most cost-efficient way possible. When you partner with us, you can control your costs and provide better quality service for your members. Both today and for the long term.

Long-Term Care for All People in All Settings

The Individual Assessment and Service Management solution is part of our suite of integrated, end-to-end tools and services that help you manage your LTC programs effectively and efficiently and improve outcomes for participants, their families and caregivers whether in the home, the community, assisted living or nursing facilities. By improving access to appropriate services and reducing waste, fraud and abuse, our continuum of solutions integrate with your program to streamline processes, improve access and quality, and reduce cost, helping you provide optimal services in the appropriate setting at the right time.

Most LTC services help maintain or improve an individual's function and independence in a specific setting. But our LTC solutions work across medical and non-medical care environments, acute and chronic illnesses, the aging and individuals with disabilities. By following a person-centered model, we combine the right people, processes and technology to reduce the frustration of families struggling with the many options for service and support.

Learn more about us at www.conduent.com/longtermcare.

