

Case Management

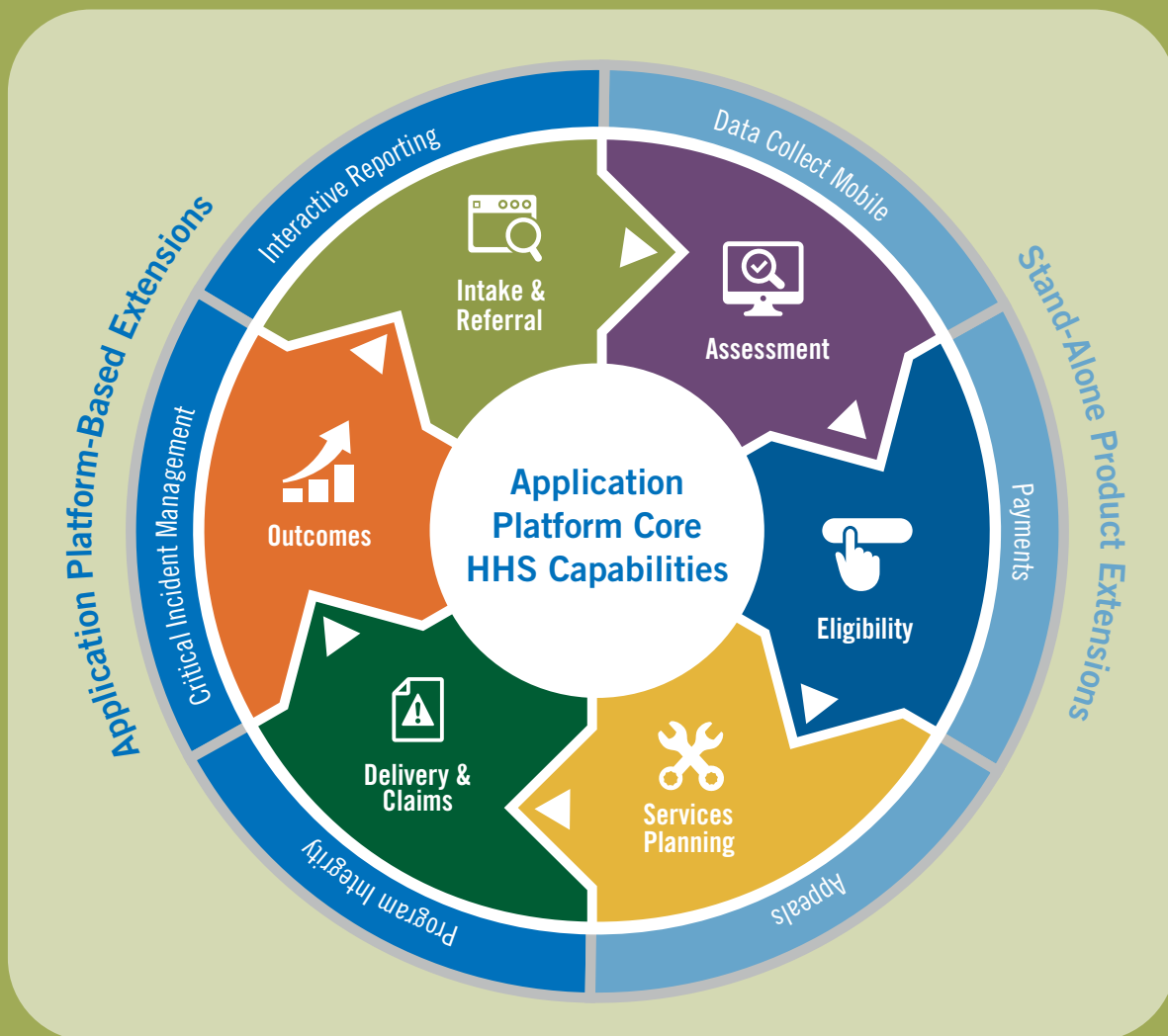
CAPABILITIES FOR HEALTH & HUMAN SERVICES AGENCIES



Enhancing and protecting the health and well-being of citizens is no small task for agencies that oversee health, human services, and benefits programs.

