



Summary of States' NWD Systems

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What is a NWD System?

The No Wrong Door (NWD) system aims to provide individuals with information on community long-term care services and support (LTSS), determine eligibility, and enroll eligible individuals in appropriate services. Although NWD systems can take many different forms, they should facilitate three main goals:

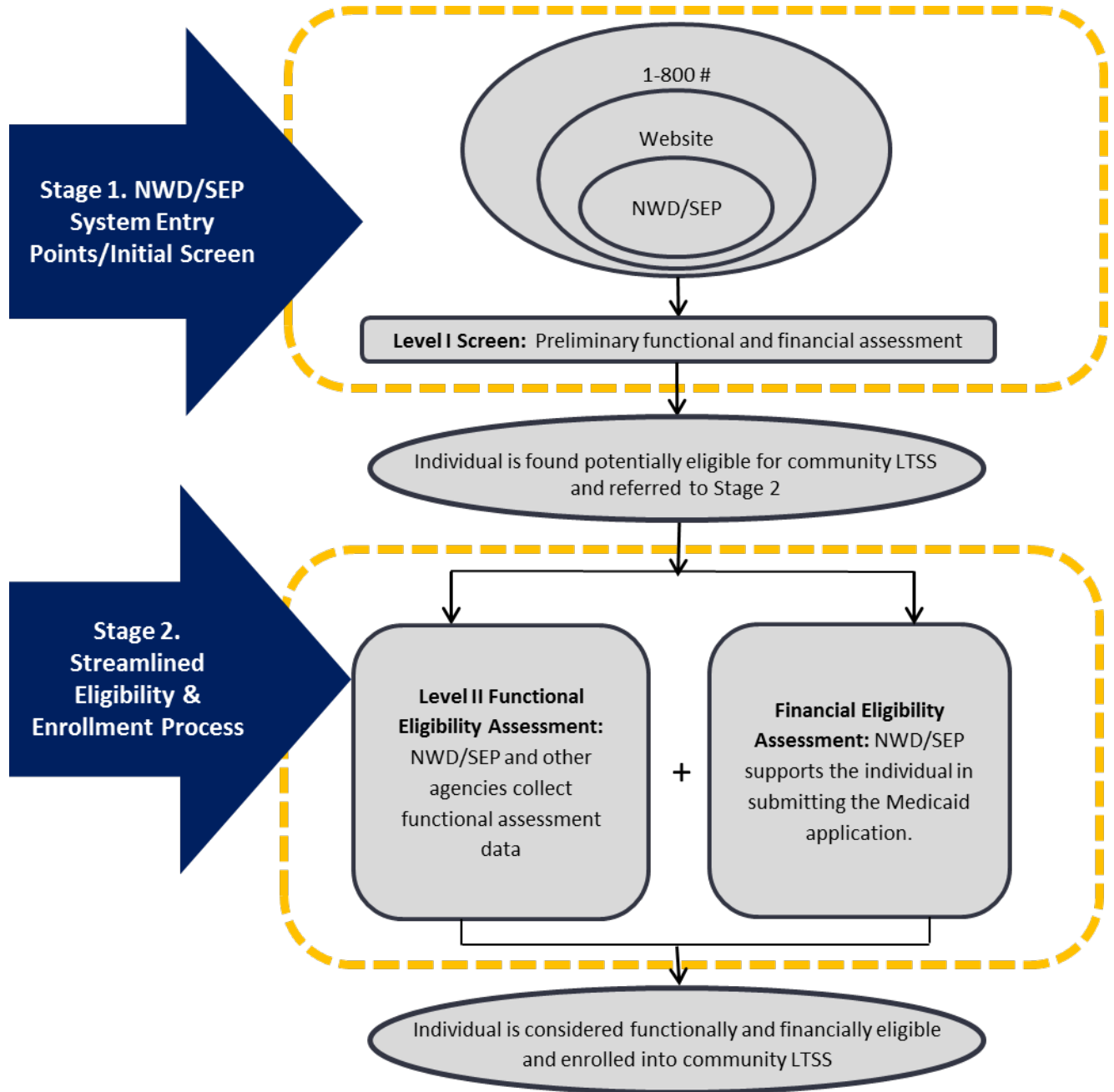
- Increase the accessibility of community LTSS by making it easier for individuals to learn about and be linked to services.
- Provide uniformity in eligibility determination processes across the state.
- Result in a more streamlined and coordinated process for the individual.

