

Listing of Strategic IT Services

(FY 2011-12 Schedule IV-C
Worksheet SC-2)

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1. Adult Care Food Program System (ACFP)

The Adult Care Food Program (ACFP) provides federally subsidized meals to participants in Adult Day Health Care centers. This program requires monitoring of the nutritional sufficiency of the meals and provides a variable subsidy based on client financial need. Service providers under this program contract to provide meals are approved through an annual application process, and submit quarterly bills for reimbursement. This program is fully federally funded and as such has specific federal reporting requirements.

The following IT Systems are constituent elements of this Strategic IT Service.

- 1.a. *Adult Care Food Program Provider Applications*** – Oracle application which allows providers to submit annual enrollment applications online and allows DOEA to authorize providers for participation in the Adult Care Food Program.
- 1.b. *Adult Care Food Program Claims*** – Oracle application which allows providers to submit claims for meals provided under this program. This system adjudicates claims, provides adjudication results to service providers and prepares payment documents.
- 1.c. *Adult Care Food Program Monitoring***– Allows program management staff to monitor provider performance and allow or deny payments based on provider performance.
- 1.d. *Adult Care Food Program Reporting***– An Oracle application which provides management reporting including generating payment vouchers for federal reimbursement, federally required reported, program management reports, and financial performance reports.

2. Area Agency on Aging Support Systems

The Department of Elder Affairs is 94.7% privatized, and the bulk of its activities are contracted to 11 regional private non-profit agencies known as Area Agencies on Aging. These contracted organizations further subcontract service delivery to over 300 service provider agencies, providing services funded by Federal, state and Medicaid sources. The activities involved in this strategic

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service are used to support and manage these contracted arrangements. Critical processes involve the coordination of provision of services to abused and neglected elders identified by the Florida Department of Children and Families, monitoring contract compliance of AAAs and service providers, developing and managing comprehensive contracts and subcontracts, and managing the allocation of funding.

The following IT Systems are constituent elements of this Strategic IT Service.

- 2.a. **Medicaid Waiver Paid Claims Query Tool (ADA & ALE)** – Allows the AAAs and Service providers to query a Medicaid Waiver Claims database managed by DOEA to manage and forecast Medicaid waiver budgets.
- 2.b. **APS Referral Tracking Tool (ARTT)** – *Application used by AAAs, Service Providers and Department of Children and Families (DCF) Staff to ensure the communication of service referrals for Adult Protective Services clients who are identified by DCF as victims of abuse or neglect.*
- 2.c. **APS Exception Reports** – *Reporting system used to indentify gaps or delays in service referrals and service delivery to clients identified as victims of abuse or neglect*
- 2.d. **Holistic Monitoring Tool (HMT - ADA Waiver)** – *A sampling tool used by the Area Agencies on Aging to monitor service providers, this application samples complete client records allowing the AAA to evaluate appropriate care planning and service delivery*
- 2.e. **Aging Network Providers** – *An application for the tracking, management, and communication of detailed contract information used for subcontracting with Area Agencies on aging.*
- 2.f. **AAA Phone Call Tracking System** – *An application for DOEA contract managers to manage and track communication with contracted Area Agencies on Aging*
- 2.g. **Contracted Unit Rate**– *An application used to file annual contract service rates, these data contain separate unit rates and contracted service amount for services by county. These data are used in provider reimbursement by the AAAs. This function is being incorporated into the CIRTS application as part of a Federal Aging Resource Center Grant.*

3. Client Information and Registration Tracking System (CIRTS)

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The CIRTS Service is used to track clients over 319,000 clients served per year, collect client assessment information, manage waitlists and program enrollments and track services provided for provider reimbursement. The following IT Systems are constituent elements of this Strategic IT Service.

- 3.a. **Client Information and Registration Tracking System (CIRTS) –** *Web based Oracle Forms application which tracks all clients receiving services or on a waitlist for services, services provided to those clients, and client assessments done by the service providers, as well as assessments completed by CARES. The CARES assessment is a central part of the Nursing Home level of care determination process required for certain types of Medicaid Eligibility. This system contains Personal Medical Information as defined by the HIPAA.*
- 3.b. **Client Information and Registration Tracking System Reporting (CIRTS REPORTS) –** *Production and Adhoc Reporting Systems used by Service providers, DOEA, and Area Agencies to manage service provision, client enrollment, waitlist management and other operational and performance management processes.*
- 3.c. **EDI File Exchange –** *Application software allowing service providers to submit Client enrollment (834) and Services Provided (836) information using HIPAA X12 standard formats. This systems is being migrated to Oracle 11g Fusion Middleware and will be expanded to accept assessment data directly from third party case management systems used by providers.*
- 3.d. **User Management System –** *Oracle application allowing the designated administrators at contracted Area Agencies on Aging to grant and manage user access to the CIRTS system. This application is based on services provided by an Oracle Single-Sign On Application server which provides a secure and user specific access to CIRTS and other applications.*
- 3.e. **Medicaid Waiver Claims Reporting System –** *An Oracle application which uses Medicaid Waiver claims obtained on a monthly cycle from Medicaid Program Analysis at the Agency for Health Care Administration (AHCA). These data are formatted into management reports to monitor program expenditures, program performance, and reconcile billings for the Medicaid Waiver programs.*

4. Long Term Care Ombudsmen Program (LTCOP)

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The Ombudsmen program investigates quality of care, safety and resident rights violations on behalf of clients residing in nursing homes. The Ombudsmen program manages a large network of highly trained volunteer investigators. This application tracks and monitors investigations, inspections, volunteer training and other volunteer workforce information.

The following IT Systems are constituent elements of this Strategic IT Service.

- 4.a. Long Term Care Ombudsmen System (LCTOP)** – Web Based Oracle application used by the Ombudsmen program to track complaints and manage investigations. Serves as a communications portal for the hundreds of Ombudsmen throughout the state
- 4.b. (List IT System)** – *briefly describe the system*
- 4.c. (List IT System)** – *briefly describe the system*
- 4.d. (List IT System)** – *briefly describe the system*