FEI Success Story
Joint Collaboration with American Society of Addiction Medicine (ASAM)

ASAM CONTINUUM® TOOLS AND FEI’S WITS PLATFORM

STREAMLINE CLIENT CARE
New integration provides robust outcomes and cost reporting
FEI Systems and ASAM CONTINUUM® announce the integration of ASAM’s tools into FEI’s WITS platform. This integration enables robust reporting on client level of care selection, and ties together outcomes, cost, and access to care reporting for states and counties using the platform.

FEI System is at the forefront of the Behavioral Health industry and continues its partnership with the American Society of Addiction Medicine (ASAM) by integrating ASAM’s leading software clinical decision support tools into its WITS platform, streamlining access to care for clients.

The ASAM CONTINUUM® addiction assessment tools include CONTINUUM, The ASAM Criteria Decision Engine™; ASAM’s CO-Triage® referral tool; and associated reports and data. CO-Triage® is a short screener that delivers a preliminary ASAM Level of Care placement recommendation, which allows clinicians to get clients to the right treatment center which delivers the care needed.

The CONTINUUM® comprehensive assessment conducts a biopsychosocial assessment of patient needs along the six ASAM Dimensions and determines a final recommended ASAM Level of Care placement and facilitates third party utilization review.

ABOUT ASAM
ASAM is a professional medical society representing more than 5000 physicians, clinicians, and associated professionals in the field of addiction medicine. ASAM is dedicated to increasing access and improving the quality of addiction treatment, educating physicians and the public, supporting research and prevention, and promoting the appropriate role of physicians in the care of patients with addiction.

ABOUT FEI SYSTEMS
FEI Systems is a leading information technology, services, and analysis organization connecting every dimension of health and human services. FEI specializes in healthcare solutions for federal, state, and local governments. For the past decade, FEI has been at the forefront in our primary areas of expertise: Behavioral Health Data Systems and Information Technology Solutions, Long Term Services and Supports Software Solutions, Health IT, and all phases of the Software Development Life Cycle.
**BUSINESS CHALLENGE**

The Virginia Department of Behavioral Health and Developmental Services (DBHDS) required a sophisticated solution for their Home and Community-Based Services Multi-Waiver Prior Authorization System (WaMS) in order to support their commitment to serving individuals with intellectual or developmental disabilities (ID/DD).

**SOLUTION**

Through competitive procurement, DBHDS selected FEI Systems to implement, host, and maintain their WaMS. FEI developed a robust solution with sophisticated case management capabilities, enhanced reporting functionality, and rigorous program oversight tools.

FEI worked closely with DBHDS to successfully meet state-mandated deadlines shortly after contract award. Additionally, the teams collaborated to effectively migrate data from two legacy ID/DD systems, train staff, and integrate recurring data with the Virginia Medicaid Management Information System (VAMMIS).

FEI’s solution is web-based, highly configurable and user-modifiable. The solution tracks essential steps and processes related to the waiver programs including enrollment, waiting list management, and authorization of services being provided, as well as a broad range of more than 170 discrete functional and technical requirements.

**RESULTS**

With FEI’s solution, DBHDS can now efficiently manage existing and new waiver programs. DBHDS provided the following customer testimonial:

“… Since 2016, FEI Systems has served as an outstanding partner by delivering effective software system solutions to fulfill DBHDS operational needs. By taking advantage of commercial off-the-shelf (COTS) technology, DBHDS was able to slash initial system roll-out from seven months to four months. We have worked closely with FEI on subsequent WaMS releases and added functionality to our system user communities. As a result, we have improved the delivery of key supports and services to individuals with developmental disabilities receiving Medicaid waiver services across the Commonwealth”

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**BUSINESS CHALLENGE**

As a subcontractor to RTI International, FEI is developing a new SAMHSA Performance Accountability and Reporting System (SPARS). It replaced and consolidated three parallel legacy systems for the Center for Substance Abuse Treatment (CSAT), the Center for Substance Abuse Prevention (CSAP), and the Center for Mental Health Services (CMHS). SPARS provides a single online data entry, reporting, and training/technical assistance request system for all three Centers. SPARS allows SAMHSA to efficiently conduct grant performance monitoring, program planning, and policy decisions.

