

Individual Assessment and Service Management

Focus on person-centered needs and risks

Completing care determinations, assessments and service plans accurately and efficiently is vital when you manage a Long-Term Care program. One cost-controlling measure is to divert individuals from nursing facilities and other institutional settings and or transition them to home or community based services. The key to doing this successfully is conducting effective assessments and predicting the participants' functional needs and risks.

With Individual Assessment and Service Management from Xerox, you can quickly and easily identify the most appropriate care settings, improving the quality of care and cost savings for participants in your program, their families and their caregivers. We automate your current manual processes to reduce administrative costs. These functional assessment tools and technologies also reduce practice pattern variation, training costs and labor required to complete assessments, making the best use of your resources.

More Accurate and Objective Assessments

We increase the accuracy and objectivity of your data, helping you manage your program more effectively. Our web-based application helps your case managers administer in-home assessments by generating an Individual Patient Summary describing a participant's needs and risks. This decision support technology helps you determine the most cost-effective and appropriate amount of service each of your participants should receive. And our evidence-based reporting tools help you reduce appeals, improve program integrity and decrease your program's liability. And our solution provides ongoing assessments and measurements of participants in all of your LTC programs, enabling you to measure your program's effectiveness and make adjustments when needed.

Our solutions integrate seamlessly with legacy or third-party systems – including MMIS and HIE – to improve administrative, operational and utilization cost savings while streamlining your workflows. By conserving your budget, you can direct more care to what matters – serving your LTC participants in the most cost-efficient way possible. When you partner with us, you can control your costs and provide better quality service for your members. Both today and for the long term.



Solution Benefits

- Ensures the appropriate amount of care required is delivered to a participant
- Reduces assessment variation across all of your LTC programs with common metrics, but having the flexibility to customize them to suit your specific needs.
- Enables increased enrollment with the same funding.
- Decreases enrollee appeals.
- Identifies elevated risk or needed transition of care to a participant due to escalating disability, depression, or living environment issues prior to an adverse event.
- Benchmarks community care activities, practice and utilization patterns and performance with severity-adjusted measures across all LTC programs.

Long-Term Care for All People in All Settings

The Individual Assessment and Service Management solution is part of our suite of integrated, end-to-end tools and services that help you manage your LTC programs effectively and efficiently and improve outcomes for participants, their families and caregivers whether in the home, the community, assisted living or nursing facilities. By improving access to appropriate services and reducing waste, fraud and abuse, our continuum of solutions integrate with your program to streamline processes, improve access and quality, and reduce cost, helping you provide optimal services in the appropriate setting at the right time.

Most LTC services help maintain or improve an individual's function and independence in a specific setting. But our LTC solutions work across medical and non-medical care environments, acute and chronic illnesses, the aging and individuals with disabilities. By following a person-centered model, we combine the right people, processes and technology to reduce the frustration of families struggling with the many options for service and support.

About Xerox

Xerox is the world's leading enterprise for business process and document management. Its technology, expertise and services enable workplaces – from small businesses to large global enterprises – to simplify the way work gets done so they operate more effectively and focus more on what matters most: their real business. Xerox offers business process outsourcing and IT outsourcing services, including data processing, healthcare solutions, HR benefits management, finance support, transportation solutions, and customer relationship management services for commercial and government organizations worldwide. The company also provides extensive leading-edge document technology, services, software and genuine Xerox supplies for graphic communication and office printing environments of any size. Xerox serves clients in more than 160 countries.

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Our Experience

- Decades of experience with Medicaid programs, clinical services, care coordination and payment method reform.
- National provider of HCBS administration support solutions and services.
- Experts in gaining the most FFP and FMAP.
- Proven history of reducing costs and automating administrative processes.
- Continuum of care expertise.

