

BACKGROUND

The Massachusetts Department of Public Health (DPH) promotes the health and well-being of all residents by ensuring access to high-quality public health and healthcare services, and by focusing on prevention, wellness, and health equity in all people.

Massachusetts Early Intervention (EI) services support the development and learning of infants and toddlers by providing services to children and their families to help them meet adaptive, personal, communication, motor, and cognitive milestones. Children participating in the EI Program are under the age of three, have documented developmental or physical delays, are diagnosed with certain conditions, or have medical or social histories which may put them at risk for a developmental delay.

CHALLENGE

The Massachusetts EI Division was using a completely paper-based system for data collection. The data then needed to be manually entered into separate systems for claims processing. Additionally, the federal Department of Education requires annual reports to be submitted in order to grant scores and funding. The paper-based records and disconnected systems was a large impediment to creating accurate and timely reports and made it difficult to enforce standardized systems or processes across the state. The main challenges that the Massachusetts EI Division was facing can be summarized as follows:

- ✓ Paper-based data collection
- ✓ Disconnected systems
- ✓ Delayed and difficult reporting
- ✓ Accuracy in data and reporting
- ✓ Manual data validation
- ✓ No insight into what was actually going on in the programs
- ✓ No way to prevent duplicate entries or dual enrollments across programs
- ✓ No access to historical data on child's prior enrollments if part of multiple programs

It became a priority for Massachusetts to find a solution that measures and remedies compliance issues as well as automates and streamlines reporting. Also, the solution needed to be able to remain as up to date and accurate as possible without burdening the Massachusetts DPH team.

SOLUTION

After evaluating many different solutions and vendors through an RFP process, the Massachusetts EI Division selected Strategic Solutions Group's (SSG) Early Intervention Application to replace the legacy systems.

SSG's Application is a web-based, industry-leading solution designed specifically for Part C early intervention care management with customizable workflows. It allows organizations to connect process steps through an easily configurable, integrated solution, improving efficiency with automated workflows and capturing real-time data for Part C-mandated federal reporting.

SSG's Early Intervention Application was up and running for Massachusetts (including training and user testing) within 9 months.

RESULTS

One of Massachusetts' main requirements is the ability to measure and track compliance issues and streamline and automate reporting. *After implementing SSG's Early Intervention Application in 2019, Massachusetts has seen a 96% reduction in errors.* As a web-based solution, data is entered and recorded in real-time with federally mandated timeliness parameters in place. This has led to the huge reduction in data errors for Massachusetts. Best of all, the automated reporting and tracking ensures that the State can easily meet federal reporting and compliance requirements with real-time data.

Additionally, the State has seen large cost savings on claims processing. In addition to monitoring compliance and managing the delivery of EI services to children, SSG's EI Application incorporates claim submission and processing seamlessly. A clinician enters a Progress Note, the Note is then extracted for billing purposes, and the fiscal managers submit a claim. The State can then validate the service occurred and determine if a claim for services should be paid, denied, or rejected. As a result, Fiscal managers are able to receive real-time information related to claims.

Other notable results achieved from SSG's Early Intervention Application include:

- ✓ Cost benefits realized in time saved and resources due to no more dual entry, automated data deduplication and validation, and automated form pre-population
- ✓ Better continuity of services for children due to ability to access historical information easily
- ✓ More funding from grants for the State due to the ability to easily access and aggregate demographic information required for grant applications

Here's what the Massachusetts Department of Public Health had to say about working with SSG and the Early Intervention Workflow Solution:

"Prior to working with SSG to implement our Early Intervention Application, we were operating off of an antiquated, paper-based system. We were so frustrated with how difficult it was for us to complete daily required tasks, and ultimately knew that it wasn't just our staff that was suffering, but so were the children and families we were trying to help with our programs. It was such a relief to work with a team who we knew really understood our requirements and pain points and also builds systems for Part C specifically. It has been a night and day experience for us after implementing SSG's Early Intervention Application, and the results we've seen have been tremendous. Best of all, we have the flexibility to quickly adapt our system for changing policies and procedures and feel like our system can grow and evolve with us in the future. We highly recommend SSG for any other Early Intervention programs looking to upgrade and make a change!"

Request a Demo of SSG's Early Intervention Application Today!