



# Home and Community Based Services

## Autonomy for Participants and Efficiency for Consultants

To optimize benefits utilization, individuals with disabilities who participate in a Home and Community Based Services (HCBS) program need online access to their case files, service and support options, and account balances. To improve individual outcomes and program success, consultants and nurses must be able to manage their caseloads effectively, share information, and collaborate with participants and their providers.

### MEETING SPECIFIC PROGRAM NEEDS

Tyler's Home and Community Based Services application allows all stakeholders in the HCBS process, from participants to consultants and providers, to share information. Agencies may provide both traditional programs, in which case workers decide on providers and services, and self-directed benefits programs. Self-directed benefits programs, also known as participant direction programs, allow participants to choose the mix of long-term services and providers that best meet their needs.

### SECURE, WEB-BASED ACCESS

The Home and Community Based Services application is a secure, web-based software application specifically designed to support offices that administer individual HCBS programs. It promotes quality and efficiency by providing timely information to program participants, their representatives, counselors,

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### BENEFITS OF THE HCBS APPLICATION

- Streamlined communication
- Expedited processing
- Higher participant satisfaction
- Better program outcomes
- Efficient tracking of services via the support plan

### FACILITATE THE SELF-DIRECTION OF:

- Supportive home and personal care services
- Consulting, Fiscal Employer, and Income Maintenance agencies
- Selection of providers

## KEY PLATFORM FEATURES

- Web-based, cloud-first compliant
- Hosted in the cloud or on-premise
- Continuously re-configurable to accommodate evolving needs
- Customizable to your organization's look and your staff's comfort level
- Role-based security and access model
- Platform independent
- Supports single sign-on and multiple authentication
- Capable of accommodating thousands of concurrent users

and nurses, as well as Fiscal Employer Agents (FEA) and Income Maintenance (IM) Agency providers. Because every state and program is different, the application is designed so that system administrators can continuously configure it to meet evolving program needs, without requiring code changes.

## ACCESS AND ACTIVITIES TIED TO A USER'S ROLE

Participants and their authorized representatives can access the application via a secure, user-friendly portal to view and comment on their file, complete required forms, collaborate on spending plans, and monitor individual budgets. They can search the database of approved care providers and consulting agencies, FEA, or IM entities, to select the right resources for their needs. Online access to information helps optimize individual benefits utilization while increasing autonomy and satisfaction.

Program counselors and consultants can effectively manage participant cases from referral through determination, supporting goals, plans, services, and outcomes. They can conduct intakes and assessments, maintain contact information, set alerts and reminders, and generate and manage documents and correspondence. Standard reports and an ad hoc reporting tool make it easy to monitor individual status and aggregate program performance.

## CASE MANAGEMENT FOR THE PUBLIC SECTOR

The Home and Community Based Services application is built on the Tyler Case Management Development Platform. The platform provides extensibility, interoperability, and portability through its open standards, open architecture, and platform independence. This approach creates a sustainable integration bridge to evolving and emerging technologies across the full spectrum of IT environments, and enables both stand-alone implementations or integrations as a case management component within an existing benefits program.

**Contact us for a presentation and demonstration.**

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