The figure and description below present a potential NWD system from the perspective of an individual moving through the system, from the starting point of gaining initial information about the services available to the end point of becoming enrolled in appropriate services. The NWD system presented in the figure and described in the following discussion is a two-stage process. Within Stage 1, individuals making inquiries about community LTSS go through an initial screen (Level I), which collects preliminary financial and functional data and points to potential needs and program eligibility. This screen may be completed online or conducted over the phone or in person by trained, designated NWD staff. Only those applicants who are considered potentially eligible at the Level I screen will receive the comprehensive Level II assessment during Stage 2.

Stage 2 consists of more extensive functional and financial eligibility determination processes. The Level II (functional) assessment provides a more complete picture of an individual's abilities and needs. The assessment must be completed in person by designated personnel that have received standardized training. If individuals are not considered eligible at this point, they are referred to non-Medicaid services, ideally with the support of the NWD system.

This document describes state NWD processes as presented in Work Plans and quarterly progress reports. For more information, please see Work Plans posted on Medicaid.gov: <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Long-Term-Services-and-Supports/Balancing/Balancing-Incentive-Program.html>.

Figure 1: Person-Flow through the NWD System



Arkansas

Entry Points:

- NWDs: Aging and Disability Resource Centers (ADRCs), Department of Human Services (DHS) County Offices, and divisions that serve specific populations: Division of Aging and Adult Services (DAAS), Division of Medical Services (DMS), Division of Developmental Services (DDS), Division of Behavioral Health Services (DBHS), and the Division of County Operations (DCO).
- 1-800 number: ADRC toll-free number (Choices in Living)
- Website: Access Arkansas Website - <https://access.arkansas.gov/>

Level I Screen:

AR will use a kiosk system in the county offices so that consumers can have immediate access to the web-based pre-screens. AR will utilize the suite of interRAI tools for the Level II assessments; therefore the Level I screen will likely consist of a subset of interRAI questions that will pre-populate the Level II assessment. The screen is automated in their website.

Level II Assessment:

AR will utilize the interRAI suite of tools, including the interRAI Home Care (HC) or interRAI Nursing Home (NH) for the elderly, the interRAI Community Mental Health (CMH) for individuals with mental health issues, and the interRAI ID for individuals with intellectual and developmental disabilities. The interRAI is automated through their CoCentrix system.

Pine Bluff Psychological Associates (PBPA) will conduct the interRAI ID assessments. The interRAI HC instrument will be administered by licensed, registered state-employed nurses who have successfully completed a week-long training that includes modules on system administration, clinical applications, and policy/procedure updates.

Financial Eligibility:

Financial eligibility information is collected using a paper-based application, which can be submitted to DCO offices via mail or in person. Once a final financial eligibility determination decision is made, DCO staff input the determination into the ANSWER system.

Coordination/Automation:

The financial and functional determinations will be performed simultaneously with communication between staff. DHS is currently working on the process for collecting functional eligibility information through the use of automated assessments tools. The system will be integrated with the ANSWER system, to allow improved tracking of the medical and financial sides of the eligibility determination process.

Connecticut

Entry Points:

- NWDs: Composed of Area Agencies on Aging (AAAs). In addition, CT plans to incorporate Senior Centers, local municipal social work agencies, and Local Mental Health Agencies.
- 1-800 number: 211
- Website: <http://www.myplacect.org/> The Medicaid/Insurance Exchange eligibility portal (ConneCT) will contain the Level I screen, serving as an entry point to the NWD system.

Level I Screen:

CT will use two Level I screens; financial and functional. The beneficiaries can complete these screens themselves directly on ConneCT or complete them with the assistance of a NWD representative.

Level II Assessment:

CT adopted a new statewide instrument that covers all domains and topics for all populations based on the interRAI HC. The CSA includes algorithms to determine a consumer's functional Level of Need and an associated Cost Allocation Band. The CSA will be integrated and automated into the NWD system.

Financial Eligibility:

The Department of Social Services (DSS) is responsible for financial eligibility. It is building ConneCT, the "Single Point of Entry for health care, programs, and benefits."

