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Consumer Directed Module (CDM)

September 28, 2006



Agenda

- ❑ Consumer Directed Module Defined
- ❑ Consumer Directed Module (CDM) System Description
 - Overview
 - State Involvement
 - Application Review
- ❑ Next Steps: Future of the CDM
- ❑ Technology Overview
- ❑ Panel Discussion
 - State Participation in the CDM Project



What is the CDM?

The Consumer Directed Module (CDM) is a web based software application being developed to support a new approach to managing personal care services for Medicaid beneficiaries.



History of the CDM

- ❑ 3 state demonstration in 1995: Arkansas, Florida, New Jersey
- ❑ Offer choice and control to Medicaid beneficiaries:
 - Individualized spending plans were developed
 - Each participant hire their own worker (including family, friends)
 - Ability to purchase goods or services or modify their homes or vehicles
 - Participants can designate a representative to help them or act on their behalf
- ❑ Partnership between
 - Robert Wood Johnson Foundation
 - US Department of Health & Human Services
 - The National Program Office at the Boston College Graduate School of Social Work
- ❑ Since the demonstration, the C&C program has expanded to 12 additional states
- ❑ For this expansion effort, the NPO seeks to develop the CDM



Goals & Objectives of the CDM

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- ❑ Make communication among the participant (and or representative), his or her support broker, financial management services agency and state administrator simple and efficient.
- ❑ Permit ongoing, timely, and efficient monitoring.
- ❑ Provide data to support improvement the quality of service of the program.



CDM Team

- The Steering Committee includes:
 - Implementing states: AL, RI, WV
 - Possible 2nd wave states: NM, VT
 - National Program Office
 - State Liaison Mentors
- Steering Committee activity:
 - Weekly meetings
 - Deliverables Review

Project Timeline



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January 2006	Vendor Contract Signed
February 2006	Project Kickoff
May 19, 2006	3rd Prototype Iteration
June – August 2006	User Acceptance Testing
September 21-22, 2006	Train the Trainer
October 2006	Implementation
November 2006	Project Completion



Characteristics of the CDM

- ❑ Web-based application
- ❑ CDM will reside on only one computer in each state
- ❑ The software & source code will be given to states
- ❑ Allows for customization by the states; such customization will be at the expense of the state.
- ❑ Ability to generate monthly reports and *ad hoc* reports
- ❑ Separate from other state systems and services such as:
 - The Medicaid Management Information System (MMIS)
 - Fiscal Management Services
- ❑ States expected to create interfaces as needed
- ❑ The module will meet with all applicable HIPAA regulations



State Involvement

First 3 States to Install:

- ▣ Alabama
- ▣ Rhode Island
- ▣ West Virginia

CDM System Description: Participant



A screenshot of the "Personal Options" web interface. The page header includes the West Virginia Department of Health and Human Resources logo and the "CASH & COUNSELING" logo. A navigation bar contains icons for Home, My File, Notifications, Financial, and Forms & Templates, along with links for Change Password, Help, and Logout. The main content area displays a welcome message for Barbara Baker, a "Quick Links" sidebar with options like "View My File" and "Download Form(s)", and a "Notifications" section stating "You do not have any notifications at this time." The footer contains the text "Cash and Counseling" and "Contact our Web Administrator. Copyright 2006. All Rights Reserved. West Virginia Department of Human Services".

Download blank employment forms

View my monthly statement

CDM System Description: State/Local Program



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PersonalChoice
State of Rhode Island Department of Human Services

Change Password Help Logout

Forms & Reports Broadcast Notifications

Review reports

Quick Links

- Modify Advisors
- Modify Advisor Agencies
- Modify FMSA Agents
- Modify FMSA Agencies
- Advanced Search
- Broadcast Message
- Reports
- Pending Budget Spending Plans

Reports Display: 5 Rows Go

Name	Date Uploaded	
Amount of Monthly Budget	8/2/2006 12:00:00 AM	View
Appeal Tracking Report	7/25/2006 11:20:24 AM	View
Assessments By Due Date	8/2/2006 5:20:42 PM	View
Assessments Past Due By 30 or More Days	8/3/2006 12:00:00 AM	View
Demographic Characteristics of Participants	8/2/2006 12:00:00 AM	View

1 2 3 4 5

Pending Spending Plan Display: 5 Rows Go

First Name	Last Name	Status	Local Case Number	
C			0	View File

Human Services

Edit information for:

- Support Brokers (Advisors)
- Financial Management Services Agencies

Monitor participant spending plans

CDM System Description: System Administrators



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Consumer Directed Module
Alabama Dept. of Senior Services

Alabama State Seal

Help Logout

Admin

Users | Roles & Permissions | Alerts & Notifications | Financial | Drop Down Lists | **Field Configuration** | Application Settings | Affirmations | Required Fields | Special Fields | Edit Field Permissions

Admin - Required Fields

Select which fields are required to upload a file to the system.

Select screen: File - Personal Info

Field Name	
Address 1	<input type="checkbox"/>
Address 2	<input type="checkbox"/>
City	<input type="checkbox"/>
County	<input type="checkbox"/>
Date of Birth	<input checked="" type="checkbox"/>
Email Address	<input type="checkbox"/>
Emergency Contact Name	<input type="checkbox"/>

Cash and Counseling Contact our Web Administrator ADSS

Configure the name of the program

Add additional fields



Cost to States

- ❑ The CDM system software and source code will be given to states
- ❑ States will:
 - Create their own interfaces as needed
 - Incur cost of initial installation on their own hardware
 - Be expected to maintain and support the system as they would any other business system
- ❑ The vendor will:
 - Develop and provide initial training and help materials



Cost to States (cont)

Potential costs to states that implement the CDM in the future:

- Implementation: \$5,000
 - Includes source code, installation manual and 7 days of phone support. Price guaranteed through June 2007.
- One-time data load (optional): \$5,000
 - Price guaranteed through June 2007.



