

CASE STUDY: CLIENT REGISTRY FOR HEALTH AND HUMAN SERVICES DEPARTMENT

A State Health and Human Services (HHS) Department has the mission of improving the health and well-being of nearly 10 million citizens across urban and rural populations. This department administers programs across multiple population types and issues:



Disability



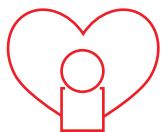
Child and Family Welfare



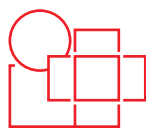
Nutritional Assistance



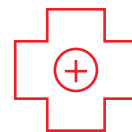
Homeless Services



Adoptions



Public Health



Medicaid



Foster Care

In supporting that mission, HHS identified issues in program administration and enrollment across the state's clients that were impacting personal well-being and safety:

- Deserving people not aware of benefit eligibility or enrollment processes
- Enrollments not automatically renewed in a timely fashion
- Overuse of emergency services as a primary form of healthcare
- Relatives of the deceased continuing to receive benefits for family member
- Some households collecting duplicate benefits
- Missed insights into lack of safe housing in domestic violence and abuse cases

- **8–10 million citizens**
- **2–3 million households**
- **Over 10% Citizens in Poverty**
- **More than \$50M Annual Assistance**

2019 US Census Data

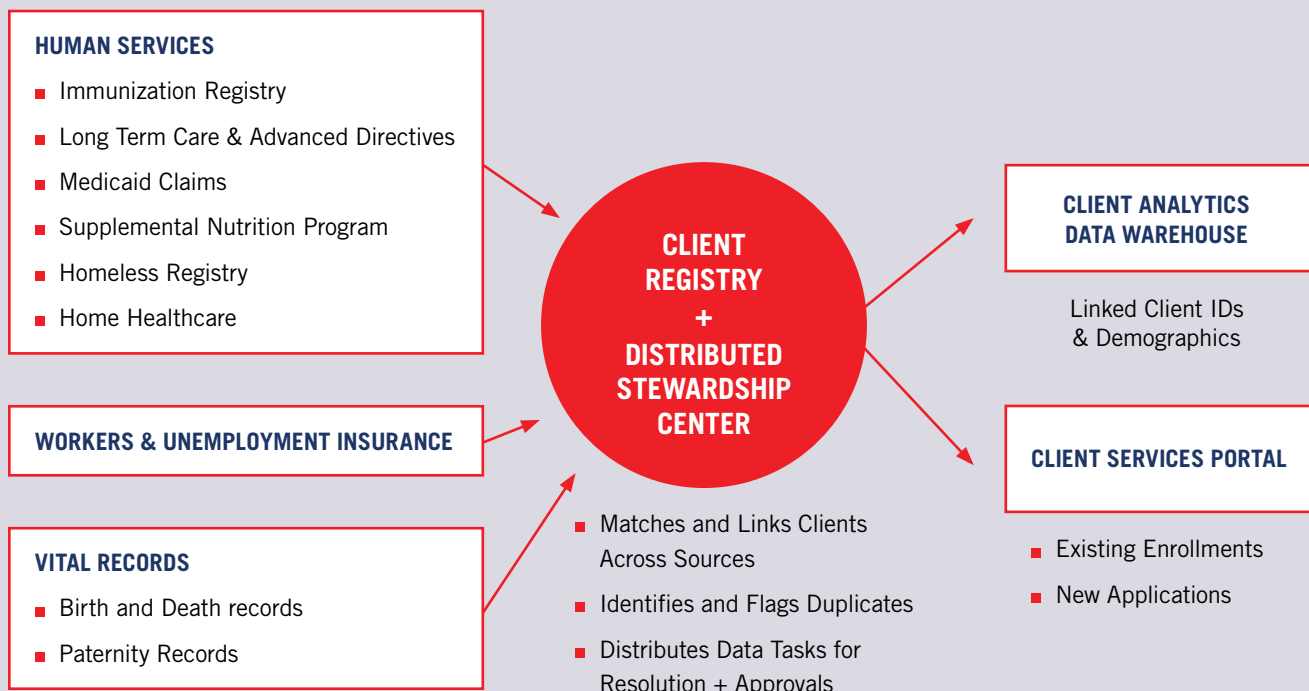
Human Services merged with Community Health services to adopt a shared mission to better serve the state’s population by increasing proactive identification and classification of social determinants that can contribute to poor health. Homelessness, financial insecurity, job instability, lack of access to food or lack of personal safety can all contribute to current and future health and social issues. The HHS department needed a single comprehensive view of each beneficiary to provide a holistic, proactive approach focused on improving outcomes.

By combining health services usage data, with social determinants of health, HHS could more effectively identify key contributing factors to poor health for a client and enroll them in case management and other programs. Helping people navigate access to services that address most basic needs can improve a person’s health and quality of life, while reducing costs in other departments.

