

What is Enterprise Case Management?

Enterprise Case Management (ECM) is a new way to provide enhanced case management for the Department of Human Services (DHS) and its business partners through the implementation of a common platform to help plan and deliver individual/participant services for multiple DHS supervised programs.

ECM allows for:

- Easier sharing of information among DHS Program Offices, counties, individuals/participants, and providers to enable better decision making for improved individual/participant outcomes
- Increased ability to understand performance across programs and make continuous improvements
- Enhanced data security including expanded access to information based on individual/participant consent
- Reduced effort and cost to maintain systems because of the use of a common platform

Positive Impacts to Individuals/Participants

DHS expects those we serve will experience the following benefits as a direct result of ECM:

- Improved coordination of care and service planning, because ECM will allow for greater visibility into an individual's/participant's services when they are shared across programs within ECM
- Increased ability for individuals/participants to take a more active role in the care they receive, because ECM will allow individuals/participants to see their information in near-real time, ask questions, provide information, or view information about their services and supports
- Enhanced ability for individuals/participants to quickly respond to tasks or issues that arise because ECM will allow for streamlined communications
- Added ability for individuals/participants to manage their own appeals, because ECM will allow for the electronic submission, management, and monitoring of appeals
- Strengthened communication among individuals/participants, DHS, and its partners because ECM will allow all stakeholders to have access to case information in one tool

ECM Goals and Objectives

A main objective of ECM is to provide a complete picture of the services and supports individuals/participants and/or families receive through programs sponsored by multiple program offices within DHS and counties across the cases in which they are involved.

What does the ECM implementation mean for DHS and county human services organizations?

An integrated enterprise case management system can:

- Provide a more holistic view of the individuals/participants being served
- Promote effective communication among stakeholders at all levels
- Reinforce the connection DHS and the counties have with the individuals and families being supported as well as their providers

Overall benefits include:

- Improved access to complete case information
- Reduced data entry time through automation capabilities
- Reduced duplication of individual/participant records and documentation
- Mobile capabilities allow easy access to information and data captured in the field
- Improved ability to more quickly address changes in policy, laws, and regulations
- Online functionality for individuals/participants, families, and providers access status and other information related to their case or care plan

ECM Scope

The ECM Platform is the structural foundation for four major DHS subsystems:

- **Home and Community-Based Services Subsystem (HCBSS):** The HCBSS will replace what is currently known as the Home & Community Services Information System (HCSIS). It will serve as the enrollment and case management system for the DHS program offices, counties, and providers supporting the Home and Community-Based Services (HCBS) programs, including Medicaid waivers.
- **Hearings & Appeals:** The Hearings & Appeals subsystem will replace the collection of legacy systems DHS uses to manage appeals under the jurisdiction of the Bureau of Hearings and Appeals (BHA).
- **Office of Long-Term Living (OLTL) Enrollment Services:** The OLTL Enrollment Services subsystem will be used by an Enrollment Services Entity and DHS to manage the process to assist individuals in exploring and applying for Long-Term Services and Supports (LTSS).
- **Child Welfare Case Management (CW CM):** The CW CM subsystem will create a single, statewide Child Welfare Case Management System for all Pennsylvania Counties.

The ECM Platform will interface and share data with several other systems including:

- Centralized Person Management (currently MCI)
- Medicaid Management Information System (MMIS Modernization, currently PROMISe™)
- Master Provider Index (MPI)
- Electronic Client Information System (eCIS)
- Resource Information and Services Enterprise (RISE PA)
- Enterprise Licensing System

Implementation Approach

The ECM implementation timeline spans multiple years and is comprised of three phases. The following describes, at a high level, the anticipated phases and timing of each:

- Phase 0 (est. 2021-2022): ECM Platform (upon which subsystems will be implemented)
- Phase 1 (Beginning 2023): HCBSS, Hearings and Appeals, OLTL Enrollment Services
- Phase 2 (Beginning late 2024): CW CM