



The TEFT Demonstration

Testing Experience and Functional Tools in Community-Based Long-Term Services and Supports

In March 2014, the Centers for Medicare & Medicaid Services (CMS) awarded Testing Experience and Functional Tools (TEFT) grants to nine states to test quality measurement tools and demonstrate e-health in Medicaid community-based long-term services and supports (CB-LTSS). The grant program, spanning 4 years through March 2018, is designed to field test a cross-disability experience of care survey and a set of functional assessment items, demonstrate personal health records, and create an electronic LTSS service plan standard.

With the total grant program nearing \$42 million, this is the first time CMS is promoting the use of health information technology (HIT) in CB-LTSS systems. TEFT will provide national measures and valuable feedback on how HIT can be implemented in this component of Medicaid programs.

TEFT Grantees

Arizona
Colorado
Connecticut
Georgia
Kentucky
Louisiana¹
Maryland
Minnesota
New Hampshire

TEFT Components

Grantees are participating in one or more of the four demonstration components:

- **Experience of Care (EoC) Survey.** The EoC survey elicits feedback on beneficiaries' experience with the services they receive in Medicaid CB-LTSS programs. It was designed to be a cross-disability survey, meaning that it is intended for use with beneficiaries in the various CB-LTSS

¹ Louisiana field tested the Experience of Care Survey (Round 1), which is described later in this document.

programs serving people with all types of disability including individuals who are frail elderly, individuals with a physical disability, individuals with an intellectual or developmental disability, individuals with a brain injury, and individuals with serious mental illness. In 2015, all nine grantees participated in a field test. The purpose of the field test was to assess the reliability and validity of the survey, to identify composites (groups of similar items to be used for reporting purposes), to compare in-person versus telephone administration modes, and to assess the feasibility of typical versus simplified response alternatives for respondent answers. Based on the results of the field test and other development activities, the survey received the Consumer Assessment of Healthcare Providers and Systems ([CAHPS](#)) program trademark in June 2016 and now is known as the CAHPS® Home and Community-Based Services Survey (or HCBS CAHPS Survey for short). In October 2016, the National Quality Forum ([NQF](#)) endorsed 19 quality measures derived from the survey. They are known as the CAHPS Home and Community-Based Services Measures. The CAHPS trademark and NQF endorsement provide states with assurance of a rigorously tested survey and measures. Grantees have received TEFT funding to administer the HCBS CAHPS Survey to their CB-LTSS beneficiaries and use the results to assess and improve program quality. In this second round of data collection, which is taking place between 2016 and 2018, states are demonstrating their use of the survey. They also are considering experimenting with electronic administration of the survey through a Personal Health Record (PHR), use of proxy respondents, and use of survey results for performance-based incentives for providers.

- **Functional Assessment Standardized Items (FASI).** Under prior initiatives, CMS invested in the development of standardized functional assessment items for assessing Medicare post-acute care recipients. With TEFT funding, CMS is providing resources to test similar items for assessing people served in Medicaid CB-LTSS programs. FASI includes items to measure functional ability including mobility, activities of daily living (e.g., bathing, dressing), instrumental activities of daily living (e.g., meal preparation), and caregiver availability. With a person-centered focus, the FASI also includes items that ask the individuals to identify goals they would like to achieve regarding their functioning. The advantage of standardized functional items is that beneficiary assessment information is captured the same way across settings, which is a key requirement for enabling electronic exchange of this information between and among payers, providers, and beneficiaries. TEFT grantees will provide a sample of CB-LTSS beneficiaries with differing disabilities with whom the FASI items will be field tested for reliability in 2017. Following the field test, the functional assessment standardized items will be finalized, and grantees will then demonstrate item use in their respective CB-LTSS programs during 2017-2018. CMS also will include the final items in the CMS data elements library and use them to develop quality metrics that will be submitted to the NQF for endorsement.
- **Electronic Long Term Services and Supports Service Plan Standard (eLTSS).** The Office of the National Coordinator for Health Information Technology ([ONC](#)) has partnered with CMS to identify and harmonize a service plan standard to enable electronic exchange of information relevant to the care of individuals receiving CB-LTSS. TEFT grantees will pilot test an eLTSS service plan standard in conjunction with ONC's Standards and Interoperability (S&I) Framework. The standard encompasses service plan items typically employed by providers and

payers to identify and convey the constellation of services and supports for individual beneficiaries of CB-LTSS. The first phase of pilot testing occurred from October 2015 through March 31, 2016. From April 2016 through August 2016, the TEFT grantees worked with the S&I Framework to harmonize all states' LTSS service plans. Beginning November 2016, the eLTSS plan standard is being tested in Round 2. Ultimately, the grantees are working to create a new means of sharing LTSS data electronically, such as secure email messaging and connection to online health information portals for providers, as well as adoption of personal electronic health records for beneficiaries. Grantees also will evaluate the value of the data and methods of exchange. Additional information on these efforts can be found on the [S&I Framework Wiki page](#).

