

CMS Required and State Specific outcomes and metrics

Reference #	Outcome	Metric Description
LTSS1	LTSS system generates notifications including eligibility determination; termination of state waiver (30 days in advance); and inspections taking place in a beneficiary's home when a beneficiary receives services in his/her own home or the home of a relative (HCBS waiver for individuals 65 and older) (48 hours in advance).	Percent of notifications and decisions sent to the correct individuals within the required timeframe.
LTSS2	LTSS systems stores proof of beneficiary consent to enroll in HCBS state plan or waiver-based programs.	Percentage of participants with proof of consent stored in system
LTSS3	LTSS system assigns, tracks and changes beneficiary prioritization and waiver waitlist status.	Number of people by age, race, location and gender in queue to receive a waiver offer from HCBS.
LTSS4	LTSS system maintains a record of beneficiaries who have left the waiver program due to death or loss of eligibility for Medicaid under the State Plan to replace those beneficiaries with others on the waitlist.	Number of participants who have left the waiver program.
LTSS5	LTSS system stores the person-centered plan, including any updates or changes containing all required information and consent signatures.	Percentage of participants with current and complete person-centered plan.
LTSS6	LTSS system supports conflict-free case management via role-based access, proper firewalls, and mitigation strategies that provide beneficiaries appropriate access to records.	Number of unauthorized users denied access to the system.
LTSS7	LTSS System supports completion of CMS Form 372.	Percentage of LTSS data pulls completed on time and submitted for completion of 372 Report.

LTSS8	LTSS system collects and saves prior authorizations to exchange with MMIS as needed to prevent the provision of unnecessary or inappropriate services and supports.	Number of claims denied for unauthorized services. Number of prior authorizations approved where no services were rendered.
LTSS9	LTSS system documents and tracks reportable events related but not limited to instances of abuse, neglect, exploitation, and unexplained death from case initiation to case closeout.	Average number of days from the event report date to the resolution of the event. Number of events reported for instances related to abuse, neglect, exploitation, and unexplained death.
LTSS10	LTSS system collects grievances related but not limited to instances of abuse, neglect, exploitation, and unexplained death from case initiation to case closeout.	Not Applicable
LTSS11	LTSS system creates trend reports of critical incident causes and tracks trends of critical incidents after operational implementation of interventions/mitigations/corrective actions.	Number of events reported after the implementation of interventions/mitigations/corrective actions for prior events.

Examples of State Specific outcomes and metrics

NE-LTSS1	LTSS system collects claims and authorization data for all DD waivers as well as budget data for individual participants.	Trend cost and spending data as it relates to the waivers, providers, and participants.
NE-LTSS2	LTSS system tracks service coordination assignment data for all participants.	Percentage of participants who have the same service coordination staff each year.
NE-LTSS3	LTSS system collects dates of regular contacts and case note creation for all participants.	Number of routine contacts for all participants by coordination staff.