ESTABLISHING A STATE-WIDE CLIENT REGISTRY FOR ANALYTICS AND CLIENT SERVICES PORTAL

To transition all departments to single system or establish a single identifier across all state-run systems was not desired or practical. A better solution was identified to combine and link data across the human services, vital statistics, and state-run insurance claims to a single person’s profile with accuracy and completeness. To accomplish this, HHS implemented **IMT’s Client:ID™**, which provides an Enterprise Master Person Index (EMPI) to link the patient information across different social and health focused systems administered by the state with the goal of achieving a clear and current picture of a person’s enrollments to support citizen centric analytics.

The Client Registry matches and links key person identification and demographic data into a single index across 40+ data sources spanning departmental boundaries to create a centralized Client Registry. This linked set of data delivers a trusted set of patient information used to measure benefit utilization per person, determine eligibility for additional programs and identify instances of Medicaid fraud.



The Client Registry also serves the state's Client Services Portal, used by clients and case workers to streamline the application process for healthcare coverage, cash or food assistance, state emergency relief and child development services. With a clear view into a person's current benefit status, enrollment are renewed in a more timely fashion.

CLIENT SERVICES PORTAL + CLIENT REGISTRY REACH

500K
Clients

now have access
to over

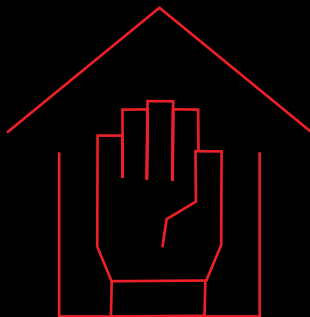
30,000
Resources

across

40+
Data Sources

resulting in

50%
less time
to complete
applications



HELPING THE HOMELESS

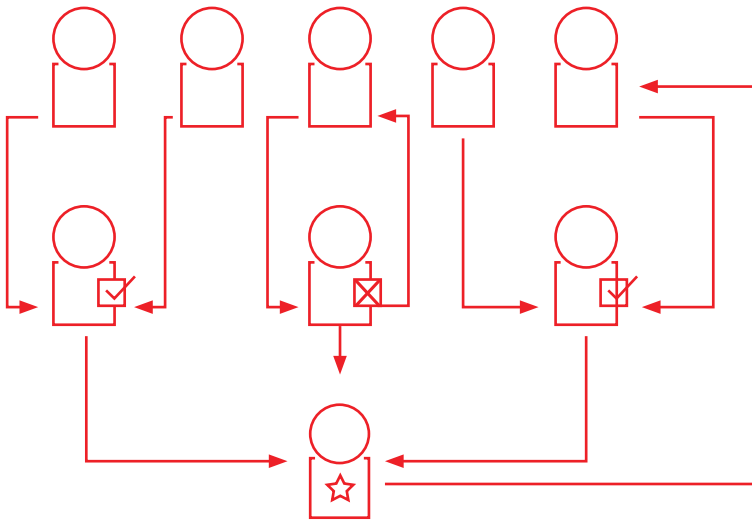
A 38-year-old homeless person living outside for many years continually refused shelter services and was not on the list for eventual housing placement. This client was also a frequent visitor to the local emergency department. After linking data across Medicaid and Homeless Services using IMT Client:ID™, HHS was able to reach the individual, secure housing placement and enroll him in case management. The case management services now provided help establish care with the client's health providers, coordinate appointments, referrals, and arrange transportation to ensure more appropriate use of the health system.



ENFORCING DATA QUALITY WHILE MAINTAINING DATA PRIVACY

Advanced, collaborative data governance policies and tools were essential to establish and maintain the quality of a multi-agency data repository. Out of the box stewardship tools were not suitable for the distributed stewardship processes required for users across multiple departments while, at the same time, enforcing the state's Compliance Office's strict guidelines on the privacy and visibility of Protected Personal Information.

To enable the multi-level, distributed stewardship tasks required for data quality and also comply with the state's personal privacy data policies, IMT delivered a Distributed Stewardship Center (DSC) that allows users across departments to review and remediate data quality issues and linked person data decisions by departmental stewards. This collaborative, yet secure portal interface provides complete audit trails for all data access, changes, approved and rejected.



Departmental Stewards review & resolve duplicates and quality issues from own source. Visibility to other data from other departments are limited per data policies.

Source Data Owners approve or reject data changes and decisions made by departmental stewards.

Data Manager approves or rejects source linkages with full visibility to linked data regardless of source.

ADDRESSING CHILD NUTRITION

A state program provides food benefits to students who have limited access to meals through the summer months. This program was continually challenged with meal fund card distribution due to outdated addresses in the student data files. Validating addresses against other sources in the Client Registry reduces the number of students who do not receive their benefits, which in the past has been as high as 20% of the total eligible client base.

FOUNDATION FOR FUTURE SERVICES

The Client Registry continues to serve new requests for reliable data to support public health emergencies, allowing healthcare and social services providers to quickly and identify the clients impacted by an event by location, health and social factors and deploy the right critical assistance to those most impacted.

TO LEARN MORE ABOUT IMT CLIENT:ID™ OR TO LEARN MORE ABOUT HOW A CLIENT REGISTRY CAN HELP YOU BETTER SERVE YOUR CLIENTS HEALTH AND SOCIAL NEEDS, PLEASE CONTACT SALES@IMT.CA.



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