- **Personal Health Record (PHR).** State Medicaid grantees participating in this component of TEFT will design, test, and launch electronic PHRs for CB-LTSS beneficiaries. Grantees will work with stakeholders in their states to identify the content of these PHRs. Potential sources of information to populate the PHRs may include assessment and service or support plan information, health and care information, as well as other information the beneficiary may choose to include for record keeping and/or sharing with providers. Information available in a PHR may assist the beneficiaries as well as their family and/or caregivers in making care-related decisions, and it may encourage a more active role in managing care. A PHR has the potential to facilitate more efficient care and enhanced outcomes for beneficiaries and their families. Grantees will be working on this component of TEFT throughout the grant period.

Even though the four components of TEFT each have distinct purposes and timelines, they all focus on enhancing CB-LTSS systems to achieve a true person-centered culture. Moreover, TEFT promotes care systems that are able to exchange information across relevant parties and improve the quality of care for people receiving Medicaid CB-LTSS.

TEFT Support Activities

- **Technical Assistance.** A technical assistance (TA) component is offered through Truven Health Analytics. Technical assistance to the TEFT grantees and CMS provides support on a wide range of topics to help grantees and CMS realize the goals of the TEFT demonstration. In addition to individualized and peer technical assistance, TA supports include monthly meetings with the TEFT grantees, a training session the first week of each month, and grantee-driven, monthly Communities of Practice sessions for the EoC survey, FASI, and Health Information Technology (HITECH). The Truven Health TA team also produces research documents, promising practices papers, and on-demand, web-based technical assistance modules for TEFT grantees. These activities also help communicate lessons learned from the demonstration with the broader CB-LTSS community. The Truven Health TA team operates a membership-only website for TEFT grantees and demonstration partners. Many resources are found on the [TEFT TA website](#), including useful documents and tools.
- **Evaluation.** The evaluation contractor, The Lewin Group, is conducting a three-part rapid-cycle evaluation:

1. The first part is a formative evaluation that relies on close program monitoring and immediate provision of feedback, information, lessons learned, and recommendations to grantees.
2. The second is a system outcomes evaluation that relies on mapping LTSS systems, structures, health information technology capacity, and processes, as well as developing a quantifiable measure of information exchange maturity.
3. The third part is a beneficiary outcomes evaluation that relies on the review of each grantee's TEFT PHR and field testing of an original, web-based PHR user survey to understand beneficiaries' experience using a PHR.

The Lewin Group also participates in the S&I Framework process to monitor and evaluate grantee participation in developing and piloting a standard eLTSS plan to facilitate data exchange across LTSS and acute care settings. The Lewin Group uses this rapid-cycle evaluation and monitoring framework to share information from quarterly monitoring reports, annual site visits, and monthly calls with stakeholders in a timely and actionable format. The [TEFT Evaluation website](#) also is a members-only resource.

For more information, please visit the [TEFT page on Medicaid.gov](#).

TEFT CONTACTS

Table 1. TEFT Contacts at the Centers for Medicare & Medicaid Services

TEFT Role	Name	Email address
CMS Program Lead	Kerry Lida	Kerry.Lida@cms.hhs.gov
CMS Project Officer	Barbara Holt	Barbara.Holt@cms.hhs.gov
CMS Project Officer	Allison Weaver	Allison.Weaver@cms.hhs.gov

Table 2. TEFT Technical Assistance Contacts at Truven Health Analytics

TEFT Role	Name	Email address
TA Project Director	Cheryl Powell	cheryl.powell@us.ibm.com
TA Project Manager	Lisa Gold	lgold@us.ibm.com
TA Coordinator	Teja Stokes	teja.stokes@us.ibm.com
Experience of Care TA Lead	Susan Raetzman	sraetzma@us.ibm.com
FASI Data Collection Lead/FASI TA Lead	Pat Rivard	privard@us.ibm.com
FASI Field Test Lead	Trudy Mallinson	Trudy@email.gwu.edu
HITECH TA Lead	Capri Dye	CDye@healthmanagement.com

Table 3. TEFT Evaluation Contacts at The Lewin Group

TEFT Role	Name	Email address
Evaluation Project Manager	Cindy Gruman	Cindy.Gruman@lewin.com
Evaluation Task Manager	Kathleen Tucker	Kathleen.Tucker@lewin.com

Table 4. TEFT eLTSS Contacts at the Office of the National Coordinator

TEFT Role	Name	Email address
Initiative Coordinator	Evelyn Gallego	Evelyn.Gallego@emiadvisors.net
ONC Leadership	Caroline Coy	Caroline.Coy@hhs.gov
ONC LTPAC Leadership	Elizabeth Palena Hall	Elizabeth.PalenaHall@hhs.gov
Project Manager	Lynette Elliott	Lynette.Elliott@esacinc.com
Use Case/Functional Requirements	Rebecca Angeles	Rebecca.Angeles@esacinc.com