**SOLUTION**

The SPARS Team developed, integrated, and released the SPARS Application within 7 months of contract kickoff, a very aggressive timeline. We consolidated the three data collection applications, built a new SPARS Portal website, and integrated all applications under single sign-on.

The SPARS Team built a new CSAP application, migrated data from the legacy system, and did so without documentation or technical support. The SPARS Team added Minority Aids Initiative (MAI) Participant-level data and Division of State Programs (DSP) grants to the SPARS CSAP platform. The DSP programs included two new high-profile grants supporting the opioid abuse crisis.

**RESULTS**

The SPARS Team delivered the implementation of the two new grants by September 2017, exceeding the previous release in terms of amount of application development despite having less time to deliver.
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FEI Success Story

Virginia WaMS Project

SAMHSA Performance Accountability and Reporting System (SPARS)
BUSINESS CHALLENGE
Federal and state regulations that protect electronic health records (EHRs) with health care delivery organizations to re-evaluate their workflows for capturing and managing patient-level consent preferences to share or not to share their PHI and PII data across ambulatory and acute care settings. The Substance Abuse and Mental Health Services Administration (SAMHSA) was one of the leading federal agencies to champion this national compliance effort. As a result, there was a need for health information management systems to segment data, elicit patient consent, and ensure compliance to patient preferences that aligned 42 CFR Part 2. This created an immediate need for a technology solution that would be scalable to meet the requirements of this rule and integrate with provider-level health information systems, using federally endorsed interoperability standards.

SOLUTION
SAMHSA selected FEI developed Consent2Share, to address this national requirement to expand the protection of a patient’s rights to share their behavioral health information. Consent2Share is an open-source software application that manages the patient consent process, segments patient data, and integrates with existing electronic health record and health information exchange systems. It allows patients to select preferences about which data stored in the source system to share and not share. Consent2Share enables secure, bi-directional exchange of patient-level data when capturing and managing their consent preferences across care settings. This solution empowers patients to state their preferences for sharing their behavioral healthcare information across their provider network.

RESULTS
Consent2Share can be used to support federal and state requirements related to specially protected health information, including the federal law 42 CFR Part 2. It puts control of information exchange in the hands of the person in the healthcare system that has a right to decide who has access to their data: the patient.

BUSINESS CHALLENGE
The Department of Health and Human Services’ (HHS) National Disaster Medical Systems (NDMS) is tasked with responding to all national disasters, federal emergencies, national security events, and aiding efforts that require federal support. To respond effectively when disaster strikes, NDMS requires highly durable and technically reliable health and human service systems to ensure that first responders deployed during an emergency have access to critical decision support solutions, to meet the critical needs of displaced victims of natural disasters.

SOLUTION
The Office of the Assistant Secretary for Preparedness and Response (ASPR) selected FEI Systems to provide essential maintenance and support for critical IT systems that support our nation’s emergency preparedness efforts by enabling the delivery of emergency medical care during public health threats, medical emergencies, or natural disasters. FEI has supported NDMS during some of the major disasters and events over the last four years, including Hurricane Sandy (2012), UN General Assembly (from 2012, to present), White House National Security Summit (2015), as well as the DNC and RNC (2012 and 2016). FEI also contributed to a six-month pilot of the national postal model for anthrax countermeasures, which was to establish federal capabilities for the timely provision of medical countermeasures following a biological attack within the US.

