

# Customer Solution Case Study



## Client:

Cape Atlantic, I.N.K.

## Industry:

Not-For-Profit

## Client Profile:

New Jersey based Care Management Organization providing services to children and families experiencing emotional and behavioral challenges.

## Business Situation:

Experiencing difficulty in managing a large volume of provider data and an unequal distribution of referrals across providers, Cape Atlantic, I.N.K. needed a better way to develop, track and manage provider relationships and information.

## EASE Key Features:

Provider Profile Creation

Youth and Family Profile Creation

Electronic Referrals

Program Services Tracking

Tracking Appointments and Events

Remote Access for Providers

Alerts for provider license, provider insurance and referral expiration

Off-line provider database for Care Managers in the field

Executive Dashboard with real-time youth and provider operational metrics

Robust Reporting

Created for Care Management Organizations

HIPPA Compliant

## Benefits:

Total provider data management solution

Centralized, up-to-date provider information

Even distribution of referrals tracked across all active providers enrolled

Automatic ALERTS for provider license expiration, provider insurance expiration and referral expiration

Better control of operation via real-time metrics for youths and provider data

Increased operational efficiencies

Custom reporting to aid in funding process

## NOT-FOR-PROFIT IMPLEMENTS PROVIDER DATA MANAGEMENT SOLUTION FOR GREATER EFFICIENCY AND IMPROVED SERVICES TO YOUTHS

### Situation

Cape Atlantic I.N.K. is a non-profit Care Management Organization that provides services to children and families in Cape May and Atlantic Counties. It is part of the statewide Children's Initiative that is reforming the way children with serious emotional and behavioral challenges and their families receive the supportive services they need. Cape Atlantic works in partnership with children, their families and caregivers to create solutions for the desired changes in their lives. Most importantly, Cape Atlantic is an advocate working with and for families to build and coordinate a network of care for their children by partnering with providers and the community.

The success of the program is determined, in part, by the number of participants that are enrolled and successfully utilizing the services provided by Cape Atlantic. Basic funding is contingent upon providing these needed services to Cape Atlantic clients. Various client data is provided to Cape Atlantic from the State of New Jersey via an outside organizational entity. A total of up 180 children are managed and active in the program at any one time with each Care Manager managing a fixed number of children at any one time. A basic case management system is in place to provide essential client data such as contact information, medical history, family history, insurance information and other various data needed to track the progress of each child individually. Basic case management is performed to track the progress and status of each client and to measure the more subjective outcomes of the program. Care is given to the children through a network of over 200 registered providers in the area.

### Challenges and Issues Faced

Several challenges stemmed from the current way of accessing and managing provider data. It was determined that the current manual processes, spreadsheets and MS Access database could not fully support the Cape Atlantic I.N.K. program with its current requirements. A custom software application created and designed specifically for Cape Atlantic I.N.K. was the only viable solution.

Management of such a large volume of provider data was a challenge. It was also apparent that there was not an even distribution of referrals across all providers. It was increasing difficult to track provider license, insurance and referral expiration and if a valid professional background check had been completed on each provider.

Traditional off-the-shelf information systems could not handle the complexity of the Cape Atlantic operation. A new solution was required to help better manage program services, reduce administrative costs and aid in the funding process.

### Solution

The need to capture detailed provider related profile and services information was apparent. Categorization of providers by program service and specialty was essential. Generation of a referral had to be easy. Allowing a provider to update their profile information via the Internet was critical for time savings and data accuracy. And giving up-to-date provider listings to Care Managers in the field during family visits was critical.

The solution was EASE — a browser based database for total provider data management, program services tracking and referrals.

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12 Stults Road, Suite 106  
Dayton, New Jersey 08810  
888-4LEVARE  
www.levare.com