Cost to States (cont)

- Estimated Management Resources Needed After Implementation of the CDM

Job Role	Hours per Month
State Managerial Oversight	2
State CDM Administrator (can be a non-technical person)	12
Help Desk	12
TOTAL	26

Compiled from input by Steering Committee State IT Representatives



Cost to States (cont)

- Estimated IT Resources Needed After Implementation of the CDM

Job Role	Hours per Month
Network Administrator	4
Database Administrator*	1
Developer/Report Writer *	3
TOTAL	8

* A database administrator and developer/report writer could be the same person.

Compiled from input by Steering Committee State IT Representatives



Next Steps: Future of the CDM

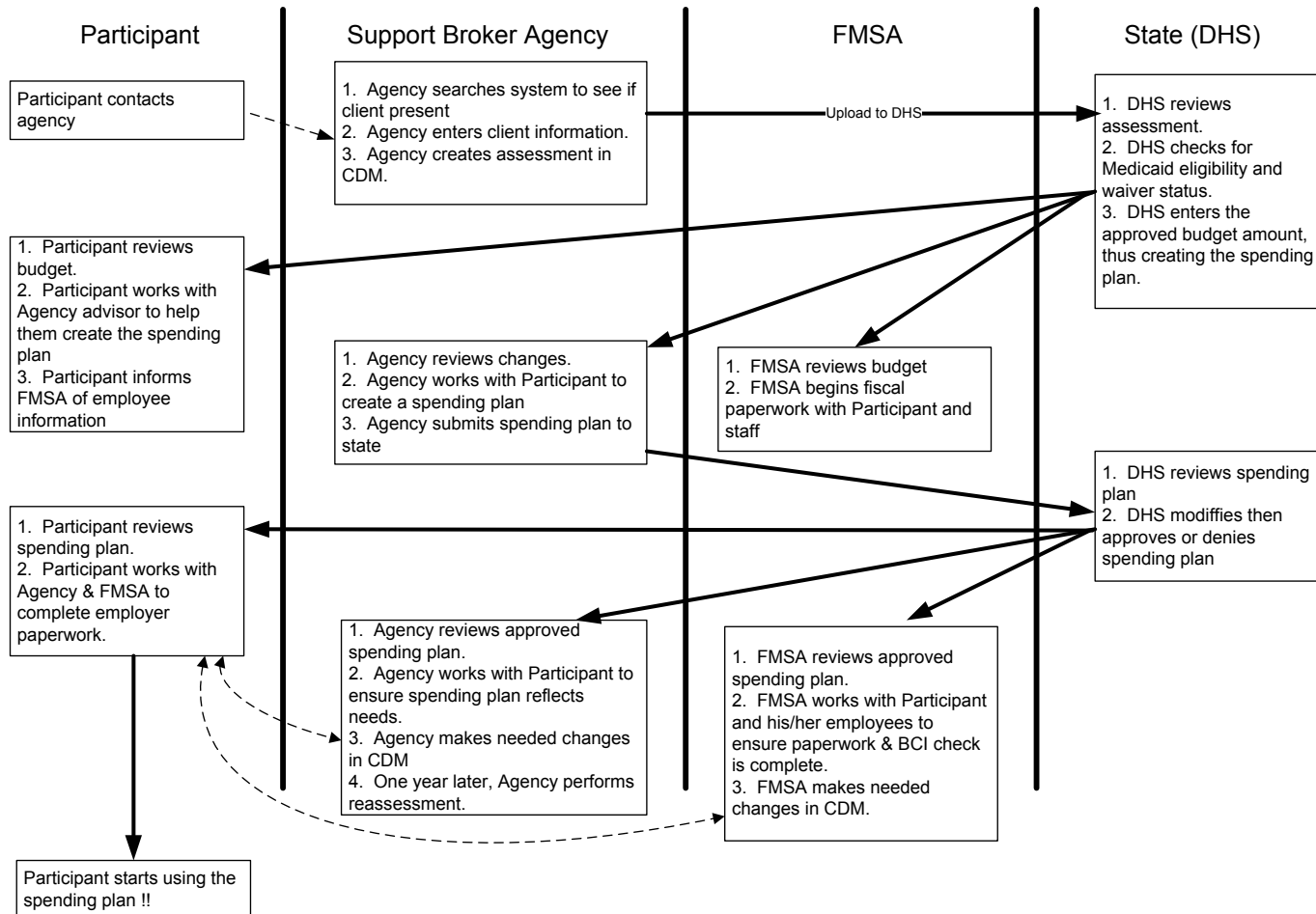
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- Future state implementations
- Future functionality



Technology Overview

Rhode Island CDM "Swim Lane" Flow of Information Between the 4 Main CDM Entities
Sept. 22, 2006





Panel Discussion

- State Participation in the CDM Project
- Panelists:
 - Dianne Kayala, Rhode Island
 - Julie Shelton, West Virginia
 - Jean Stone, Alabama



Panel Questions

1. Please provide some background information on your state's C&C program.
2. Describe what benefits your state sees in implementing the CDM now and in the future (i.e. benefits as a project management, participant transparency and tracking tool).
3. How are your states preparing for the CDM implementation? What plans are being made on the program side? Technical side?
4. How will you handle training in your states and how much time will be allotted to train each role?