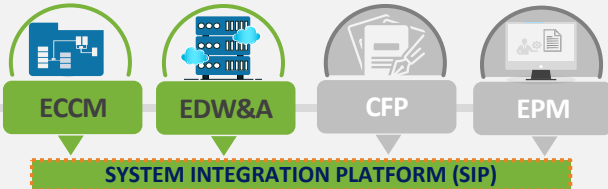


Enterprise Care and Case Management Solution (ECCM)

CT METS Planned Solutions



As of 30-JAN-24 | ECCM is currently in contract negotiations, EDW&A is in procurement, CFP and EPM are under evaluation for next steps.



Given the complexity of the CT Care and Case Management landscape, we will take an iterative approach to building and designing new solutions that take into consideration data sharing, whole-person care planning, and service delivery improvement.

Big Picture: The *Why*

Today, DSS, sister agencies (DDS, DMHAS, DCF, ADS) ASOs, and other contractors, provide Care Coordination services to Medicaid members. They use program- or department-specific, siloed case management solutions that rely on manual and automated processes. By developing an integrated Enterprise Care and Case Management (ECCM) solution, we will improve our ability to support the increasing complexity of care and case management and more importantly, enhance service delivery to all members.

ECCM Iterative Approach

- ITERATION 1:** Develop a foundation for an Enterprise Care and Case Management (ECCM) solution with parallel workstreams to support immediate needs of both DSS and DDS.
- ITERATION 2:** Build upon the work of Iteration 1 and expand interoperability and connection to MES modules as they come online; also bring online other sister agency and DSS Care & Case Management systems.
- ITERATIONS 3 & 4:** Build additional workstreams to support other Care and Case Management needs.

The Future – ECCM will:

- Increase interoperability for all solutions within ECCM
- Support DSS' and the broader Medicaid Enterprise vision
- Ensure alignment with DSS' and BITS' system or technical standards
- Improve stakeholder satisfaction and accessibility
- Increase operational efficiencies
- Connect to the MES System Integration Platform (SIP) which will enable integration with any MES component (such as ImpaCT, Data Warehouse, Claims, Access Agencies and other state agencies)