State program directors are under pressure to deliver high-quality services to their communities while at the same time managing ongoing demands to modernize information technology (IT) systems, streamline services, provide a safe workplace for staff, and lower costs.

To meet these wide-ranging needs, Tyler Technologies offers a range of capabilities that help modernize your system, empower your personnel, and improve your overall program. They support the delivery of person-centered services and verifiable program oversight and they do it efficiently, consistently, accurately, and with FedRAMP-level security.



Case Management

Purpose-built for the Public Sector

Tyler's Application Platform makes it easy to configure solutions to support your agency's mission. From off-the-shelf individual applications to a full Medicaid modernization project, the Application Platform can be configured to support the workflows of virtually any health, human services, or benefits program. In addition, applications built on the Application Platform are designed to be configurable by agency staff, without the need for software development expertise.

Tyler has case management capabilities in areas including (but not limited to):

- Home and Community Based Services case management
- Vocational Rehabilitation
- Program Integrity and fraud, waste, and abuse prevention
- Veterans' Benefits
- Appeals Case Management
- Medicaid systems
- Other State & Local Funded Home & Community Programs

Applications built on Tyler's Application Platform for the health, human services, and benefits market meet compliance standards for HIPAA, ADA & Section 508, FISMA Information Security, NIST Special Publication 800-53, and federal and state-level information assurance standards.

CONFIGURABLE PROCESSES

- Intake and referral
- Eligibility determination and enrollment
- Case assignment, waitlists, and caseload management
- Screening, assessment, and LOC determination
- Goal setting and service planning
- Service delivery and documentation
- Critical incident tracking
- Mobile support for community case workers
- Claims processing
- Evidence gathering
- Budget development, distribution, and authorizations
- Outcome tracking
- Payment processing
- Provider management
- Program and provider appeals
- Fraud, waste, and abuse detection
- Compliance reporting



Home and Community Based Services

Participants, service providers, and administrators of state Home and Community Based Services (HCBS) Medicaid waiver programs require timely information to ensure that services are delivered efficiently and cost-effectively.

Tyler's Home and Community Based Services (HCBS) application helps program directors manage processes while providing secure, web-based access to stakeholders including program participants as well as their representatives, counselors, nurses, and Fiscal Employer and Income Maintenance Agency providers.

In addition to supporting program participants, Tyler's application gives state Medicaid agencies the ability to respond to legislative mandates and requests efficiently. It includes extensive built-in search and reporting capabilities, and automates processes that allow the state to effectively manage both its cases and its waiting list.

Key features include:

- Secure access to case information for all stakeholders
- Automated processes that expedite intake, service delivery, and claims processing
- Provider Portal to improve communications with providers
- Analytics capabilities to measure data and outcomes
- Data exchange and integration capabilities for interfacing with MMIS, EVV, and other systems
- Automated notifications

Wisconsin Department of Health Services - HCBS

The Application Platform supports one of the largest Medicaid Home and Community-Based Services 1915(c) waiver programs in the country, which lets individuals self-direct their long-term care benefits.

Wisconsin Department of Health Services

WI DHS also leverages the Application Platform to power the Children's Program Intake Platform (CPIP), to streamline administration of the state's Katie Beckett and Children's Long-Term Support Waiver programs.