Coordination/Automation:

Individuals can set up a "My Account" on ConneCT to view progress of the functional and financial assessment processes online. NWD representatives can also log onto an individual's "My Account" to monitor progress. The system sends automated notifications to individuals and NWD representatives regarding changes in eligibility.

Georgia

Entry Points:

- NWDs: 12 ADRCs with statewide coverage and 6 Developmental Disability Regional Offices.
- 1-800 number: GA identified 1-800-715-4225 for behavioral health crises and standard appointments and 1-866-552-4464 for LTSS services.
- Website: <https://www.georgiaadrc.com/> The Georgia Department of Community Health (DCH) website serves as the primary informational website with links to partner sites.

Level I Screen:

The Level I screen is available online through the Common Point of Access to Social Services (COMPASS) system, incorporating the functional component of community LTSS eligibility with the financial eligibility determination process for Medicaid. Georgia is currently working with Deloitte to design an integrated eligibility system that will replace the COMPASS system. The Level I screen will also be integrated into the website.

Level II Assessment:

GA uses the interRAI Home Care (HC) instrument for most populations seeking community LTSS, and a combination of instruments, including the Supports Intensity Scale (SIS) for the developmentally disabled population.

Financial Eligibility:

DCH, through the COMPASS system, conducts financial eligibility.

Coordination/Automation:

GA's plans to develop a fully automated NWD system to transfer information electronically have been put on hold. Therefore, the state is primarily working with the COMPASS platform.

Illinois

Entry Points:

- NWD/Coordinated Entry Point (CEP): The Centers for Independent Living; the Pre-Admission Screening Agencies that serve individuals with intellectual disabilities; the Case Coordination Units that administer assessment and coordination services for the elderly; and the ADRCs.
- 1-800 number: 1-888-833-4879 with plans to move to 1-844-for-C4CL (Choice 4 Community Living Initiative)
- Website: www.c4cl.illinois.gov (available in late 2016)

Level I Screen:

Through researching best practices in other states and surveying many commercial product options, IL developed an Initial Screen. The automated Initial Screen will be an essential component of the NWD system across all LTSS agencies. The Initial Screen will be available through two access points: the 1-800 LTSS call center and in person at one of the CEP sites. Staff from all CEP agencies will be trained in how to use the Initial Screen and how to refer potentially eligible applicants to appropriate agencies for further assessment and information.

Level II Assessment:

IL will use a Uniform Assessment Tool (UAT), which will be the same across all participating agencies to facilitate data sharing and referrals. IL is in the process of identifying a vendor that will develop the system.

Financial Eligibility:

Financial eligibility is conducted by the Illinois Integrated Eligibility System (IES).

Coordination/Automation:

IT strategies incorporated under the Program will enhance coordination of IL's points of entry. The IES system will interface with the UAT system. In addition, information gathered from the Initial Screen will assist in best determining the entity(ies) that will conduct the UAT.

Iowa

Entry Points:

- NWDs: IA increased the number of ADRCs from two to six to serve as the foundation for the NWD system. ADRCs established partnerships with other entities, such as regional Department of Human Services (DHS) offices and other information and referral organizations, to have statewide coverage.
- 1-800 number: The ADRC toll free number (866-468-7887) provides assistance in determining service needs and connecting individuals with services and supports.
- Website: The ADRC website, Life Long Links (<http://www.lifelonglinks.org>) acts as the NWD website. It serves as a comprehensive source of information for all available community services and supports available throughout the state. The website provides a searchable directory of local NWDs and/or service entities within the web user's designated zip code. IA will include the Level I screen as an online self-assessment through the website if data security issues are resolved.

Level I Screen:

The state developed a comprehensive Level I screen and a "warm hand-off" process to ensure that follow-up occurs with every individual entering the NWD system, as appropriate.

Level II Assessment:

IA has contracted an external agency to conduct the Level II assessments for the ID/DD population and is working with stakeholders to identify the assessments for the other populations.

Financial Eligibility:

Conducted by Iowa Medicaid (IM) workers.

Coordination/Automation:

When an individual submits a Medicaid application, the application is forwarded electronically to the appropriate NWD determined by the individual's choice. If the consumer and his/her family/guardian are interested in long-term care supports provided by Medicaid, the case is entered electronically into the web-based Individualized Services Information System (ISIS). This system is used to track eligibility determinations, assessments, service planning and utilization of services. The IM worker reviews the Medicaid application and notifies the consumer (or family/guardian) and the NWD coordinator of the eligibility determination or works with the NWD and necessary parties if additional information is needed.

