

THE POWER OF BEING UNDERSTOOD

HEALTH AND HUMAN SERVICES CASE MANAGEMENT ACCELERATOR

Features and benefits

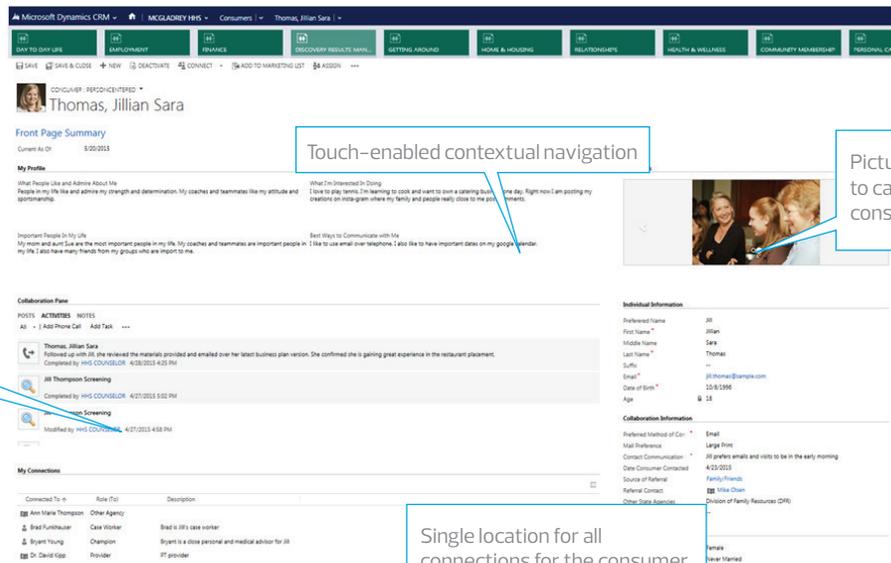
At RSM, we understand the complex nature of your work. We know that health and human services (HHS) agency case management is often compounded by a variety of challenges, including:

- Multiple jurisdictions, with varying requirements across agencies
- Availability of services can be inconsistent across agencies
- Manual, time-consuming processes bog down case management

- Duplicate and inconsistent data across agencies
- No one point of access to the case management plan for each provider of services, resulting in poor visibility, disjointed and inefficient plans, with frequent scheduling issues

How can you meet your growing and intricate case demands, while also providing reliable services and care to your client recipients?

A strategic tool to address your complex needs



Touch-enabled contextual navigation

Pictures uploaded to carousel by consumer

Person-centered profile information, with information from the consumer presented to all users in a consistent manner

Collaboration pane for caseworkers, providers, parents and consumers to provide feedback and information

Single location for all connections for the consumer with roles for circle of support

RSM's HHS Case Management Accelerator provides the capability to efficiently deliver a multi-agency, scalable technology that is easy to use and eliminates manual, time-consuming processes. The accelerator can facilitate a person-centered business process that takes into account what is "important to" and "important for" each person.

One of the main challenges facing states today is that service delivery can be inconsistent across government entities, creating a lack of cohesive coordination. The accelerator facilitates standardization, good decision-making and increases your collaboration among your providers and stakeholders.

How does it work?

With RSM's accelerator, public social services like yours can manage the intake, eligibility, assessment, planning, budget, service authorization and provider management process of each case, with increased visibility into the other phases.

Your benefits include:

- Visibility of applications being processed from intake to outcome
- Oversight of approved applications and those awaiting disbursements; a true 360-degree transparent view of the process
- Improved operational processes, so case workers are more efficient

Built on Microsoft Dynamics® CRM, the platform provides work flow automation, activity management, caseload assignment, Web portals and integration with critical operational systems. It's not a transfer solution and, as a result, is much more affordable. Its open architecture allows for integrations with other critical business systems, including any financial solution.

What you can expect

Specific technology features include:

- E-signature for all documents
- Routing and sign off of plan via alerts
- Document management of all items related to individual
- Transfer of case load and individuals between counties and agencies
- Roles for all levels, as well as review oversight for new caseworkers
- Dashboards for supervisors and caseworkers

The accelerator also provides the following:

- Case management and case notes
- Role-based security
- Complex approval workflows
- Government compliance with data stored on a government-secured cloud
- Service planning and outcome management
- Complex tracking and reporting
- Integration to legacy systems
- Eligibility and assessments

Each agency is set up with specific process steps and approvals

Process bar to visually and functionally guide users through the steps required by the specific agency

Services listed from multiple agencies for holistic person-centered care

Name	Amount	Line Status	Start Date	End Date	Service Plan	Service Auth...	Service Status...	Line #	Seq #
PERSONAL ASSISTANCE SERVICES	\$1,200.00	Drft	4/29/2015	9/30/2015	SP-20150501-0...		New		
APPRONTICESHIP TRAINING	\$0.00	Drft	4/29/2015	4/11/2016	SP-20150501-0...		Advised		
BUS PASSES	\$28.00	Drft	4/29/2015	6/30/2015	SP-20150501-0...		Continue		

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