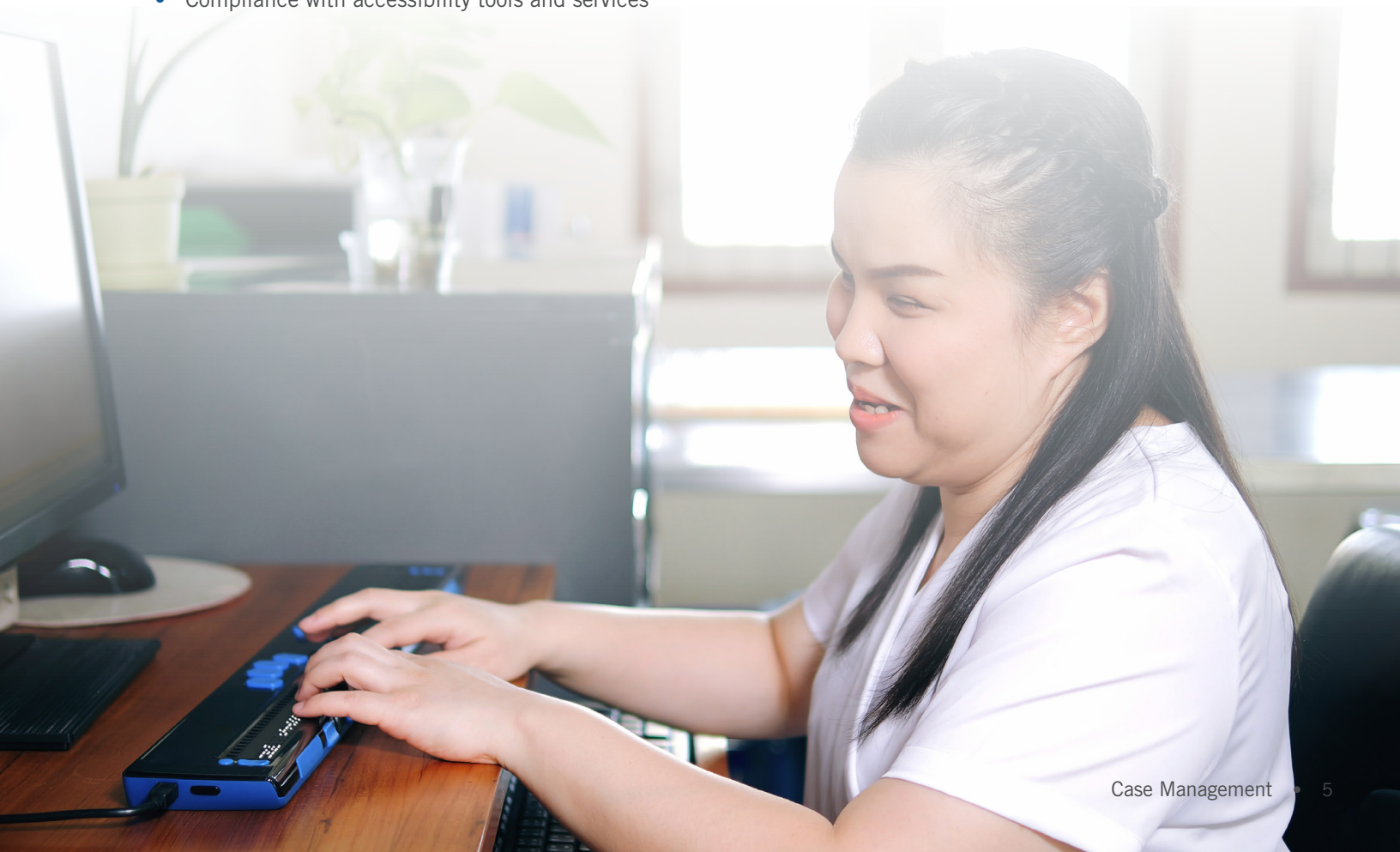


Vocational Rehabilitation

State vocational rehabilitation and Department for the Blind offices require ways to efficiently manage all aspects of VR services administration and resources. Tyler's Application Platform-based Vocational Rehabilitation application is designed to streamline services administration so that state vocational rehabilitation offices can remain compliant with the latest requirements under the Workforce Innovation and Opportunity Act (WIOA) and RSA Policy Directive 19-03. The solution gives counselors and VR staff the freedom to focus on getting their participants the services they need. From tasks lists and correspondence wizards to built-in alerts, the solution supports collaborative case management that keeps participant-specific and case-specific documentation organized and accessible.