RESULTS
FEI’s help desk operation expanded to provide 24x7 coverage for over 30 days to support the emergency deployment teams in the regions affected by Hurricane Sandy. FEI’s system supported over 1,200 HHS First Responders and the tracking of over 6,000 patients entered and treated through the system. Hurricane Sandy was the largest support mission ever for NDMS and FEI’s ability to support every need was well documented and noted by our customer. Together with the NDMS leadership, FEI was able to overcome significant communications and logistics issues caused by this unprecedented natural disaster. Experience gained during Hurricane Sandy were later applied to improve deployment and operations during Hurricane Harvey.
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**BUSINESS CHALLENGE**

The Medicare Contractor Management Group (MCMG) at the Centers for Medicare and Medicaid Services (CMS) provides oversight and performance evaluation of the Medicare Administrative Contractors (MACs), who process hundreds of millions of Medicare claims annually. On a monthly basis, MCMG collects operational data from the MACs for monitoring contract activities and service quality. This was a time-consuming, manual process and offered limited insight into the valuable data collected.

**SOLUTION**

Through competitive procurement, CMS selected FEI Systems to implement, the MAC/CMS Data eXchange (MDX) Portal. FEI developed a robust data collection and validation solution with sophisticated data validation, enhanced reporting functionality, dashboard visualizations and finally a nationwide view of Medicare administrative metrics!

FEI worked closely with CMS to successfully define requirements, design, develop, test and implement MDX Portal while working within CMS’ Technical Reference Architecture, following the stage gate reviews and documentation requirements of the eXpedited Life Cycle (XLC). The FEI team worked with CMS’ shared services and hosting contractors to efficiently implement a secure portal for the MACs and CMS to exchange operational data.

FEI’s solution is web-based, 3-tier portal that works with an Oracle database and MicroStrategy Business Intelligence tools. The solution tracks user activity, provides real time data validation results, allows convenient updates, and tracks over 1000 Medicare administrative metrics.

**RESULTS**

With FEI’s solution, hundreds of hours of monthly manual work were eliminated. CMS has new insight into their data and is finally able to visualize their operational data across the country and across time.

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**BUSINESS CHALLENGE**

State Medicaid agencies have the option to request Medicare data from CMS for integration with Medicaid data in order to improve care coordination and address program integrity for individuals enrolled in both Medicare and Medicaid (dual eligible beneficiaries). States face a number of challenges to bringing Medicare data into their technical environments and integrating it with their Medicaid data. From identifying an appropriate integration environment and the tools necessary to process and load the various types of data, to having the expertise and available resources on hand to perform the tasks, to becoming familiar with the new data sets and understanding their potential value to the state, each state represents a unique set of circumstances that must be navigated to achieve the common goal of effective Medicare-Medicaid data integration.

**SOLUTION**

Through competitive procurement, the Centers for Medicare and Medicaid Services (CMS) selected FEI to assist states with their efforts to integrate data from multiple state and CMS databases, and make effective use of that data for the improvement of care coordination and program integrity for the dual eligible population. Through highly focused meetings with states and a range of technical and clinical subject matter experts, FEI assessed the technical assistance needs and developed a robust framework of tools that are designed to facilitate state acquisition, familiarization, integration, and utilization of the Medicare data. FEI’s flexible approach captures best-practices at a macro level, but also allows for sensitivity to state-specific needs.

**RESULTS**

States deemed FEI’s support as “invaluable” and “integral” to their successes with data integration. FEI has helped states gain efficiencies to support effective Medicare-Medicaid data integration by:

- Developing common guidelines and tools, such as mappings and database staging models, which assist states with the integration of multiple datasets.
- Creating taxonomies to assist states with developing a consistent interpretation of data fields across different data sources.
- Assisting states with developing solutions to address gaps associated with missing or inconsistent data.
- Assisting states with programming and complex algorithms, such as final action processing and master data management solutions, that are required to read and use the data for integration.
- Assisting states to develop collaborative processes that facilitate data-driven decision making for program improvement.
- Assisting states with understanding how the integrated data can be utilized to help meet their program improvement goals. States have been “extremely impressed” by this analytic guidance, which is provided in the form of use cases that incorporate an analytic approach, metrics, bench marking resources, algorithms, and a technical supplement describing the methodology for implementing the use case in a state environment.
- Providing individualized, hands-on knowledge transfer for all assistance initiatives, ensuring that states are able to implement, maintain, customize, and expand on a solid data integration foundation.
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