

New Jersey Department of Human Services, Division of Developmental Disabilities

“iRecord Version 3.0: A Web-Based Electronic Health Record System”

Category: Cross-Boundary Collaboration and Partnerships

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Executive Summary

iRecord version 3.0 is a web-based, electronic health record system. It helps provide Support Program and Community Care Waiver services for New Jersey citizens with Developmental Disabilities. The New Jersey Division of Developmental Disabilities (DDD), the State agency responsible for providing and funding services for adults with developmental disabilities, developed the application, and it is used by the support coordination agencies that enroll the participants and administer the services on behalf of DDD.

In 2015, as part of system-wide reform efforts that included a move to a Medicaid-based, fee-for-service (FFS) reimbursement system, DDD implemented a **Supports Program**, which funds services for New Jersey adults who have developmental disabilities. The introduction of this Supports Program was designed to allow participants to avail of DDD services without having to be in a licensed setting. Participants with a lower level of need could sign up for DDD services in a residential setting, saving the State significant resources compared to the costs of using services provided by licensed institutions.

The Division was preparing to enroll nearly all individuals served with state-only funded services onto the new Comprehensive Medicaid Waiver, generating nearly \$500,000 annually in federal Medicaid matching funds. iRecord was to be updated so the State could meet its goal of better serving the individuals waiting for supports and services and enhancing the State's ability to receive a federal "match" (50 cents on the dollar) for services that were funded solely by the State.

In partnership with the Department of Human Services, the New Jersey Office of Information Technology (OIT), the NJ Division of Medical Assistance and Health Services, and Molina Medicaid Solutions, DDD IT staff developed a comprehensive web application. iRecord v3.0 is an electronic health record (EHR) system that enables staff from the Support Coordination agencies to enroll the adults in the Supports Program and Community Waiver. iRecord v3.0 is an intuitive, easy-to-use tool, and it functions across all platforms and browsers. It offers a separate version for small mobile devices with the most frequently used areas at the user's fingertips.

iRecord Version 3.0 is a complete revamp of the existing application and dramatically streamlines an antiquated process. It also has increased efficiencies by providing the ability to assign support coordinators, allowing the coordinators to manage participants, generating comprehensive plans to administer the support services within budget, and upon approval, issuing the prior authorizations for services. The application screens for program eligibility and interfaces with Medicaid to check for Medicaid eligibility and send prior authorizations for services so claims can be adjudicated and reimbursed. iRecord has several features that track individuals' contacts, age, functional criteria, employment history, food preferences, allergies, medication lists, emergency contacts, and assessment scores. iRecord v3.0 is built using state-of-the-art Microsoft-based technologies and the latest version of SQL Server for the backend. The application is browser-agnostic and mobile web compatible.

Concept:

In 2015 DDD was mandated to implement a Supports Program as part of the state's comprehensive Medicaid Waiver. The Supports Program was supposed to be a fee-for-service (FFS) reimbursement system that allows the Division to meet the goal of moving away from the contract-based system of service reimbursement.

To help implement this program, the Division needed a tool that clients easily could use while still allowing for complex interfaces with Medicaid. These interfaces help ensure eligibility of the participants, and handle enrollment and prior authorization requests.

The challenge was to fully automate interfaces for vendor Molina Medicaid Solutions, NJOIT, and DDD. The interfaces were needed to assist support coordination agencies who provide enrollments in the Support Program as well as providers and fiscal intermediaries who must obtain Prior Authorization for Medicaid payments for services.

The tool needed to allow agency staff to generate service plans within the allocated budget. It also needed to provide prior authorizations for Medicaid payments to providers. And fiscal intermediaries needed the system to send approvals automatically to Medicaid. The IT solution also needed to take into consideration that the service detail reports with the prior authorizations needed to be sent to the providers and fiscal intermediaries. Once the service was provided, a provider or fiscal intermediary would then be able to claim payments using the prior authorizations.

Additional issues to be addressed were that the application must be utilized on multiple platforms such as desktops, laptops, and mobile devices, and be compatible with all types of browsers, including Chrome, Internet Explorer, Firefox, and Safari.

To handle all of the challenges, DDD's IT department formed partnerships with Division units, the Department of Human Services, OIT, and Molina Medicaid Solution. DDD and its partners implemented the iRecord v3.0 application in July 2015.

The DDD IT department added two project managers as well as some experienced business analysts, developers and testers. The team divided the overall project goals between the two project managers. One manager handled interfaces to Medicaid and NJOIT, and the other was responsible for the implementation of the core iRecord v3.0, functionality. All business requirements were driven by the agency's CIO Charles Naus, who worked with a team of key stakeholders and partners.

