SIMS Documentation Table of Contents

1. Document Revision History

Document Version	Date	Contributors	Section or Requirement #	Change(s)
1.0	6/25/2013	Dave Hart Wei Hsaio Lisa Kalimon Rick Perro	All	Initial version

2. Acronyms and Definitions

Term	Definition
EOEA	Executive Office of Elder Affairs
HCBS	Home and Community-Based Services
SIMS	Senior Information Management System
UHS	UHealthSolutions, Inc.
UMMS	University of Massachusetts Medical School

3. Scope

This document describes how to access and use the HCBS Explorer portal, and provides detailed descriptions of the reports available from the portal.

4. Release Information

System Version:	1.0
Release Number:	Pilot
Release Date:	June 26, 2013
Distribution:	Selected EOEA and ASAP Users

5. Client System Requirements

Operating systems:	Microsoft Windows XP and Windows 7
Web browser:	Microsoft Internet Explorer versions 8 and 9. This version of the portal was not tested on other browsers, but it may perform acceptably on other browsers.
Monitor:	Minimum recommended screen resolution of 1680 x 1050

6. HCBS Explorer Support

For questions or technical support on the HCBS Explorer portal, contact HCBSExplorer@state.ma.us

7. How to Access the Portal

7.1 Connecting From Outside the UMMS Environment

From outside the UMMS network, users must first connect to the UMMS network via VPN. The following link, accessible from within the UMMS network, provides access to detailed instructions for VPN access: http://inside.umassmed.edu/content.aspx?id=41512 . ASAPs users will be connecting via "Tier 1" access.

7.2 Connecting to the Portal and Accessing Reports

From the UMMS network, connect to https://eoeasims.uhealthsolutions.org
The following login screen displays:

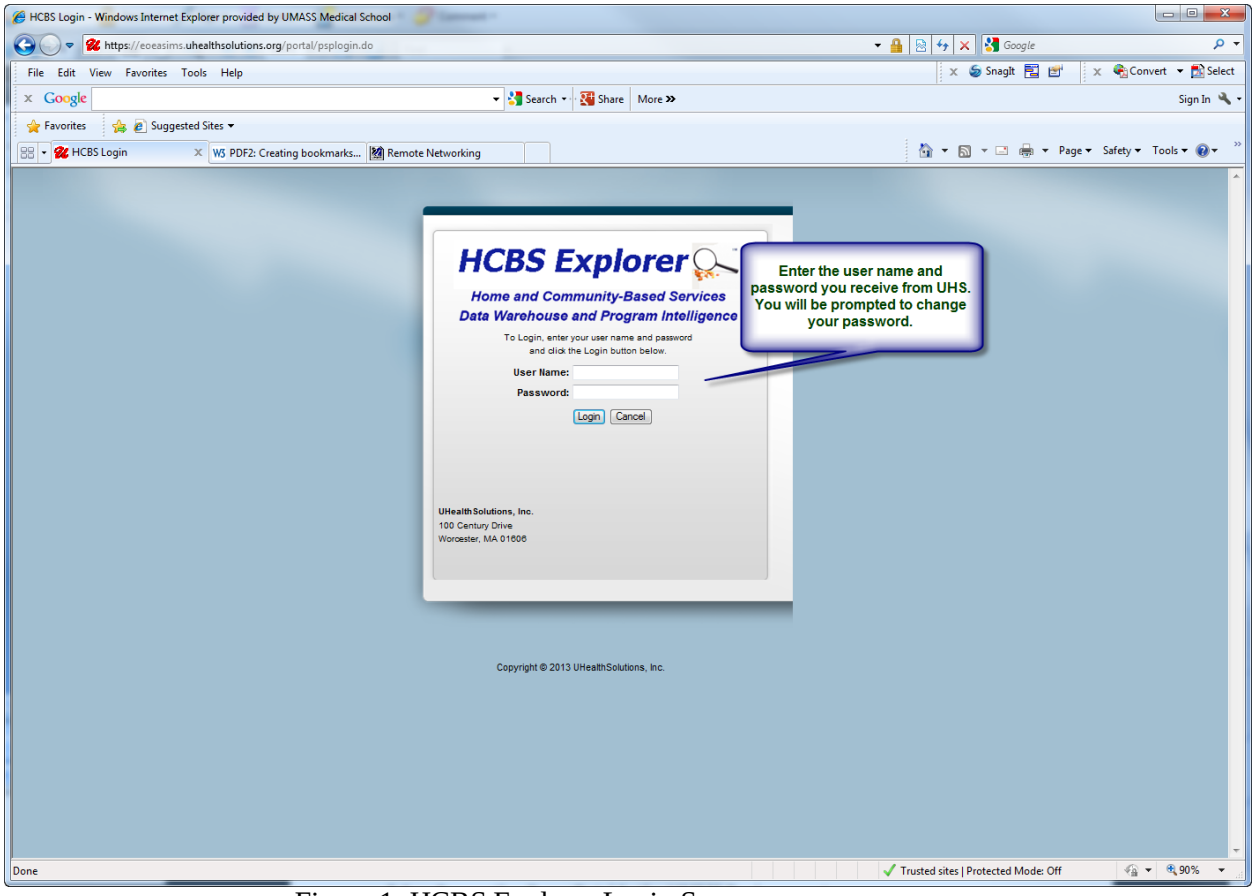


Figure 1: HCBS Explorer Login Screen

After entering your user name and password, the home page of the HCBS Explorer portal for ASAPs users is displayed, as shown below. Click on **Expand All** in the top-left to display all available reports.