Kentucky

Entry Points:

- NWD entry points: ADRCs, Community Mental Health Centers, Health Home Agencies, Adult Day Health Agencies, State Health Insurance Program (SHIP) agencies, and Department of Community-Based Services (DCBS) agencies
- 1-800 number: 1-800-4kynect
- Website: The health exchange website (<http://www.kynect.com>) hosts the Level I screen. In addition, KY developed a website on its new Waiver Case Management (WCM) System for NWD entry points and providers (<http://chfs.ky.gov/dms/mwma.htm>).

Level I Screen:

The WCM System will be hosted on the state-run Health Benefits Exchange (Kynect.com) network and will incorporate the Level I screen to identify individuals likely to be eligible for Medicaid-funded community LTSS.

Level II Assessment:

KY developed a modified version of Wisconsin's assessment instrument to serve as the CSA – the Kentucky Home Assessment Tool (KHAT). The assessment is currently being programmed into the WCM system. Individuals with ID/DD who receive services through the Supports for Community Living waiver; they are assessed through the Supports Intensity Scale (SIS).

Financial Eligibility:

The DCBS will continue to have final confirmation of financial eligibility; however, the Kynect system will be further developed to connect with financial information and make it easier to upload supporting documentation to any person or program assisting with enrollment.

Coordination/Automation:

WCM will be incorporated into the Level I screen to ensure individuals do not receive a waiver case management assessment if they are not eligible for Medicaid funding. The individual will complete the screen through KYnect.com and will be referred to the appropriate agency.

Maine

Entry Points:

- NWDs: Five ADRCs, a CIL, and Department of Health and Human Services (DHHS) offices will provide statewide coverage.
- 1-800 number: Maine 211 will serve as the toll-free number.
- Website: Maine is hosting its Level I screen here at <https://www1.maine.gov/online/lts-prescreen/index.html>

Level I Screen:

ME's Level I screen is available online: <https://www1.maine.gov/online/lts-prescreen/index.html>

Level II Assessment:

The Level II assessment will be automated and completed by the appropriate assessing agency depending on service need.

Financial Eligibility:

The ME DHHS/Office of Family Independence is responsible for completing the financial assessment.

Coordination/Automation:

- While the Level I screen is available online, the Level I data is not be captured in a central database unless a consumer begins an electronic application based on the Level I results. After a Level I screen, an individual receives a list of relevant resources. The individual can also ask to be contacted directly by a representative from the state.

Maryland

Entry Points:

- NWDs: 20 Maryland Access Points (MAPs) that provide statewide coverage.
- 1-800 number: Will route individuals to the local MAP. Implementation of the 1-800 is planned for 2014.
- Website: <https://www.massoptions.org/massoptions/find-community-long-term-supports-and-services/>

Level I Screen:

The Level I screen contains approximately 31 questions, allowing MD to assess an individual's level of need early in the process. Through this information, MD hopes to better manage its interest list, prioritizing individuals at risk of institutionalization. MAP staff piloted the screen and will conduct the Level I screens upon statewide implementation.

Level II Assessment:

MD adapted the interRAI Home Care for the Elderly and Physical Disability population. For the DD population, MD recently selected the SIS and HRST. For the BH population, MD will be using the DLA-20. Assessments are conducted by Adult Evaluation and Review Services (AERS) and local health department case monitors under the Medical Assistance Personal Care program.

Financial Eligibility:

MAP staff may support the individual in filling out the Medicaid application on the SAIL (Service Access and Information Link) website.

Coordination/Automation:

LTSSMaryland is an automated system that captures Level I screen, Level II assessment, and financial eligibility data. This system promotes efficiency because the Level I screen data pre-populate the Level II assessment. In addition, MAP staff have access to functional and financial eligibility determinations to coordinate the entire process and communicate information back to the individual.

Massachusetts

Entry Points:

- NWDs: 11 regionally-based ADRCs composed of Aging Services Access Points (ASAPs), Agencies on Aging (AAAs), and Independent Living Centers (ILCs).
- 1-800 number: 1-844-422-6277
- Website: <https://www.massoptions.org/>

Level I Screen:

The Level 1 screen is administered through the call center and can be taken online through the community LTSS informational website.

