



# S O F T W A R E S O L U T I O N

## Enterprise Capabilities:

# Health, Human Services, and Benefits

Powered by

entellitrak

## Elevate Services and Outcomes Lower Bottlenecks and Waste

Enhancing and protecting the health and well-being of citizens is no small task for agencies that oversee health, human services, and benefits programs. The ongoing need to modernize information technology (IT) systems while streamlining services and lowering costs further complicates this mission.

Forward-thinking CIOs and IT leaders understand the importance of using modular, interoperable development platforms to facilitate rapid, incremental system improvements and position their agencies to secure federal matching funds.

MicroPact's low-code application development platform, entellitrak®, features more than 20 pre-configured application accelerators. Together they enable public sector organizations to quickly address system needs and fill program gaps while meeting today's rigorous modernization standards.

### Purpose-built for the Public Sector

entellitrak-based solutions can address Medicaid Enterprise System (MES) and Comprehensive Child Welfare Information System (CCWIS) modernization efforts as well as other health, human services, and benefits program needs, including:

- Benefits and Services Administration
- Appeals Management
- Grants Management
- Child and Family Services
- Program Integrity
- Public Health Registries

### Medicaid MES Modularity

As a provider of COTS modular solutions whose agile approach to system configuration is time tested in government, MicroPact is ideally suited to fill critical MES gaps in these areas:

- » Appeals
- » Care Management
- » Claims Management
- » Member Management
- » Provider Management
- » Program Integrity

In keeping with MITA standards, entellitrak's open architecture and exposed application programming interface afford all-around interoperability.

Used standalone, as a suite, or as case management components within an existing system, these solutions enable agencies to stay current with the complex, ever-evolving rules, regulations, and standards that drive public health programs.

## Case Management

Most government work is casework, with highly variable workflows involving both structured and unstructured data. With its Data-First™ approach to case management, entellitrak is ideally suited to managing public health casework.

### Benefits and Services Administration

MicroPact's solutions can support the workflows of virtually any health, human services, or benefit program. entellitrak has been configured based on proven best practices to support the entire case lifecycle for specific programs and waivers including:

- **Social Security and Medicaid Disability** — MicroPact software has been used by benefits programs and entitlement programs nationwide for more than 30 years to manage millions of Social Security and Medicaid claims annually.
- **Care Management** — Manages care plan development and monitoring, assessments and screenings, service authorization and coordination, payment authorization and disbursement, and reporting.
- **Workers' Compensation** — Unites information about medical examinations, compensation board determinations, prescriptions, treatments, re-evaluations, and often appeals into a single electronic case folder.
- **Vocational Rehabilitation** — Streamlines services administration and resources so that state vocational rehabilitation offices can remain compliant with the latest requirements under the Workforce Innovation and Opportunity Act.
- **HCSB Waivers/Self-directed Benefits** — Promotes independence for program participants while providing timely information to their representatives, counselors, nurses, and Fiscal Employer and Income Maintenance Agency providers.
- **Veterans' Benefits** — Manages veteran relationships and generates claims that meet the acceptance requirements of the U.S. Department of Veterans Affairs and state-run Veterans Service Organizations, which can reduce adjudication times and accelerate the delivery of benefits.

#### Wisconsin Department of Health Services

entellitrak supports one of the largest Medicaid Home and Community-Based Services 1915(c) waiver programs in the country, which lets individuals self-direct their long-term care benefits.



### Pre-configured Processes

- » Intake and Referral
- » Eligibility Determination and Enrollment
- » Case Assignment
- » Claims Processing
- » Evidence Gathering
- » Screening and Assessment
- » Goal Setting and Service Planning
- » Service Delivery and Documentation
- » Outcome Communication
- » Placement, Release, and Follow-up
- » Payment Processing
- » Scheduling
- » Notifications
- » Appeals

### MicroPact's Disability Case Manager

Features pre-built interfaces with the Social Security Administration and other state organizations

Used by **87%** U.S. Disability Determination Agencies

Processes **3.2M** Cases per Year

Administers **\$10B+** In Benefits

### MAXIMUS | Workers' Compensation

In California, MAXIMUS uses entellitrak to track and manage the independent billing and medical reviews of the state's workers' compensation claims.

**400,000** Cases per Year

## Appeals

While specific processes may vary, all appeals share a common workflow. Each one includes an appellant, an issue or problem that requires resolution, and guidelines against which the appeal is made. There is often a detailed investigation and a formal review process before an appeal is handed off to a judge or board to render a decision.

entellittrak is used throughout the public sector, including at the U.S. Department of Health & Human Services, to manage a broad range of appeals associated with healthcare, public assistance programs, insurance, workers' compensation, land use, labor relations, and more. The system tracks case activities as appellants go through each phase of the appeals process, storing and indexing files and generating case-related correspondence regarding deadlines, status, and other activities. Appellants can efile and track their cases using a public portal, which citizens can also access.

### ► CMS Office of Medicare Hearings and Appeals (OMHA)

BPO providers use entellittrak to manage Level 2 and 3 hearings and appeals.



## Child and Family Services

entellittrak solutions can support a wide range of Child and Family Services case management needs, offering case workers a holistic view of children and their families as they navigate programs and services such as:

### Comprehensive Child Welfare Systems (CCWIS)

Tracks children and their families throughout the lifecycle of child welfare. Modules supporting intake, assessment, case management, permanency, placement, licensing, and a public portal can be integrated into an existing system or be used in a standalone model.

### Medicaid Waivers

Provides screenings, eligibility, assessments, services, and outcome tracking for children and families who meet Medicaid criteria for in-home and community-based programs.