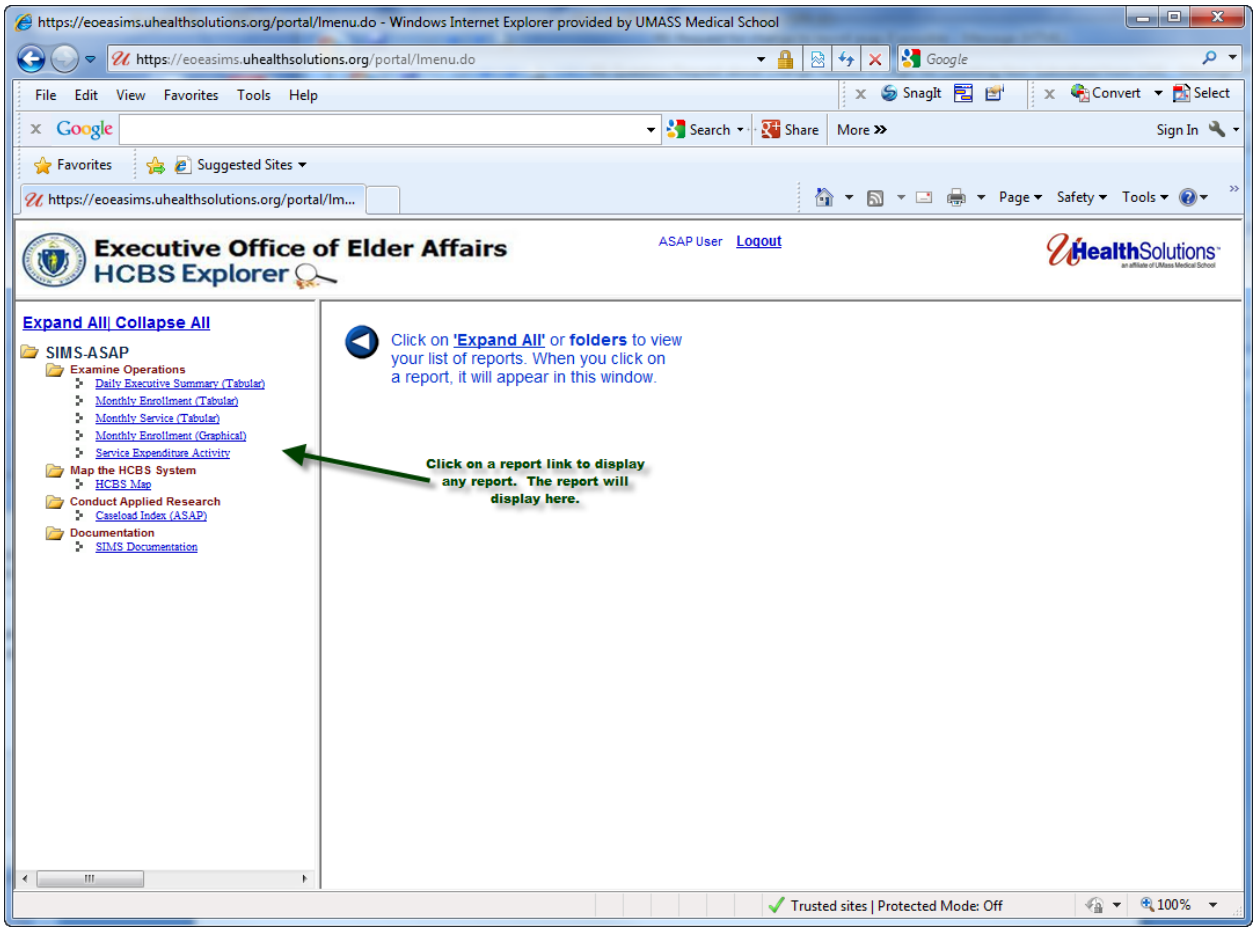


Figure 2: HCBS Explorer portal home page for ASAPs users

7.2.1 Portal Layout: Overview

The portal has three main regions or panes, annotated in Figure 3 below: an information banner displayed in the top region, a list of links to available reports in the left region, and the report display region which occupies the remaining display area of the portal.