Level II Assessment:

The Level II assessment is completed by the appropriate assessing agency depending on service need.

Financial Eligibility:

MA is using BIP funds to contract LTSS financial eligibility specialists. These specialists work within the MassHealth Enrollment Center system and provide technical expertise for ADRC and state agency staff.

Coordination/Automation:

MA has automated the Level I screen and referral processes. If the Level I screening results indicate a need for a Level I assessment, staff from the NWD entity or call center make the referral to the appropriate agency.

Mississippi

Entry Points:

- NWDs: MS Access to Care (MAC) Centers, geographically dispersed throughout the state, are composed of planning and development districts, Community Mental Health Centers, Department of Rehabilitation sites, and 29 regional Medicaid offices.
- 1-800 number: (800) 421-2408
- Website: MS has developed a website that allows users to input service needs and receive a list of resources and service providers that meet those needs:
<https://www.mississippiaccessstocare.org/>

Level I Screen:

MS has developed and automated a Level I screen. This screen is conducted by MAC Centers and over the phone. Information pre-populates the Level II assessment.

Level II Assessment:

MS is replacing the PAS with the interRAI suite of tools. The ID/DD population continues to be assessed through the ICAP.

Coordination/Automation:

In October 2014, MS launched a fully-automated, statewide, secure, and web-based information and tracking system to determine and coordinate functional and financial eligibility for community LTSS. The MAC system captures the Level I screen and Level II assessment data.

Missouri

Entry Points:

- NWDs: Department of Social Services/Family Support Division offices and regional offices operated by the Department of Health and Senior Services and the Department of Mental Health.
- 1-800 Number: A toll-free number provides information regarding all community LTSS (1-855-834-8555). The number routes individuals to the NWD agencies above depending on the results of the Level I screen.
- Website: In addition to providing information to individuals seeking community LTSS, the Missouri Community Options and Resources (MOCOR) website provides consistent, comprehensive information to NWD entities regarding community LTSS, including a brochure on the site to download and print (<http://mocor.mo.gov/>).

Level I Screen:

The Level I screening tool, developed by MO, was incorporated into the website and the toll-free phone line on October 2013. The Level I screening results indicate for which services/waiver program the individual may be eligible, and referrals are made accordingly.

Level II Assessment:

MO uses population-specific assessments. The interRAI HC instrument is the only automated instrument, although MO is making enhancements to automate the instrument for individuals with developmental disabilities.

Financial Eligibility:

The Family Support Division conducts financial eligibility. These offices are part of the NWD network. If an individual enters the system through another agency, the individual is referred to the Family Support Division for Medicaid eligibility determination.

Coordination/Automation:

The results of the Level I screen are emailed to the respective agency, which conducts the Level II assessment.

Nevada

Entry Points:

- NWDs: ADRCs, local offices of Aging and Disability Division (ADSD), Division of Health Care Financing and Policy (DHCFP), and the Division of Public and Behavioral Health (DPBH)
- 1-800 number: Nevada 211, with plans to move to a more comprehensive call center
- Website: DHCFP is leading the development of the website

Level I Screen:

A modified ADRC Intake Assessment will be incorporated into the current online ADSD Information and Resource Portal.

Level II Assessment:

The Comprehensive Social Health Assessment (SHA) resides in the SAMS Case Management System. Completion of the functional assessment will trigger the financial eligibility process.

Financial Eligibility:

NV plans to create an interface with the Division of Welfare and Supportive Services (DWSS) eligibility engine to automate the financial eligibility process.

Coordination/Automation:

The Level I screen and Level II assessment are being incorporated into a centralized, online SAMS Case Management System, providing a universal, standardized location for NV state programs to collect and access important eligibility information across all populations.

New Hampshire

Entry Points:

- NWDs: Currently, populations are serviced by different entry point agencies:
 - Elderly: 13 ServiceLink Resource Centers (SLRCs)
 - People with disabilities: Behavioral Health and Developmental Services Regional Offices
 - People with mental health issues: Mental Health Centers

NH is working to expand the capacity of each NWD agency to include all populations and conduct the Level I.

