INFORMATIONAL MEMO

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TITLE: NEW HCBS CASE MANAGEMENT DATA SYSTEM- PHASE ONE
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DIVISION AND OFFICE: CASE MANAGEMENT & QUALITY PERFORMANCE, OFFICE OF COMMUNITY LIVING
PROGRAM AREA: CASE MANAGEMENT
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Purpose and Audience:

The purpose of this Informational Memo is to inform case managers and other stakeholders that the Department of Health Care Policy & Financing (the Department) has signed a contract with DXC Technology (DXC) to design, implement and operate its new HCBS Case Management Data system.

Information:

The Department has signed a contract with DXC to design, implement and operate its new HCBS Case Management Data system.

The new Case Management Data system (Aerial) will be implemented in two phases, with a full implementation date of January 2022. Phase one has officially begun.

The Case Management tool the Department is implementing is **not** the Vital / Axis Point solution some case managers are familiar with. The new tool is a cloud-based tool that will allow the Department more flexibility to design and implement timely system enhancements when needed.

The Department recognizes the operational and communication challenges associated with multiple system changes and is taking the below actions to better ensure a smooth transition

- Rolling out a phased implementation approach to allow system enhancements and fixes to be completed before a full implementation

- Engaging end users (case managers) to directly test the system and provide feedback before full implementation
- Establishing a focus group for end users, enabling direct feedback to the Department and its vendor about the system
- Implementing comprehensive training strategies that will inform, not only, about system use, but also business processes.

What is Aerial?

Aerial is a single sign on Case Management System solution that will provide Case Managers the tools to conduct their work. Key information from the Benefits Utilization System (BUS), Community Contract Management System (CCMS)/DDDWeb and the Bridge will migrate to Aerial. Eventually, Aerial will replace the Business Utilization System (BUS) and DDD Web systems. In the future, the Department and DXC will explore options to replace some or all Bridge functionality and provide a single sign on solution for case managers to do business with the state.

Aerial will allow case managers to provide more person-centered care to the members they serve and, in the long term, allow more coordinated business processes. Aerial will:

- Contain the standardized Assessment Tool and Support Plan
- Enable electronic exchange of information
- Streamline the eligibility process
- Calculate service thresholds and funding levels
- Leverage analytics of assessment data for the purpose of recommending potential services or referrals that might be included with the support plan.

Attachments:

None

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