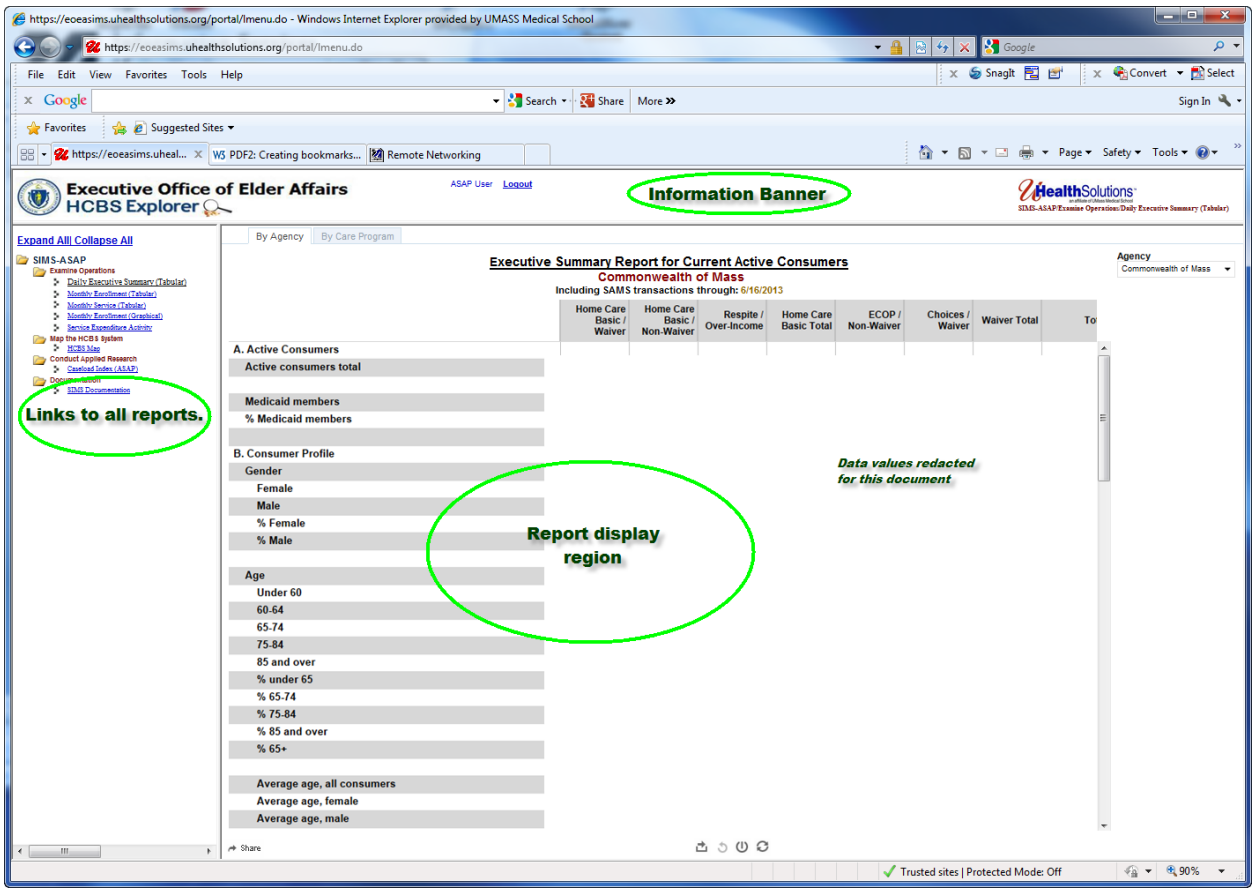


Figure 3: Regions of main HCBS portal

7.2.2 Portal Layout: Additional Details

The annotations in the screen capture below identify some key controls and tools available when viewing a report in the portal:

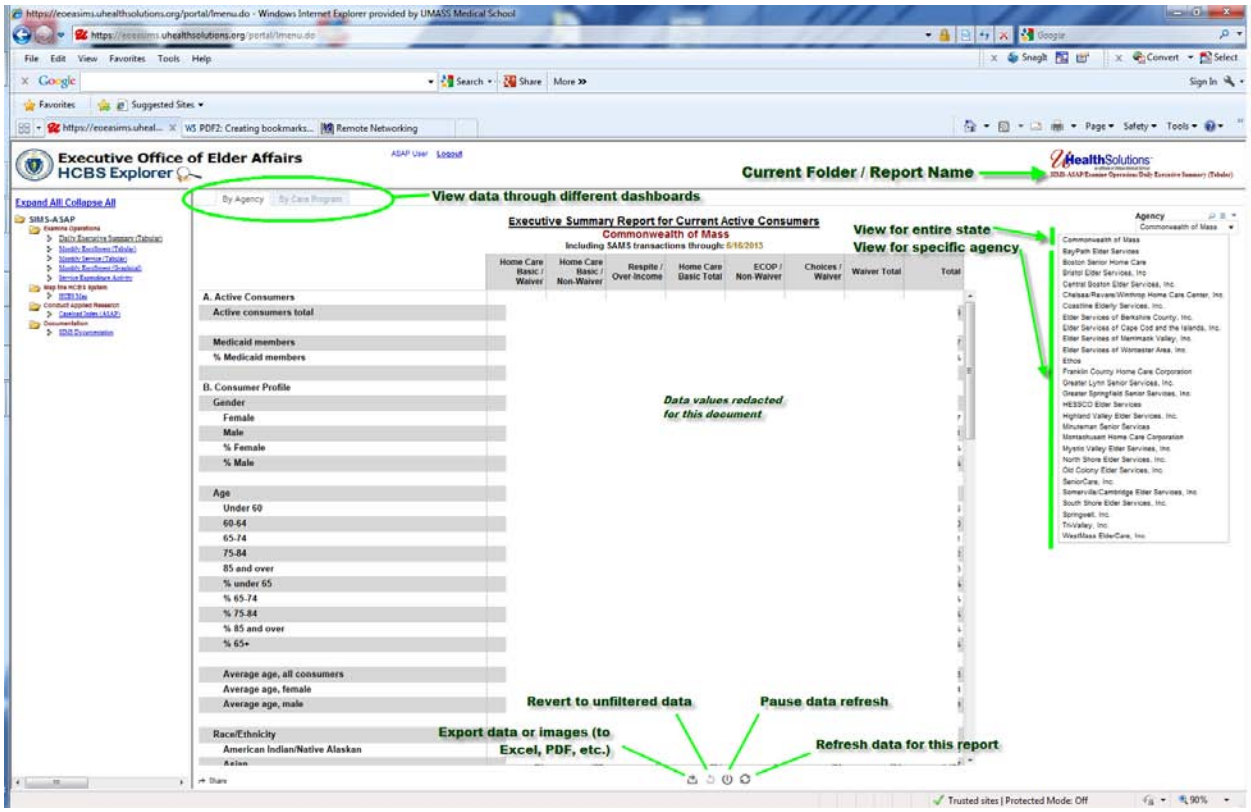


Figure 4: Daily Executive Summary (Tabular) report, with annotations

8. Examine Operations Report Descriptions

8.1 Daily Executive Summary (Tabular)

Daily Executive Summary (Tabular) is a **snapshot** report for Home Care consumers active on the reporting date. An example Daily Executive Summary report is shown above in Figure 3. The purpose of this summary report is to understand program eligibility and characteristics of active home care consumers. The report also has waiting list and program outcome information. An example report is shown above in Figure 4.

The reporting date in this report is the date that Harmony's data was last refreshed by UHealthSolutions. Since data is refreshed every business day, this report is essentially a daily report. For the daily report, only consumers with an active enrollment status on the data refresh date will be

included. Since Home Care regulations do not allow dual enrollments, a consumer only can be enrolled in one program and cannot have active enrollment status in two or more care programs on the data refresh date.

In this report the basic unit is a Home Care consumer. A Home Care consumer may enroll in one of the five care programs: Home Care Basic / Waiver, Home Care Basic / Non-Waiver, Respite Care / Over-Income, ECOP / Non-Waiver, and Choices / Waiver. In addition, the report shows the total number of Home Care Basic consumers, the total number of Waiver consumers, and the total number of all home care consumers.

This report has two dashboards: By Agency and By Care Program.