The team built the entire iRecord 3.0 application in-house, working long hours over several months to refine the requirements, code the application, write test cases, and execute them. The IT department followed agile methodology and used the Jira tool to execute the project plan and keep track of evolving requirements, tasks and issues.

DDD worked closely with Molina Medicaid Solutions and NJOIT to develop and test the interfaces for prior authorization and participant enrollment. Partners collaborated closely to determine the frequency of data transfer, identify the key elements of the interfaces,

and perform extensive testing on the interfaces. The initiative started in November 2014 and ended in July 2015.

Significance:

The state had a mandate to significantly reduce the number of individuals waiting for supports and services while also reducing the cost of providing these services. The Supports Program would allow participants to obtain support services in a non-licensed setting, thereby significantly reducing costs while also receiving a federal Medicaid match. Using the Supports Program required a shift from reimbursement of contracted services to a fee-for-service system.

To enable DDD to meet these challenges, the division embarked on the ambitious task of automating and implementing the Supports Program by the state-mandated deadline of July 2015. During this transition, the Interim program implemented practices for governing service delivery.

The existing iRecord application would be revamped and brought up to speed with current technologies. From a functionality view point, the application had to enforce eligibility rules and implement multiple interfaces to external applications such as Medicaid and OIT. The application had to enable participants who were on the interim program to gradually migrate to the Supports Program.

iRecord needed to implement extensive validation checks to screen for the participants' eligibility for the Supports Program. Age, Functional Criteria, and Medicaid eligibility checks were needed to determine whether a participant is eligible for DDD services. Beyond that, the participant had to have the correct type of Medicaid coverage to be eligible for the Supports Program. If any of these validation checks were not met, the Support Coordination agencies needed to be alerted.

Once the State verified eligibility and selected clients for enrollment in the Supports Program, applications had to automatically interface with Medicaid to enroll participants. OIT and DDD would automatically exchange daily batch files for enrollment and verification.

The applications would need the capability of adding services to a participant's plan of care. These services would have to be determined to be within the allocated budget. iRecord would need to keep track of the services that providers offered and the counties in which they were approved.

Once a plan was approved, iRecord needed to automatically generate the Prior Authorizations for the approved plan services and interface with Molina Medicaid. This would allow Medicaid to pay for services when providers and FI agencies filed claims.

The features and functionalities in iRecord 3.0 had never been provided before for the developmentally disabled by the Division or the State.

The application fully automated the end-to-end process of enrolling a participant into the Supports Program. Both the participant enrollment and prior authorization interfaces were implemented with greater than 99 percent accuracy.

Several departments and divisions worked closely including the Department of Human Services Office of Information Systems, DHS Windows Network Service Group, NJOIT, NJ Division of Medical Assistance and Health Services, and, Molina Medicaid Solutions.

Impact:

In July of 2015 DDD launched record version 3.0. The application met all goals and successfully enrolled participants in the Supports Program. The program allowed citizens to access services from their homes. The new application allowed the Division and the state to bring the Supports Program to the community. It achieved the transformation of the agency from a contract-based system of service reimbursement to a Medicaid-based fee for service (FFS) reimbursement system.

The initial participants have been successfully enrolled in the Supports Program, and the staff members from the Support coordination agencies have claimed payment for services using authorizations automatically generated by the application. As of December 2015, more than 80 participants had been enrolled in the Supports Program and more than 7,000 Medicaid prior authorization payments processed through Medicaid, meeting a goal of the administration of Governor Chris Christie.

The application has worked efficiently across platforms and browsers as required by the Division, with additional new features being added regularly.

iRecord v3.0 met and exceeded the goals laid out by the DDD for 2015 resulting in the successful implementation of the Supports Program.

The Division plans to enroll more than 20,000 additional individuals over the next two years by moving them from the interim program. This will enable DDD to enroll nearly all individuals currently served with state-only funded services onto the new Comprehensive Medicaid Waiver. It is anticipated that the new initiative will enable DDD to generate nearly \$500,000 annually through the federal Medicaid match drawdown due to the efficiencies from iRecord v3.0 implementation.

iRecord 3.0 was central to the State being able to implement the Supports Program. The benefit of program is multifold. It allows the State to save money through federal reimbursement, and it allows participants to obtain state services without moving to more expensive licensed facilities, instead gaining access from the familiar confines of their homes. Additionally, iRecord 3.0 allows the State to bring these services to the community faster, and it allows more citizens to avail of these services. The successful implementation of iRecord 3.0 made all these benefits possible.