### Early Steps Intervention

Supports referrals from various resources and tracks assessments to determine eligibility for specialized services. Eligible children ages 0 to 36 months who receive specialized services have an individual family support plan, which can be created and maintained in entellittrak.

98%  
OF  
U.S.  
STATES

97%  
OF  
FEDERAL  
AGENCIES\*

UTILIZE  
MICROPACT  
SOFTWARE

\*with 500 or more employees

## Configurable COTS Technology

entellittrak is a secure, web-based, COTS platform for case management and business process management. entellittrak-based solutions have best practices, business rules, and terminology built right in. In-house developers can further configure the application without changing the source code, which dramatically reduces implementation time and cost.

Core case management capabilities include case capture, assignment, and tracking by case and program type; contact management; enterprise search; and flexible dashboards and reporting.

Fully integrated entellittrak modules can facilitate document management, direct to case scanning, analytics, mobile access, public portal access, and more.

**Child Care Providers**

Tracks child care providers and their associated dependents as well as providing automatic invoicing and payment tracking.

**Child Support Payments**

Generates Support Orders for non-custodial parents, tracks child support payments through a client portal, and acts as a locator system for missing parents.

**Social Security Disability**

Tracks children's cases through a wage earner's SSN from receipt through adjudication to disposition, ensuring that claims are processed quickly and cleanly.

**Appeals**

Follows Child and Family Services-related appeals from submission through to resolution in areas such as Foster Care, Adoption Assistance, Child Welfare Services, Social Services, and others.

**Program Integrity**

Fighting fraud and abuse across state lines and multiple levels of government is a shared responsibility. Preventing scams and detecting, investigating, and prosecuting allegations such as false claims and improper payments requires tight coordination and real-time access to a common data set. entellitrak can help Medicaid Program Integrity Units, Medicaid Fraud Control Units, and similar entities collaborate across jurisdictions.

entellitrak can automate much of this time-intensive work, from early detection of suspicious activity through claims monitoring to investigation. A public portal can streamline intake validation and decision to investigate by requiring complainants to pass multiple checks and weeding out erroneous allegations. Cases can then be triaged based on estimated recoups and effort to secure them.

**Offices of Inspectors General**

entellitrak manages investigations of fraud, waste, abuse, and other program integrity matters for 11 OIGs, including the U.S. Department of Commerce, U.S. Department of Transportation, Government Accountability Office, General Services Administration, Office of Personnel Management, Central Intelligence Agency, and Defense Intelligence Agency.

**Aligned to Industry Standards**

- » MITA Framework
- » HIPAA privacy standards
- » Section 508: Rehabilitation Act
- » Section 1104: Affordable Care Act
- » Section 1561: Affordable Care Act
- » FISMA guidelines
- » NIST 800-53 security standards
- » Council of Inspectors General Integrity and Efficiency (CIGIE) Quality Standards for Investigations
- » Federal and state-level Information Assurance standards

## Public Health Registries

Public health registries collect information about individuals with specific diagnoses or conditions, or from volunteers willing to participate in research about a particular disease. By aggregating responses to questionnaires, researchers and officials can understand where outbreaks are occurring and notify at-risk populations. Similarly, analyzing statistics obtained from vital records registries is essential to sound state health planning and policy development.

Given the national opioid epidemic, providers and pharmacists increasingly rely on Prescription Monitoring Program registries to review patients' controlled substance history before writing or filling a new script. In states that allow the regulated use of cannabis to control pain and other debilitating conditions, medical marijuana registries help ensure compliance with evolving legislation.

entellitrak can be configured to track and report information about these and other public health issues. Individuals can self-report their health status electronically via a secure portal, and collected data can be shared in real time among authorized individuals for collaborative analysis, while ensuring HIPAA compliance.

▶ **Colorado Department of Public Health and Environment**  
entellitrak powers the state's Medical Marijuana Registry System.



## FREE Prototype Offer

The best way to understand entellitrak is with a prototype.

Contact us for a presentation and demonstration.

**703.709.6110**  
**sales@micropact.com**

Once we confirm that entellitrak is an appropriate solution, we can build a custom prototype based on a process of your choosing.

## Grants Management

Agencies that award public health funds must be able to manage their grant programs to ensure money is allocated and spent according to intended parameters. With entellitrak, agencies can efficiently track grant activities from planning, requirements, pre-solicitation, and award to administration and close-out.

## SOFTWARE THAT THINKS LIKE YOU DO.

MicroPact is a wholly owned subsidiary of Tyler Technologies, the largest company in North America dedicated to providing software for the public sector, including federal, state, and local government. Tyler is a nationally recognized provider of integrated system solutions and professional services and serves clients in more than 21,000 installations across 10,000 state and local government locations in all 50 states, Canada, Puerto Rico, the United Kingdom and Australia, as well as more than 200 U.S. federal agencies. Acquired by Tyler in February 2019, MicroPact has focused for more than four decades on delivering powerful, adaptive, commercial off-the-shelf (COTS) solutions to the public sector. Today, MicroPact products serve 49 U.S. states and 97% of federal agencies with 500 or more employees. Tyler has more than 21,000 successful installations across 10,000 sites, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. A financially strong company, Tyler has achieved double-digit revenue growth every quarter since 2012. It was also named to Forbes' "Best Midsize Employers" list in 2018 and recognized twice on its "Most Innovative Growth Companies" list. More information about Tyler Technologies, headquartered in Plano, Texas, can be found at [tylertech.com](http://tylertech.com).