Dashboard Report: By Agency: The selection criterion in dashboard By Agency is an agency, either an ASAP or the Commonwealth of Massachusetts. Only one agency can be selected at a time. The dashboard will show the following information:

A. Active consumers:

- Number of active consumers by care program:
  - # of Home Care Basic / Waiver consumers
  - # of Home Care Basic / Non-Waiver consumers
  - # of Respite Care / Over-Income consumers
  - # of Home Care Basic consumers is a total of Home Care Basic / Waiver, Home Care Basic / Non-Waiver, and Respite Care / Over-Income consumers
  - # of ECOP / Non-Waiver consumers
  - # of Choices / Waiver consumers
  - # of Waiver consumers is a total of Home Care Basic / Waiver and Choices / Waiver consumers
  - Total # of consumers is a total of all the Home Care consumers. This is the unduplicated number of consumers enrolled in all the Home Care programs on the reporting date.
- # of Medicaid members by care program.
  - Medicaid members are consumers who have a 12-digit MassHealth ID and the first digit of MassHealth ID is “1”.
  - % Medicaid members = # of Medicaid members / # of consumers in each program

B. Consumer Profile:

- Gender:
  - # of male and female consumers
  - % of male and female consumers (= # of male/female consumers / # of consumers with gender information, excluding consumers without gender information)

- Age:
  - # of consumers by age group (i.e., under 60, 60-64, 65-74, 75-84, 85 and over)
  - % of consumers by age group (= # of consumers in each age group / # of consumers) (All consumers should have a date of birth.)
  - Average age: all consumers, male and female consumers
- Primary race/ethnicity and minority information:
  - Primary race/ethnicity: American Indiana/Native Alaskan, Asian, Black/African American, Native Hawaiian/Other Pacific Islander, White/Hispanic, White/Non-Hispanic, and other.
  - # of minority consumers = # of consumers – # of White/Non-Hispanic consumers
  - % Minority = # of minority consumers / # of consumers with race/ethnicity information)
- Understand English:
  - # of consumers who understand English: Yes/No
  - % of consumers who understand English = # of consumers who understand English / # of consumers with information on understanding English
- Top five languages spoken:
  - Top five languages spoken statewide: English, Spanish, Russian, Portuguese, and Chinese/Cantonese
  - Only the number of consumers reported, no percentage calculated.
- Living arrangements:
  - Live alone: Yes/No
  - % Live alone = # of consumers who live alone / # of consumers with living alone information
  - Live in rural areas: Yes/No
  - % of consumers who live in rural areas = # of consumers who live in rural areas / # of consumers with information on living in rural areas.
- Marital status:
  - Marital status: single, married, legally separated, divorced, and widowed
  - % Married: # of consumers who are married / # of consumers with marital status information
- Veteran:
  - # of consumers who are veteran/veteran dependent: Yes/No
  - % of veteran (veteran dependent) = # of consumers who are veteran (veteran dependent) / # of consumers with veteran (veteran dependent) information

C. Nutrition Program Eligibility:

- USDA meal eligibility:
  - # of consumers with USDA meal eligibility: Yes/No

        - % of consumers with USDA meal eligibility = # of consumers with USDA meal eligibility / # of consumers with information on USDA meal eligibility
    - High nutrition risk
        - # of consumers with high nutrition risk: Yes/No
        - % of consumers with high nutrition risk = # of consumers with high nutrition risk / # of consumers with information on high nutrition risk

D. Cognitive Impairment:

- Cognitive impairment level: none, mild, moderate, severe, and early-onset Dementia
- % of consumers with cognitive impairment by level = # of consumers with cognitive impairment level / # of consumers with information on cognitive impairment (excl. Unknown)

E. Wait List:

- Two waitlist programs: waitlist for Home Care / Non-Waiver and waitlist for ECOP / Non-Waiver.
- Wait list status: Enrollment status = Waiting. (If enrollment status = Active, it will not count because ASAPs have different rules for active status in wait list programs.)

F. Program Outcome:

- Two program outcomes in EHS Results, a state outcome reporting system: length of stay and nursing facility eligible.
- Length of stay: Average number of days = data refresh date – enrollment start date for active consumers in current care program
- Nursing facility eligible consumers who stay in the community = # of consumers in Home Care Basic / Waiver + # of consumers in Choices / Waiver + # of consumers in ECOP / Non-Waiver.

Dashboard Report: By Care Program

Dashboard By Care Program shows the above information for all the agencies (including state) for the selected care program. The selection criteria include five care programs (i.e., Home Care / Waiver, Home Care / Non-Waiver, Respite Care / Over-Income, ECOP / Non-Waiver, and Choices / Waiver) and three program totals (Home Care Basic total, Waiver total, and all program total).

8.2 Monthly Enrollment (Tabular)

Monthly Enrollment (Tabular) is a **monthly enrollment** report for Home Care consumers active at least one day in the reporting month. The purpose of this report is to examine enrollment patterns and trends. An example Executive Summary Enrollment report is shown below in Figure 5.

