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.
SOFTWARE SOLUTION ➤ ENTERPRISE CAPABILITIES: HEALTH, HUMAN SERVICES, AND BENEFITS

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.

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**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

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**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.

entellitrak 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.

Child and Family Services
entellitrak 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 entellitrak.
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 recoupments and effort to secure them.

Offices of Inspectors General

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.

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.