- 1-800 number: 1 (866) 634-9412 - NH's existing ServiceLink number.
- Website: <http://www.nhcarepath.org/>

Level I Screen:

Currently, the SLRC conducts a “preliminary screening.” NH is working to incorporate this screening into all NWDs.

Level II Assessment:

The Bureau of Elderly and Adults Services (BEAS) and the Bureau of Development Services (BDS) make functional eligibility determinations. The SIS is used for people with disabilities, the ANSA/CANS for people with mental health issues, and Medical Eligibility Determination (MED) for the elderly population. NH aims to develop a web-based system to conduct and coordinate assessments.

Financial Eligibility:

The Division of Family Assistance (DFA) makes the final financial eligibility determination.

Coordination/Automation:

NH is working with Deloitte to develop an automated and integrated system. Automation of the NWD system would involve a fully integrated system with user accounts for individuals seeking services and NWD staff members. NH also hired five eligibility coordinators who keep track of the automated Level I screen referrals, work with individuals looking for services, and build bridges between departments.

New Jersey

Entry Points:

- NWDs: The 21 Area Agencies on Aging (AAAs)/ADRCs act as the foundation for New Jersey's network of NWD agencies and organizations. New Jersey used and expanded this NWD network for consumers, including individuals served by the Divisions of Developmental Disabilities (DDD) and the Division of Mental Health and Addiction Services (DMHAS), to access LTSS under the Comprehensive Medicaid Waiver.
- 1-800 number: 844-646-5347 is NJ's toll-free number that routes to the six distinct agencies. The Division of Disability Services assume responsibility at the Department of Human Services (DHS) for managing the community LTSS 1-800 number to provide the widest access to the NWD system.
- Website: www.adrcnj.org. The website was expanded beyond its prior target population of older adults and people with disabilities. It now contains resources for the full array of Medicaid and non-Medicaid LTSS, including services under the auspices of the DDD and DMHAS.

Level I Screen:

NJ enhanced its Level I screen, based on the InterRAI suite of tools, to include questions relevant for the mental health population.

Level II Assessment:

NJ uses the InterRAI Home Care (HC) assessment tool for populations served by the Divisions of Aging Services and Disability Services. The tool identifies five level of care needs: 1) information and assistance; 2) homemaker; 3) intermittent personal care; 4) home care, and 5) nursing home level of care. The DDD and DMHAS Level II Assessment is based on the InterRAI.

Financial Eligibility:

New Jersey's 21 county welfare agencies conduct the financial eligibility determination.

Coordination/Automation:

Beginning July 1, 2014, New Jersey transitioned to managed care LTSS under the authority of the Comprehensive Medicaid Waiver. Under MLTSS, New Jersey consolidated multiple waivers and enrolling community LTSS populations into managed care. New Jersey advanced an RFP to build a client tracking system for the enrollment process. It included the Level I Screen, the Level II assessment, and a care management component.

New York

Entry Points:

- NWDs: The New York State Office of Aging (NYSOFA), the Department of Health (DOH), and other partnering agencies are working to bring in non-participating counties to their NY Connects, a system for New Yorkers seeking information and assistance on LTSS.
- 1-800 number: (800) 342-9871, Senior Care line already in existence.
- Website: The URL for the website is www.nyconnects.ny.gov.

Level I Screen:

NY is adopting an online Self-Assessment accessible through the NYConnects website and a Level I screen that can be completed in person by a NYConnects staff person.

Level II Assessment:

The interRAI suite is used for the elderly, physically disabled, and mental health populations. The ID/DD population is assessed through the Coordinated Assessment System (CAS). All assessment instruments are automated.

Financial Eligibility:

Local Departments of Social Services determine financial eligibility for Medicaid. MyBenefits serves as an online portal for Medicaid enrollment.

Coordination/Automation:

An automated system will connect the Self-Assessment, Level I screen, MyBenefits (financial assessment), and departments responsible for conducting the Level II assessments. When individuals complete the online Self-Assessment and create an account, they are referred to the local NYConnects office for follow up. NYConnects staff support the completion of the Level I screen, and depending on the responses, forwards the information to the relevant office for the Level II assessment.