Key features include:

- All case(s) and participant information in one place, including detailed case and program notes
- Automated VR processes to streamline workload
- Automatic updates to Rehabilitation Services Administration (RSA) mandated reports
- Role-based dashboards for quick access to data and increased productivity
- Service plan management and forms
- Fiscal and budget management
- Compliance with mandated Pre-ETS services and agency's minimum spend
- Self-service access for students, participants, counselors, vendors, and employers
- Program notes to track services performed in-house and comparable benefits
- Compliance with accessibility tools and services



Program Integrity

Fighting fraud and abuse is a critical responsibility. To effectively prevent scams and detect, investigate, and prosecute allegations such as false claims and improper payments, agencies require tight coordination and real-time access to a common data set. Tyler can help Medicaid Program Integrity Units, Medicaid Fraud Control Units, Unemployment Program Integrity investigators, and similar entities collaborate across jurisdictions.

Solutions built on Tyler's Application Platform manage fraud and abuse investigations and program integrity audits across the public sector, including by nine Federal Offices of Inspector General (OIG). They automate much of the time-intensive work involved in fraud investigation, beginning with intake validation and decision to investigate, so cases can be triaged based on estimated recoupments and effort to secure them.

Application Platform-based solutions can integrate with state-of-the-art healthcare analytics platforms offered by other vendors. This creates a "total solution" for Program Integrity. In addition, the Platform supports a broad spectrum of investigative processes including case intake, decision to investigate, referral to another authority, appeals, recovery, and closure. The Application Platform's continuous configurability also allows for the ever-changing environment of agency, regulatory, and statutory business requirements to be easily accommodated within the solution's business processes.



Veterans' Benefits

Delivering services to the 18.6 million American veterans of military service requires effective case management. Tyler's Veterans' Benefits applications support 35 state departments of Veteran's Affairs, VA attorneys, nine hundred counties and municipalities, and over 5,000 users. From eligibility determination and enrollment to claims submission and adjudication tracking, these solutions have specific workflows to support every stage of the benefit process. In addition, automated and pre-populated forms keep appointments short and claim filing efficient, helping to avoid delays in the claims administration process. Tyler solutions support the VA's Benefits Intake and Benefits Claims APIs, allowing VSOs to electronically submit claims directly to the Department of Veterans Affairs which speeds submission and processing of the claim.



CMS OFFICE OF MEDICARE HEARINGS AND APPEALS (OMHA)

Business Process Outsourcing (BPO) providers use the Application Platform to manage Level 2 and 3 hearings and appeals.

The system tracks case activities as appellants go through each phase of the appeals process, storing and indexing files and generating case-related correspondence regarding deadlines, status, and other activities. Appellants can file electronically and track their cases using a public portal.

Appeals Case Management

Any agency that provides services to the public must also allow individuals to appeal the agency's decisions regarding eligibility and access to services or benefits. While specific processes may vary, all appeals share a common workflow. Each one includes an appellant, an issue or problem that requires resolution, and guidelines against which the appeal is made. There is often a detailed investigation and a formal review process before an appeal is handed off to a judge or board to render a decision.

Tyler applications are used throughout the public sector, including at the U.S. Department of Health & Human Services and state Medicaid and Health agencies, to manage a broad range of appeals associated with healthcare, public assistance programs, insurance, workers' compensation, land use, labor relations, and more.



Center for Medicare and Medicaid Services

The Application Platform is being utilized to manage Level 2 and 3 Hearings and Appeals and for State of California Medicaid Appeals.

California Department of Social Services State Hearings Division

The Application Platform-based Appeals Case Management System consolidated and replaced 22 aging systems including Medicaid and Child Welfare appeals across California.

Additional programs

The Application Platform can be configured for other Health, Human Services, and Benefits programs. For example, it can be used to track care programs. A care management agency could leverage the platform to manage care plan development and monitoring, assessments and screenings, budgets, service authorization and coordination, payment authorization and disbursement, and reporting.