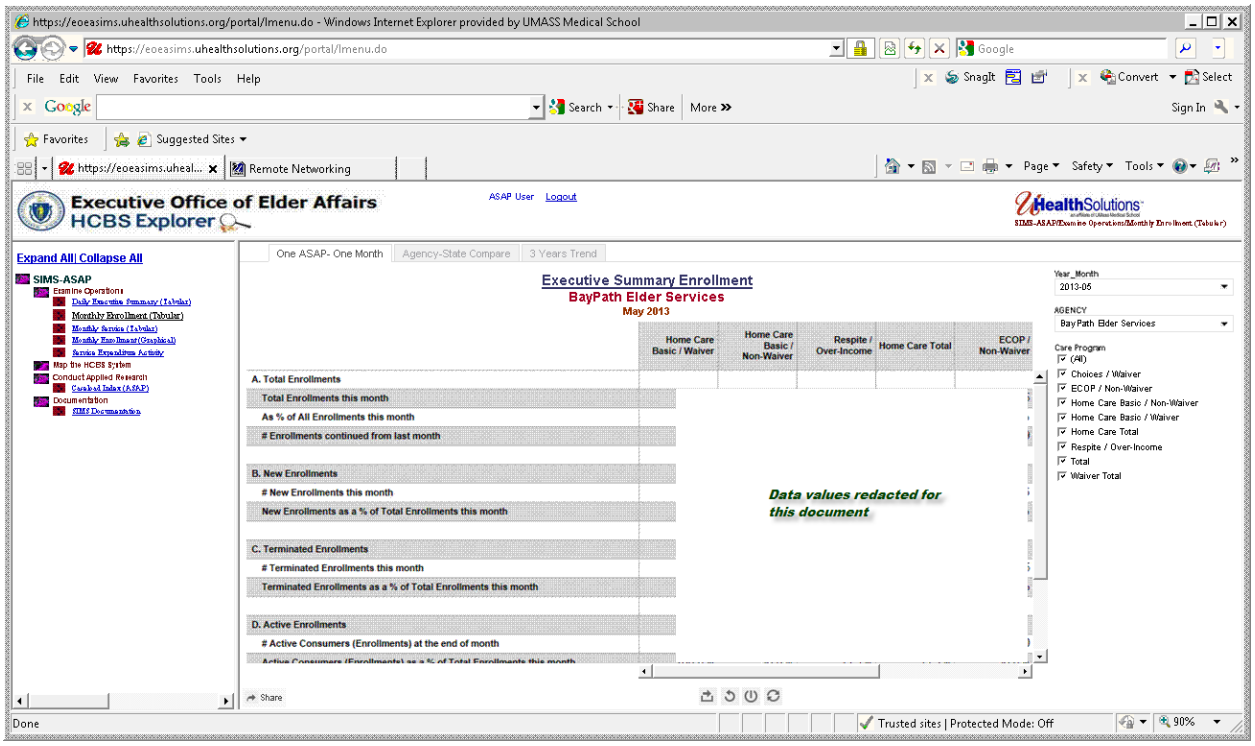


Figure 5: Monthly Enrollment (Tabular) report: "One ASAP – One Month" dashboard

In this report, the unit of analysis is an enrollment. The reporting period is monthly. In the reporting month, a consumer may have more than one enrollment. A consumer may be terminated in one care program and become enrolled in another care program. At the end of month, the consumer may become active in a third program. All the moves among home care programs will be counted in the total enrollments. Total enrollments reflect the activities that case managers and nurses have to manage per month.

This report has three dashboards: One ASAP - One Month, Agency-State Compare, and 3 Years Trend. All the dashboards have the selection for an agency (either an ASAP or state) and Care Program (a Home Care program or total). The dashboards One ASAP - One Month and Agency-State Compare have the selection for Year/Month (last three years). The dashboard 3 Years Trend has a dropdown menu to select percentage trends.

Dashboard Report: One ASAP One Month

The dashboard One ASAP - One Month has the following enrollment information: total enrollments, new enrollments, terminated enrollments, active enrollments at the end of month, and net change this month.

- Total enrollments
  - Total enrollments this month by care program
    = # of enrollments continued from last month + # of new enrollments this month
  - As a % of all enrollments this month = # of enrollments in a care program / # of all enrollments this month. It shows the percentage of a program's enrollments in all the enrollments. The total of all the program percentages is equal to 100%.
    - For example, an ASAP has 100 ECOP enrollments and 500 total enrollments this month. It means 20% (=100/500) of all enrollments are ECOP enrollments this month.
  - Number of enrollments continued from last month by care program: It is a calculated field based on enrollment start and termination date.
- New enrollments
  - A new enrollment is an enrollment started this month (with an enrollment start date in this month).
  - New enrollments as a % of total enrollments this month = # of new enrollments in a care program / total enrollments in a care program this month.
    - For example, an ASAP has 20 new enrollments and 200 total enrollments in Home Care Basic. It means 10% (=20/200) of the enrollments in Home Care Basic are new this month.

- Terminated enrollments
  - A terminated enrollment is an enrollment terminated this month (with an enrollment termination date in this month).
  - Terminated enrollments as a % of total enrollments this month = # of terminated enrollments in a care program / total enrollments in a care program this month.
    - For example, there are 30 terminated enrollments and 100 total enrollments in Home Care Basic / Waiver. It means 30% (=30/100) of the enrollments in Home Care Basic / Waiver are terminated this month.

- Active enrollments
  - An active enrollment is an enrollment with an active enrollment status at the end of month.
  - Number of active enrollments at the end of month is equal to the number of active consumers at the end of month because a home care consumer only can enroll in one program at the end of month.
  - Active enrollments at the end of month as a % of total enrollments this month

= # of active enrollments at the end of month in a care program / total enrollments in a care program this month.

- For example, there are 200 active enrollments and 250 total enrollments in Waiver. It means 80% (=200/250) of the total Waiver enrollments are active at the end of month.

- As % All Active Enrollment at the end of month = # of active enrollments at the end of month in a care program / # of all active enrollments at the end of month.
  - For example, there are 200 active enrollments in Choices and 1,000 all active enrollments. It means 20% (=200/1000) of all active enrollments are active Choices enrollments.

- Net change
  - # of net change this month = # of new enrollments - # of terminated enrollments this month
  - Net change as a % of total enrollments continued from last month = # of net change this month / # of enrollments continued from last month. (Number of enrollments continued from last month is the baseline.)

Dashboard Report: Agency-State Compare

This report compares an agency's enrollment to the state average.

- % of enrollments this month = # of total enrollments in a care program / # of all enrollments this month.
  - For example, an ASAP has 100 ECOP enrollments and 500 total enrollments. It means 20% (=100/500) of the agency's total enrollments are ECOP enrollments. In the state, 27 ASAPs have 6,000 ECOP enrollments and 42,000 total enrollments. It means 14.3% (=6,000/42,000) of all enrollments are ECOP enrollments.
- % of new enrollments this month = # of new enrollments in a care program / total enrollments in a care program this month
  - For example, an ASAP has 20 new ECOP enrollments and 500 total ECOP enrollments. It means 4% (=20/500) of the agency's total ECOP enrollments are new. In the state, there are 300 new ECOP enrollments and 6,000 total ECOP enrollments, that is, 5% (=300/6,000) of total ECOP enrollments are new.
- % of terminated enrollments this month = # of terminated enrollments in a care program / total enrollments in a care program this month
  - For example, an ASAP has 30 terminated ECOP enrollments and 600 total ECOP enrollments. It means 5% (=30/600) of the agency's total ECOP enrollments are terminated. In the state, there are 600 terminated ECOP enrollments and 6,000 total ECOP enrollments. It means 10% (=600/6,000) of total ECOP enrollments are terminated.