Ohio

Entry Points:

- NWDs: Twelve ADRCs, known as ADRNs (Aging and Disability Resource Networks) will serve as the foundation for OH's statewide NWD system.
- 1-800 number: (844) 644-6582
- Website: OH has developed and released the new Medicaid web portal. Discussions on whether the community LTSS website will share the same URL are still ongoing.

Level I Screen:

OH's Level I screen is a homegrown tool developed in collaboration with consumers of services and sister agency staff, among other stakeholders. The same criteria used in the Level I screen to make necessary referrals and identify consumer needs will be applied statewide.

Level II Assessment:

OH's automated Level II assessment was developed specifically for the state. Agencies currently determining eligibility for Medicaid LTSS will continue to do so. These agencies include PASSPORT Administrative Agencies (PAAs) for Aging, which administer waiver programs and nursing home admissions, the contracted case management agencies for the Ohio Home Care and Transitions Carve-out waivers, County Boards of Developmental Disabilities (DD) for DD waivers, and community behavioral health providers for behavioral health services. Please note all AAAs currently serve as PAAs.

Financial Eligibility:

Financial eligibility for Medicaid-funded LTSS will continue to be provided by County Departments of Job and Family Services.

Coordination/Automation:

OH's Level I screen and Level II assessment will be automated, as will referrals between the levels and agencies. Individuals seeking information and assistance may complete the Level I screen either by connecting with an ADRN through the toll-free number or in person at the ADRN. Once the Level I screen is completed, the individual will be referred to either a community-based service or to the appropriate agency for a Level II assessment.

Pennsylvania

Entry Points:

- NWDs: 52 AAAs, State Independent Enrollment Broker (IEB), 16 Centers for Independent Living (CILs), and 93 County Assistance Offices (CAOs) are all part of the PA Link; 48 County Mental Health/Intellectual Disability Offices.
- 1-800 number: PA will use the LTSS consumer hotline as the 1-800 number.
- Website: PA will update the existing “Long Term Living in PA” website to serve as the new LTSS website. The website will include links to each specific program that provides long term services and supports, along with a link to the Medicaid enrollment portal, COMPASS.

Level I Screen:

PA’s Level I screen will be available as an online resource. This homegrown tool (Information and Referral Tool) will be used across disability populations and the elderly to determine an individual’s need for support services.

Level II Assessment:

Currently, different Level II assessments are used for the various populations served. PA will examine existing Level II assessments to identify opportunities to consistently collect common functional domains and elements for all populations.

Financial Eligibility:

Financial eligibility for the nine waiver programs determined by the County Assistance Offices (CAOs). PA is incorporating the Medicaid waiver applications into the COMPASS system for all of its home and community based waiver programs.

Coordination/Automation:

Interested individuals, or their designees, will be able to begin the referral and assessment process online by answering a set of screening questions designed to identify their potential support needs, current risks of institutionalization, and program eligibility. Also, counselors at the local AAAs and IEBs, as well as other community partners, will be able to verbally conduct a Level I Screen for interested individuals. Currently, PA is considering several options on how referrals will be made between the Level I screen and the entity responsible for the eligibility and enrollment for community based services.

Texas

Entry Points:

- NWDs: TX expanded its ADRC system to cover the whole state.
- 1-800 number: (855) 937-2372. This number asks automated questions about the individual's location and service needs (e.g., intellectual/developmental disabilities versus physical disabilities/other support needs). Based on the answers, the individual is routed to an ADRC, Local Authority, or a Regional Office of the Department of Aging and Disability Services (DADS).
- Website: <http://www.dads.state.tx.us/care/index.html> TX relies on its ADRC website, which links to YourTexasBenefits, the Medicaid enrollment web portal that will contain the Level I screen.

Level I Screen:

ADRCs have had local control over initial screenings; therefore, processes across ADRCs varied previously. TX developed a standard Level I screen based on current processes. This screen is incorporated into YourTexasBenefits, a web portal used for Medicaid enrollment.

Level II Assessment:

The Level II assessments are population-based and conducted by the relevant agency.

Financial Eligibility:

Human Health Services Commission (HHSC) is responsible for determining financial eligibility.

Coordination/Automation:

TX conducted a thorough assessment of its current IT systems to identify opportunities for coordination. The state then applied for 90/10 match funds to implement nine IT projects, including the Level I screen in MyTexasBenefits, a new Level II assessment for the ID/DD population, and an informational website for families with children with special needs.