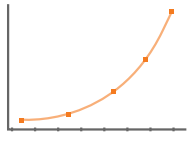


THERE'S NO PLACE LIKE HOME: HOW SELF-DIRECTION IS INNOVATING HOME AND COMMUNITY-BASED SERVICES

The self-direction model is an increasingly popular option for individuals wanting more control over their healthcare. Many home and community-based services (HCBS) organizations and other service providers are jumping on board—and for good reason.



7.9%

annual growth in self-direction program participation*



1.2M

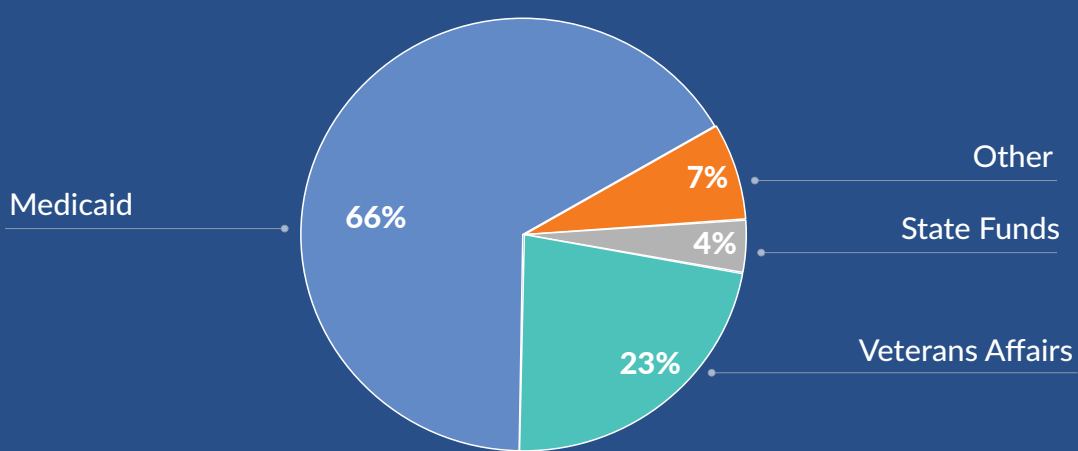
individuals enrolled in self-direction*



262+

programs nationwide, with at least one existing in every state

WHAT FUNDING FOR SELF-DIRECTION LOOKS LIKE:



A PANDEMIC DISCOVERY



Those who may have only recently tuned into self-direction may be surprised to learn that this model, despite its current popularity, is nothing new. Self-direction actually got its start more than 60 years ago, at the height of a different pandemic – polio.

The movement is said to have officially begun in 1953, when Los Angeles County discovered that it could care for its 158 iron lung users with polio at a cost of only \$10 per day using personal assistants, rather than paying \$37 a day for inpatient care at the Rancho Los Amigos Medical Center.



FACT: Since 2016, self-direction has grown at about twice the rate of traditional home and community-based services.

BENEFITS FOR INDIVIDUALS

- Increases control over when, where, and how they receive care
- Allows participants to choose their own providers
- Allows participants to choose how to spend their resources
- Improves health outcomes
- Enhances participant satisfaction
- Reduces hospitalizations and emergency department visits

BENEFITS FOR PAYERS

- Reduces cost of care
- Improves outcomes and member satisfaction
- Reduces caregiver burnout
- Addresses workflow shortages
- Expands access for members

HOW TO ACHIEVE SUCCESS IN SELF-DIRECTION

Close collaboration between HCBS providers and participants is critical to the success of any self-direction program. Staying compliant with both Centers for Medicare & Medicaid Services (CMS) and individual state policies is also important. To do this, providers need integrated technology that will:

- ✓ Manage participant enrollment, progress, and key steps
- ✓ Create and approve participant budgets quickly and efficiently
- ✓ Adjudicate care worker time and other expenses to individual budgets and program rules
- ✓ Onboard employees
- ✓ Support efficient and accurate Medicaid claiming
- ✓ Enable participants and their families real-time access to information about their services
- ✓ Prepare for audits and readiness reviews

A LEADER IN SELF-DIRECTION

HHAExchange's acquisition of Annkissam—a leading provider of enterprise software for self-direction—has enabled us to deliver the most complete, end-to-end homecare management solution to HCBS providers, FMS entities, fiscal intermediaries, and fiscal/employer agents. Today, we support:



SELF-DIRECTION PROGRAMS



STATES



PARTICIPANTS



OF CLAIMS PAID ON THE FIRST TRY



TIMESHEETS PROCESSED



IN PROGRAM PAYMENTS

Interested in learning more about how HHAExchange and Annkissam can help you ensure a successful self-direction program? Contact us today.