

Long-Term Services and Supports (LTSS) Tennessee: PERLSS Case Study

Background and Goals

In 2019, Tennessee was looking to consolidate 5 existing systems for LTSS enrollment. This led to PERLSS (Pre-admission Evaluation & Referrals for Long-Term Services and Supports), a cloud-based, configurable product designed to centralize, automate, and digitize LTSS. This groundbreaking product supports the most vulnerable population in TN by managing their medical eligibility life cycle and their ability to get the care they need to succeed in their communities.



Centralize & Consolidate

Simplify the process of getting access to care for members of TN's population that require long term care.

Optimize

Design a cloud-based, configurable product that revolutionizes LTSS and reduces costs and inefficiencies for the State of Tennessee.

Serve the TennCare Population

Even though the population we serve is a small fraction of the Medicaid population, this population represents a large percentage of the Medicaid cost of the state.



Solution & Approach

Digitization

- System driven tasks, notifications, and dashboards crafted through client -focused design, reducing the need for external system communication
- An extensive user and assessor management module designed to simplify the administrative process
- Intuitive tool tips, page helps, and user guides to support staff throughout the application lifecycle

Automation

- Integration with the Medicaid System, MMIS, and MDM to automatically exchange updates regarding level of care, eligibility, enrollment, and MCO changes
- Full automation of notice generation and bundling for submitters, applicants and auth reps based on business rules
- Increased automation to support execution of business rules regarding acuity score, prioritization score, and effective dates for PAEs and enrollment.

Centralization

- Programs integrated into one system with seven modules: Referral, PAE, Adjudication, Slot Management, Enrollment, Appeals, and Notices
- One-stop shop for person details
- Centralization of notice information reduces member/ applicant confusion
- 360-degree view of all notices for an application allows LTSS to find all the info needed in one place

Impact

Consolidation of Systems

- Completely cloud-based and configurable product designed to serve the most vulnerable population in TN
- Single database for all LTSS programs
- Fully integrated to all sister agencies through over 40 real time Rest API web services
- Completely web-based training that has already been completed by over 1,500 users through a custom Learning Management Solution (LMS)
- Maintainable and scalable

More Users Getting Support

- 270 new enrollments within 30 days of Go-Live
- 900+ Pre-Admission Evaluations (PAEs) have been adjudicated within 30 days of Go-Live
- 200+ referrals submitted within 30 days of Go-Live
- 1200+ PAEs submitted within 30 days of Go-Live



PERLSS has been a 3+ year collaborative development between LTSS, TennCare IS and Deloitte with the goal of modernizing the agency workflow with technology that can change our members experience with TennCare. PERLSS also eliminates many time-consuming manual processes using interfaces and intuitive workflows. Prior to PERLSS, LTSS would use up to 5 different systems to enroll one member into a program. Our members can now get the services they need faster, our MCO partners can better support our members with improved workflows and our LTSS staff will have a much better user experience with a system designed with their needs in mind.



-Hugh Hale, CIO of TennCare