Medicaid Enterprise System Modernization

Tyler's Application Platform is ideally suited to address Medicaid Enterprise System (MES) modernization efforts. In keeping with HIPAA and MITA standards, the platform's open architecture, open standards, and flexible integration points afford all-around interoperability. With the Application Platform, government agencies have the flexibility to embark on wholesale, system-wide modernization efforts. Alternatively, through what Gartner Research calls packaged business capabilities (PBCs), organizations can use the platform to develop and deploy discrete components of larger Medicaid modules without the financial burden and disruption associated with large-scale upgrade efforts.

Tyler applications have been deployed in a variety of ways to support Medicaid operations, including:



Eligibility: Determination of eligibility for benefits and waiver programs. Tyler supports the standalone eligibility functionality for the Children's Program

Intake Platform (CPIP), an electronic portal that supports field staff under contract with the Wisconsin Department of Health Services (WI DHS) who interact directly with children and families to determine eligibility for programs and services.



Program and Care Management: Administration of benefits and Home and Community Based Services (HCBS) programs. Tyler supported a

legacy modernization project to replace and upgrade functionality within the system that administers the WI DHS IRIS program. IRIS (an acronym for Include, Respect, I Self-Direct) is a \$500 million Medicaid HCBS Waiver program assisting 22,000 Wisconsin residents.



End-to-End Appeals Management: Support for the whole appeals processes, including allowing beneficiaries and providers to submit appeals via a portal.

For example, standard workflows managed through a Tyler system allow Medicaid agencies in states such as Wisconsin, Virginia, and California to assess appeals of eligibility and benefit decisions.



Medicaid Reporting: Reports and data analysis allow state agencies to meet federal financial reporting requirements associated with Medicaid programs.

One state's Department of Public Health and Human Services leverages the Application Platform to combine eligibility and claims data with clinical information about social determinants of health — and make real-time adjustments to the data.



Program Integrity: Investigation of identified behaviors that could suggest fraud, waste, or abuse. State Medicaid agencies can leverage the same platform-based

program integrity functionality that Tyler provides for nine federal Offices of Inspector General, including those in the Department of Commerce and Department of Transportation.

Forward-thinking CIOs and IT leaders understand the importance of using modular, interoperable development platforms to facilitate rapid, incremental system improvements throughout their agency and position their programs to secure available federal funds. Whether through a legacy system replacement or an incremental PBC approach, the Application Platform gives agencies the building blocks they need to achieve cost-effective Medicaid Enterprise System modernization efforts.



Low-Code Application Development

Applications built on Tyler's Application Platform and have best practices, business rules, and terminology built right in. Core case management capabilities include:

- Case capture, assignment, and tracking by case and program type
- Contact management
- Document management
- Enterprise search
- Flexible dashboards and reporting

Fully integrated modules can facilitate document management, direct-to-case scanning, analytics, mobile access, public portal access, and more.

Adapt to Changing Legislation

Applications built on Tyler's Application Platform are designed to be configurable by our state agency clients, even if they don't have extensive coding or software development experience. This means that when new laws are passed or regulations are changed, clients can update their own workflows to align with new expectations.



"Field staff have reported they like the [platform-based] application and have found it helps them communicate among each other, both within their own regional office and with those in other regions. We...ensured timely communication occurred and families didn't fall through the cracks."

— Laura Knott,
Wisconsin DHS staff member



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About Tyler Technologies, Inc.

Tyler Technologies (NYSE: TYL) provides integrated software and technology services to the public sector. Tyler's end-to-end solutions empower local, state, and federal government entities to operate more efficiently and connect more transparently with their constituents and with each other. By connecting data and processes across disparate systems, Tyler's solutions are transforming how clients gain actionable insights that solve problems in their communities. Tyler has more than 40,000 successful installations across more than 13,000 locations, with clients in all 50 states, Canada, the Caribbean, Australia, and other international locations. Tyler was named to Government Technology's GovTech 100 list five times and has been recognized three times on Forbes' "Most Innovative Growth Companies" list. More information about Tyler Technologies, an S&P 500 company headquartered in Plano, Texas, can be found at tylertech.com.

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