

# Conflict-Free Assessments and Data Management for Long-Term Care Programs

## A comprehensive approach to LTSS assessments

Maximus is a leading provider of independent, specialized health assessments and data management tools for government agencies. Our robust suite of solutions and services span the full spectrum of Long-Term Services and Supports (LTSS), including service eligibility screening assessments and determinations supporting:

- **All ages:** Infants, adolescents, adults and the elderly
- **All LTSS conditions:** Intellectual and developmental disability (IDD), mental/behavioral health conditions, traumatic brain injury, physical disability and complex medical needs
- **Standardized, state-specific and proprietary screening and assessment tools:** Including PASRR, State Level of Care criteria, interRAI, Supports Intensity Scale<sup>®</sup> (SIS<sup>®</sup>), ICAP, and other specialty and standardized assessments

Our dedicated and passionate team of experts take a comprehensive, person-centered approach to health and human services.

## Maximus leads assessment services

We are a nationally-recognized pioneer in LTSS assessment services with over 19 years of experience supporting Medicaid programs. As the single independent assessment entity across 16 states, we provide best practice assessments and PASRR evaluations, including for disability, level of care, medical necessity, eligibility assessments and determinations, and service plan reviews.



# >675K

Medicaid LTSS screens, onsite assessments, clinical reviews, and determinations each year.



Our customers will attest that the accuracy, reliability, and timeliness of our assessment services – combined with our person-centered approach and commitment to stakeholder engagement – have transformed stakeholder confidence in assessment results and uses within their states. With decades of LTSS assessment experience, we offer the benefits of assessment best practices honed across multiple state and Medicaid service landscapes to optimize quality, timeliness and stakeholder confidence.

In addition to skilled clinical services, Maximus offers our industry leading AssessmentPro screening and assessment workflow and data management tool. AssessmentPro provides enhanced tracking and reporting and streamlined paperless processing to help government agencies plan, budget and ensure compliance with state and federal regulations.

## CORE SERVICES

- Managing complex statewide projects
- Clinical assessments and decision-making
- Designing, building and maintaining data systems
- Intensive quality-improvement focus
- Knowledge of federal regulation and policy
- Bridging stakeholder groups
- Supporting fiscal responsibility

## Innovative services that put people first

Attribute	Key Features	Key Benefits	Unique Value
<b>Maximus has shaped PASRR with expert solutions that have helped states cost-effectively achieve and exceed compliance and quality requirements.</b>	<ul style="list-style-type: none"> <li>Statewide Level I screenings and Level II onsite evaluation projects</li> <li>Automated decisions</li> <li>and summaries for Level I screenings</li> <li>Person-centered recommendations</li> <li>Monitoring and coaching provider compliance with PASRR-recommended services</li> </ul>	<ul style="list-style-type: none"> <li>Fully compliant, web-based Level I available 24/7</li> <li>Rapid turnaround; best-practice Level II web-based tool</li> <li>Technical assistance to facilitate provider compliance</li> </ul>	<ul style="list-style-type: none"> <li>Nationally recognized tools and program consulting experience since PASRR program inception</li> <li>100 percent quality review</li> <li>Provider compliance reviews</li> </ul>
<b>Maximus delivers multi-state Level of Care (LOC) decisions that extend beyond nursing facility placements and span Medicaid programs.</b>	<ul style="list-style-type: none"> <li>Onsite and web-based conflict-free medical evaluations and clinical reviews</li> <li>Appeals management for all decisions</li> <li>Audit LOC decisions made by Managed Care Organizations to ensure fidelity</li> </ul>	<ul style="list-style-type: none"> <li>Fast turnaround for providers; accurate placement decisions</li> <li>Evidence-based decision-making</li> <li>Outcomes integrate with MMIS</li> </ul>	<ul style="list-style-type: none"> <li>Client LOC turnaround time reduced from 14 days to 4 hours using Maximus web-based workflow system</li> </ul>
<b>Maximus conducts high-quality waiver and LTSS eligibility assessments that put people first, and is a leader in waiver data management.</b>	<ul style="list-style-type: none"> <li>Best-practice uniform waiver assessments, including the Supports Intensity Scale®</li> <li>(SIS®), interRAI ID and Inventory for Client and Agency Planning (ICAP) assessment tools</li> <li>Superior training and quality</li> <li>Person-centered focus</li> </ul>	<ul style="list-style-type: none"> <li>Assessments consistent across state, time and assessors</li> <li>Waiver data management</li> <li>Onboarding, outreach for all stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>Assessments consistent across state, time and assessors</li> <li>Waiver data management</li> <li>Onboarding, outreach for all stakeholders</li> </ul>

### The Maximus difference

- Consistently re-awarded its contracts through competitive rebid, demonstrating high levels of satisfaction among customers
- Quality Improvement Organization (QIO)-like entity as designated by CMS, which means states receive 75 percent federal match when Maximus performs Medicaid assessments and determinations
- Administrative support 365 days of the year, including holidays, to ensure that expedited referrals can be completed within 24 hours no matter when the referral is received
- More than 20 years of LTSS assessment experience

### Delivering innovative program outcomes

With a focus on serving the unique needs of state health programs, Maximus delivers proven strategies to support states' missions of ensuring the best outcomes for beneficiaries. We utilize our decades of expertise in reaching, engaging and informing dynamic populations about their health options to improve outcomes. We partner this knowledge with innovative technology solutions and advanced business process management tools to consistently achieve new efficiencies.