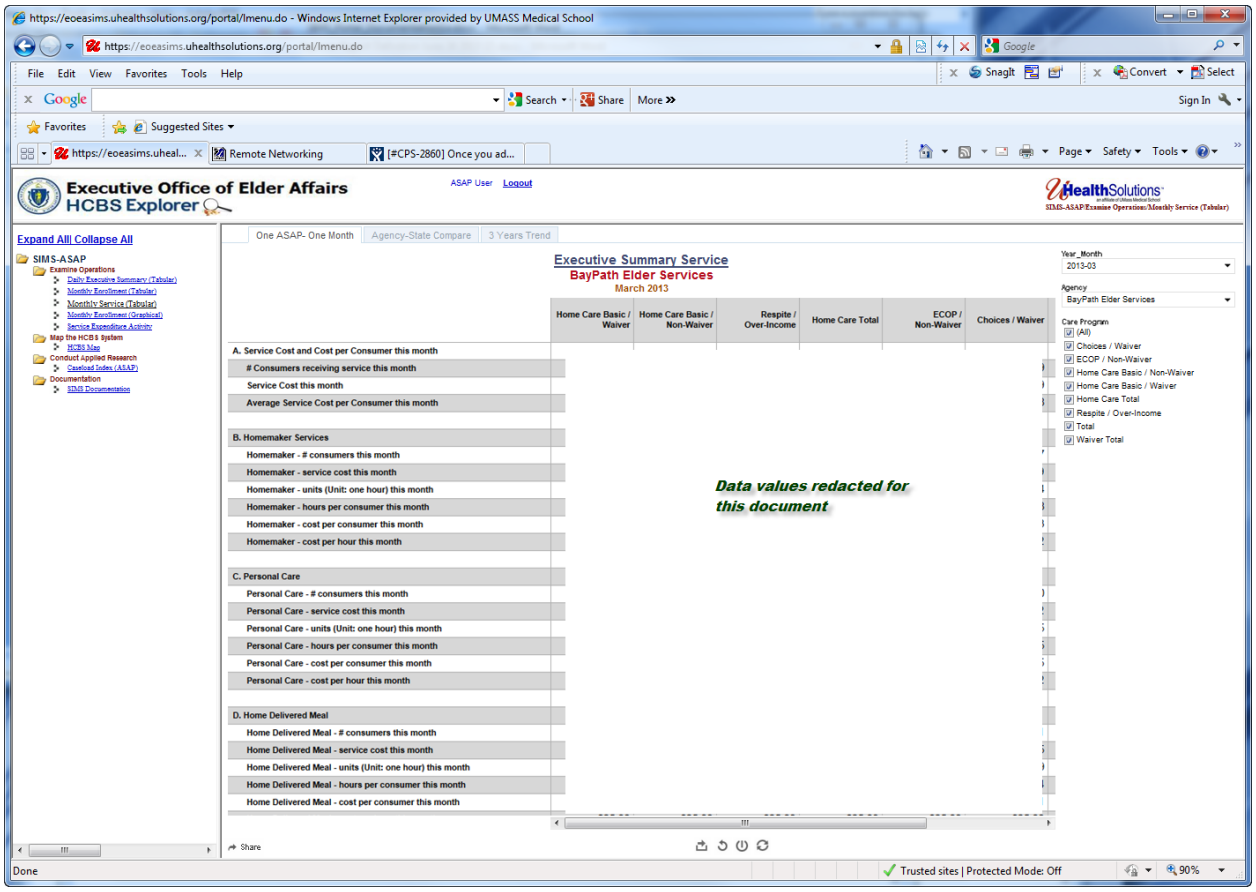
- % of active enrollments at the end of month = # of active enrollments at the end of month in a care program / total enrollments in a care program this month
    - For example, an ASAP has 500 active ECOP enrollments at the end of month and 600 total ECOP enrollments this month, It means 83.3% (=500/600) of the agency's total ECOP enrollments are active at the end of month. In the state, there are 6,000 active ECOP enrollments at the end of month and 8,000 total ECOP enrollments this month. It means 75% (=6,000/8,000) of total ECOP enrollments are active at the end of month.

Dashboard Report: 3 Years Trend

Examines the enrollment trend over the past three years.

8.3 Monthly Service (Tabular)

Monthly Service (Tabular) is a **monthly service** report for the Home Care consumers who utilize at least one home care service in the reporting month. The purpose of this report is to understand the patterns and trend of service utilization and service cost. An example Monthly Service (Tabular) report is shown below in Figure 6.



In this report, the unit of analysis is a service unit. Each service unit has its cost (unit cost). Using service utilization data, we will know the number of consumers who received the service, the number of units provided, and total service cost per consumer per month.

This report has three dashboards: One ASAP One Month, Agency-State Compare, and 3 Years Trend. All the dashboards have the selection for an agency (either an ASAP or state) and Care Program (a Home Care program or total). The dashboards One ASAP One Month and Agency-State Compare have the selection for Year/Month (monthly data from the last three years is available). The dashboard 3 Years Trend has the selection of total average service cost and average cost per service.

Dashboard Report: One ASAP One Month

The dashboard One ASAP One Month has information on service cost, cost per consumer, unit cost, # of consumers receiving the service, and service utilization for homemaker, personal care and home delivered meal services.

B. Homemaker Services
Homemaker - # consumers this month
Homemaker - service cost this month
Homemaker - units (Unit: one hour) this month
Homemaker - hours per consumer this month
Homemaker - cost per consumer this month
Homemaker - cost per hour this month

C. Personal Care
Personal Care - # consumers this month
Personal Care - service cost this month
Personal Care - units (Unit: one hour) this month
Personal Care - hours per consumer this month
Personal Care - cost per consumer this month
Personal Care - cost per hour this month

D. Home Delivered Meal
Home Delivered Meal - # consumers this month
Home Delivered Meal - service cost this month
Home Delivered Meal - units (Unit: meal) this month
Home Delivered Meal - hours per consumer this month
Home Delivered Meal - cost per consumer this month
Home Delivered Meal - cost per hour this month

- Service Cost and Cost Per Consumer this month
  - # of consumers receiving at least one service this month by care program
    - # of Home Care Basic consumers, Waiver Consumers and total consumers are unduplicated count.
  - Total service cost this month by care program
  - Average service cost per consumer this month = Total service cost this month / # of consumers receiving at least one service

- Homemaker Services
  - Homemaker - # consumers this month: # of consumers receiving homemaker services this month
  - Homemaker – service cost this month: Total cost of homemaker services this month

- Homemaker – units (Unit: one hour) this month: Total number of hours of homemaker services this month. Original unit is 15 minutes.
- Homemaker – hours per consumer this month = Homemaker units this month / # of consumers receiving homemaker services this month
- Homemaker – cost per consumer this month = Total cost of homemaker services this month / # of consumers receiving homemaker services this month. This is equivalent to cost per member per month (PMPM).
- Homemaker – cost per hour this month = Total cost of homemaker services this month / # of homemaker units (hour) this month. This a measure of unit cost.

