WHAT IS THE CT HCBS PROGRAM TOOL?

The Connecticut Department of Social Services (DSS) has implemented a value-based care initiative for home and community-based service (HCBS) providers. To improve Medicaid member health outcomes, the program aims to create and sustain a value-based fee-for-service delivery model by providing whole-person care through incentive payments to HCBS providers based on defined outcomes. Through Connie, DSS is enabling HCBS organizations to access their clients' HCBS program-related data.

For more information about the program,
visit the DSS HCBS Program Website

ACCESSING THE TOOL

To access the CT HCBS Program Tool, log into portal.conniect.org.
If you don't yet have an account, contact your Account Manager, or email
info@conniect.org and reference the HCBS program.

FEATURES

- A filterable **Worklist** of your clients, key indicators of how they are doing related to the program goals, and whether they have been admitted to or discharged from an inpatient facility (e.g. hospital or skilled nursing facility). The purpose of the worklist is to provide you with an overview of your clients' status, enabling you to quickly identify clients with higher needs.
- A detailed **snapshot** of your client's demographic information, Person-Centered Goals, Care Team, Universal Assessment results for context on where they are having activity challenges, and a list of their hospitalizations and ED visits over the last 6 months.
- A **Dashboard** to track how your organization is doing in relation to the three DSS HCBS program Outcome Measures.

FAQs

How do I participate in the HCBS Program?

If your organization provides home and community-based services for Medicaid members, email info@conniect.org and let us know you want to participate in the HCBS program.

Why am I not seeing all of my clients in the tool?

The HCBS Program includes only clients who receive Medicaid HCBS services. If you see an error in your list of attributed clients, please contact Connie User Support.

What data is used in the HCBS program tool?

To support the features included in the CT HCBS Program tool, Connie receives:

- Admission and discharge information data from hospitals and skilled nursing facilities,
- Care Team Prior Authorization extract files, Electronic Visit Verification data and Universal Assessment data from the Department of Social Services (DSS), and
- Person-Centered Goals from the Access Agencies.

For more details regarding the data used for the CT HCBS tool, see the HCBS Implementation Guide.

FAQs CONTINUED…

Why do some of the features have no data?

Not all data are available during the initial launch of the HCBS program tool. Although the User Guide describes all functionality, early users may experience some missing features. As data becomes available additional features will populate with the relevant information.

I have questions about whether I'll be getting my Value Based Payment for this payment period.

You can track your status related to meeting the goals against benchmarks using the Dashboard feature in the CT HCBS program. For questions on how your score was calculated, please contact DSS.

USER STORIES

As a home health nurse, I am responsible for administering medications and ensuring my clients are making progress towards their goals. I can log into the HCBS Program tool and see if there are any updates on my patients' goals and hospitalizations. I can also use Connie to conduct a patient search to check for clinical information for my patient, including medications and diagnoses that may not have been detailed in their referral.

As a care coordinator for a homemaker and companion program, I can log in to the HCBS Program tool in the Connie portal and see if any of our clients have been admitted to or discharged from the hospital in preparation for the week. I then look for flags that highlight clients who may need more attention and look at the Snapshot view to understand where they might be struggling to help me identify actions our staff can take during visits to support their client's progress.
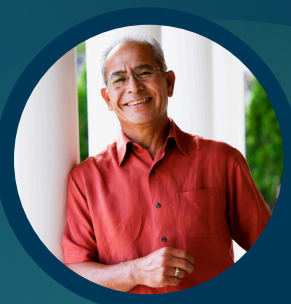
As an HCBS program director, I want to monitor my organization's progress related to the HCBS program outcomes. I can use the CT HCBS Program tool Dashboard to see how my organization did during the previous assessment cycle, our current score, and if we are on track to meeting benchmarks.