

# Unlocking the Value of Enabling Technology in Managed LTSS



## Measuring the Impact of Interventions

Many tools exist, but few universal or statewide strategies have been implemented to evaluate the impact of ET on health and quality of life outcomes at an individual, population, geographic, or programmatic level.<sup>1</sup> A framework for carefully measuring the impact of ET utilization and trends nationwide would help inform federal and State policy related to access, coverage and payment in the long-term. Assessing the ROI of ET should consider projected care gap reductions, progress in person-centered goal attainment, improved member health and QOL outcomes, and anticipated cost-savings. Beyond just the ROI, ETs may defray the use of other services and can be instrumental in keeping individuals stable and prevent/delay the progression of chronic conditions or disability.

### Challenges

- There is lack of clear federal guidance and examples for effectively evaluating the impact of technological solutions (both hardware and software) on LTSS populations.
- States do not have consistent criteria to support plans and providers in measuring the impact and outcomes of ET within HCBS programs.

### Federal Recommendations

- CMS should issue policy guidance that offers general guidelines and suggested evaluative criteria for states to use in measuring the impact of ET aligned with CMS's Recommended HCBS Outcome Measure Set.

### State Recommendations

- States should clearly establish evaluative reporting requirements within their waiver applications/amendments and revisit them regularly to ensure alignment with members' needs and continued improvement in outcomes and efficiencies.

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<sup>1</sup> The National Core Indicators (NCI) and National Core Indicators for Aging & Disability (NCI-AD) surveys include questions about technology and assistive services. However, they lack specificity and are intended to assess individual consumer experience.

- In partnership with health plans and providers, States should establish policies and procedures to ensure consistent collection and integration of baseline data across plans and their provider networks on the utilization and effectiveness of various categories of ET, in accordance with the HHS Chief Information Officer's (HHS-CIO) HCBS interoperability guidelines.

### *Plan Recommendations*

- Data on the following metrics should be collected regularly (and providers/vendors should be financially supported in collecting such data) to measure the ROI for ET:
  - Increased independence and self-sufficiency related to community living
  - Improved leveraging of direct care workforce
  - Decreased emergency room visits and unnecessary hospitalizations
  - Prevented or delayed nursing home placement or institutionalization
  - Enhanced member quality of life

### *Provider Recommendations*

- Providers should work with plans and State regulators to inform a streamlined process for collecting data and measuring the impact of various ET.