- Personal Care
  - Personal Care - # consumers this month: # of consumers receiving personal care services this month
  - Personal Care – service cost this month: Total cost of personal care services this month
  - Personal Care – units (Unit: one hour) this month: Total number of hours of personal care this month. Original unit is 15 minutes.
  - Personal Care – hours per consumer this month = Personal care units this month / # of consumers receiving personal care services this month
  - Personal Care – cost per consumer this month = Total cost of personal care this month / # of consumers receiving personal care services this month.
  - Personal Care – cost per hour this month = Total cost of personal care this month / # of personal care units (hour) this month. This a measure of unit cost.
- Home Delivered Meal (HDM)
  - Home delivered meal - # consumers this month: # of consumers receiving home delivered meal this month
  - Home delivered meal – service cost this month: Total service cost of home delivered meals this month
  - Home delivered meal – # of meals this month: Total number of home delivered meals this month.
  - Home delivered meal – # of meals per consumer this month = Home delivered meals delivered this month / # of consumers receiving home delivered meals this month
  - Home delivered meal – meal cost per consumer this month = Total cost of home delivered meals this month / # of consumers receiving home delivered meals this month.
  - Home delivered meal – cost per meal this month = Total cost of home delivered meals this month / # of home delivered meals this month. This a measure of unit cost.

Dashboard Report: Agency-State Compare

This report compares an agency's service cost to the state average.

- Average service cost per consumer
- Homemaker services
    - Homemaker hours per consumer this month
    - Homemaker cost per consumer this month
    - Homemaker cost per hour this month
- Personal Care services
    - Personal Care hours per consumer this month
    - Personal Care cost per consumer this month
    - Personal Care cost per hour this month
- Home Delivered Meal services
    - Home Delivered Meals per consumer this month
    - Home Delivered Meal cost per consumer this month
    - Home Delivered Meal cost per meal this month

Dashboard Report: 3 Years Trend

Examines service trends over the past three years.

8.4 Monthly Enrollment (Graphical)

Monthly Enrollment (Graphical) has the charts for monthly enrollments. The report has the selection of an agency and year/month. The following charts are available in this report:

- # of monthly enrollments by home care program
- # of enrollments at the end of month by home care program
- # of new enrollments by home care program
- # of terminated enrollments by home care program
- A pie chart for total enrollments

8.5 Service Expenditure Activity

Service Expenditure Activity is a monthly or multi-month report for services delivered. This report provides a dynamic tool to analyze service expenditure for all programs. The report has data from fiscal years (FY) 2012 and 2013. Users can select an individual month or a multiple months and the report will filter accordingly.

The report is composed of five graphs and each graph has the total service cost and cost per member for the timeframe selected. Selecting a bar in one graph will filter all other graphs based on that criterion. For example, selecting Choices in the Program: Classification: Executive Review graph will filter the other graphs so that only Choices expenditures are displayed in the Agency, CaseManager, Provider, and Service Classification graphs. Multiple filters can be selected across the five graphs or within a single graph. When no filters are selected in the graphs, the report will display all service expenditure data within the time period. The five graphs are:

- **Agency**: All 27 ASAPs
- **Case Manager**: The consumer's current primary case manager. Note: The Case Manager may not be the Case Manager in the time when services were delivered. If there is no primary care manager, Case Manager is "unassigned".
- **Provider**: All direct service providers in SIMS who provided services in FY12-13
- **Program Classification**: All SIMS programs, the filter on the right allows users to examine three different levels of detail
  - Direct Operations: Displays all programs in the SIMS system including Home Care Programs, NAPIS – Title III, SCOs, and locally administered programs

- Executive Review: Groups all programs into six categories (Home Care Basic, ECOP / Non-Waiver, Choices, T3-NAPIS, T3-FCSP, and Other)
- Payer Based: Groups all programs into four categories based on payer (Frail Elder Waiver, State Home Care, T3, and Other)

- **Service Classification:** All SIMS services, the filter on the right allows users to examine three different levels of detail
  - Direct Operations: Displays all services in the SIMS system
  - Broad Summary: Groups all services into five categories (In-Home Direct Services, Meals, Out of Home Direct Services, Transportation, Other, CM/Screening Activity)
  - Executive Review: Groups SIMS services into broad categories (e.g Home Delivered Meals includes all types)

9. Map the HCBS System Report Description

9.1 HCBS Map

The **HCBS Map** report geographically displays U.S. Census data, Home Care consumer demographic data, and comparative analysis across ASAPs. There are three dashboards in this report: Dashboard (Census), Dashboard (Consumer Utilization), and Dashboard (Comparative Analysis). The Dashboard (Census) and Dashboard (Consumer Utilization) allow users to view data at either the AAA or ASAP level.

Dashboard (Census): Selecting an AAA/ASAP will display the 2010 Census data for that territory. The Census data includes total population, population of various age categories, percentage of the population in age categories, rate of change in age categories between the 2000 and 2010 Census, and other demographic characteristics of residents from the U.S. Census.

Hovering over a town will display that city or town's population. Note: the geographic boundaries on the map correspond to zip codes. For cities and towns with multiple zip codes, hovering over any of the city/town's zip codes will display the total population for that city or town and not the population for the zip code.

For zip codes that are composed of more than one town, the town name and Census data displayed is the town with the larger population (the hover display includes a field "Multiple Towns for this Zip Code?" to distinguish these towns).

Dashboard (Consumer Utilization):

- # of Clients = # of clients enrolled in Home Care Basic / Waiver, Home Care Basic / Non-Waiver, Respite Over Income, ECOP / Non-Waiver and Choices / Waiver
- Average Age: All consumers
- % Female: # of female consumers / total # of consumers
- % Minority = # of consumers – # of White/Non-Hispanic consumers / total # of consumers
- % Living alone = # of consumers who live alone / total # of consumers
- % Divorced = # of consumers who are divorced / total # of consumers
- % Legally Separated = # of consumers who are legally separated / total # of consumers
- % Married = # of consumers who are married / total # of consumers
- % Single = # of consumers who are single / total # of consumers
- % Widowed = # of consumers who are Widowed / total # of consumers
- % Non-English speaking = # of consumers who are Non-English speaking / total # of consumers
- % Rural = # of consumers who are Rural / total # of consumers
- % Veteran = # of consumers who are Veteran / total # of consumers

- % Medicaid = # of consumers with 12-digit MassHealth ID and the first digit of MassHealth ID is "1" / total # of consumers
- % Nutrition Risk = # of consumers with high nutrition risk / total # of consumers
- % Cognitive Impaired = # of consumers with mild, moderate, severe, early onset Dementia / total # of consumers

Dashboard Comparative Analysis:

- I&R encounter rate (as a % of population 60+): # of incoming I&R calls during month (excluding Long-term care options counseling) / ASAP's population 60+ from 2010 Census
- Nursing facility screening rate (as % of population 75+): # of Nursing facility screenings (NF AIH Initial Determination, NF Continuation of Stay Determination, NF Community Initial Determination, NF Conversion Initial Determination, NF Non-AIH Initial Determination, NF Retrospective Initial Determination, NF Transfer (NF to NF) Determination, and NF Short Term Review Determination) completed during month / ASAP's population 75+ from 2010 Census

- Ratio of Home Care Basic waitlist to enrollments = # of consumers on Home Care Basic / Non-Waiver waitlist / # of consumers enrolled in Home Care Basic / Non-Waiver

- Ratio of ECOP waitlist to enrollments = # of consumers on ECOP / Non-Waiver waitlist / # of consumers enrolled in ECOP / Non-Waiver

- % of the total population 60+ enrolled in the Title IIIE Family Support Caregiver Program = # of caregivers receiving services through Family Caregiver Support Program – Title III(e)in month / ASAP's population 60+ from 2010 Census

- % of the total population 60+ enrolled in Title III Programs (ex. Caregiver) = # of consumers receiving services through NAPIS – Title III in month/ ASAP's population 60+ from 2010 Census

- % of the total population 60+ enrolled in Title IIIC Congregate Meals program = # of consumers receiving congregate meals through NAPIS - Title III in month/ ASAP's population 60+ from 2010 Census

- Service Cost per Member per Month (PMPM) – Home Care Basic: Total service expenditures during the month in Home Care Basic / Waiver, Home Care Basic / Non-Waiver and Respite Over Income / # of consumers receiving at least one service in Home Care Basic / Waiver, Home Care Basic / Non-Waiver and Respite Over Income during the month

- Service Cost per Member per Month (PMPM) – Enhanced Home Care: Total service expenditures during the month in ECOP / Non-Waiver / # of consumers receiving at least one service in ECOP / Non-Waiver during the month

- Service Cost per Member per Month (PMPM) – Choices: Total service expenditures during the month in Choices / Waiver / # of consumers receiving at least one service in Choices / Waiver during the month

- Home Care Basic PMPM relative to State Average: ASAP monthly Service Cost per member per month – Home Care Basic / State average monthly Service Cost per member per month – Home Care Basic

10. Conduct Applied Research: Caseload Index Report Descriptions

10.1 Caseload Index

Caseload Index is a research report to understand case managers' home care caseload. The report shows the number of home care consumers at the end of month that a case manager provides case management (CM). Home care consumers include the consumers enrolled in Home Care Basic, ECOP and Choices programs. Other consumers (e.g., Title III) managed by a case manager are not included in the analysis.

The report has three dropdown lists: agency (either an ASAP or state), year-month (reporting month/year), and minimum # of consumers. The filter minimum # of consumers permits analysis based on a minimum caseload (e.g. to understand the average caseload for a full-time case manager).

In the report, there is a caseload index, which is calculated based on program case management reimbursement rate.

Caseload Index = 1 * # of Home Care Basic consumers

+ $212/$112 * # of ECOP consumers

+ $275/$112 * # of Choices consumers

where $112 is the CM rate for Home Care Basic, $212 the ECOP CM rate, and $275 the Choices CM rate.

In this index, the case management rate of Home Care Basic ($112) is used as a baseline. The ratio of ECOP CM (Choices CM) rate to Home Care Basic CM reflects the amount of work for an ECOP (Choices) consumer in comparison to the amount of work for a Home Care Basic consumer.

For example, a case manager has 21 Home Care Basic, 5 ECOP, and 76 Choices consumers. In total, the case manager manages 102 consumers. The caseload index = 1 * 21 + $212/$112 * 5 + 76 * $275/$112 = 217.1.

In addition, case managers can be sorted by care program, total, and caseload index by clicking the heading.

11. Data Refresh Schedule for Reports

REPORT	DATA REFRESH DATE
Daily Executive Summary (Tabular)	Overnight after each business day.
Monthly Enrollment (Tabular) Monthly Enrollment (Graphical) HCBS Map Caseload Index (ASAP)	Overnight between the 6th and 7th of each month, for the previous month's report
Monthly Service (Tabular) Service Expenditure Activity	Overnight between the 6th and 7th of each month, for the month completed two full months ago (for example: overnight on July 6th/7th for April's report)

12. Known Issues in this Release

ID Number	Functional Area	Description	Reported by User:
SIMS-72	Daily Executive Summary Report, HCBS Map Comparative Analysis Dashboard	Some percentage calculation formulas are different between Daily Executive Summary and Comparative Analysis, because of different rules for including and excluding certain survey response values.	L. Kalimon, EOEA
SIMS-73	HCBS Map	In maps of Massachusetts, part of Coastline ASAP (Gosnold) is incorrectly depicted as part of Cape Cod and the Islands ASAP.	UHS