

Proven Strategies for Independent Assessment and Eligibility: Streamlined, Rigorous, Customer-Focused



The Liberty Advantage

When you partner with Liberty Healthcare, you tap into decades of hands-on experience with a broad range of Medicaid clientele. Our management team's thorough command of disabilities issues and of I/DD, behavioral health, and aging populations informs each project we undertake. We understand individual assessment needs, and the tools and approaches best suited to meet those requirements. We also understand the regulatory, governmental, and advocacy environment on a national level and can translate that knowledge to almost any state.

Harnessing this expertise enables you to efficiently meet the demands of a rapidly evolving CMS landscape. Our rigorous independent assessment programs enable you to successfully meet these challenges, while managing escalating Medicaid costs. Liberty's certification by CMS as a Quality Improvement Organization ("QIO-like Entity"), may also enable you to secure an enhanced federal match for the work we perform.

The Liberty Standard

States are continually driven to improve and revise assessment and eligibility strategies. With CMS demand for greater rigor, accountability has increased over the years. Local regulatory, budgetary, and political factors compound the complexity of developing an effective and efficient assessment approach, regardless of the program or specific target population. Person-centeredness, independence from conflict of interest, reliability, and validity remain essential. Even judicial intervention and USDOJ involvement can become critical factors. Assessment processes impact special populations differently, heightening the significance of outcomes measures.

Liberty will be your partner as you navigate these and other challenges. We are familiar with a wide range of assessment instruments and processes that can help you select, modify, or even design the right tool. If your instrument is already determined, we can develop, execute, and streamline business processes and support and monitor them with customized information technology. We have proven experience establishing and managing dependable call centers. Our track record of providing strong and consistent local and corporate management to a geographically widespread professional work force is unparalleled. We marry people and technology for maximum efficiency.

"I can say, without any hesitation, that the Department, service recipients, and providers have been served well by Liberty Healthcare since the contract award in March of 2013. They have proven to be a resourceful and responsive partner.... The Liberty corporate staff is experienced, accessible, and very well informed. The local office has met or exceeded our expectations in all respects...."

— Associate Director,
Division of Medical Assistance, 2015



Liberty Healthcare Corporation
THE FREEDOM TO SUCCEED™

Liberty Expertise

Liberty has extensive experience developing and managing large-scale programs to meet specific needs in assessment and eligibility. We understand each key element of the process including:

- Resource allocation
- Rapid ramp-up of well-credentialed personnel executed by our Joint Commission certified staffing team
- Effective training, close management, and strong supervision of assessors to promote maximal inter-rater reliability and efficient operations
- Familiarity with a wide range of processes and tools including PASRR, MDS, NCI, InterRAI, SIB-R, PES, NCI, SIS, ICAP, and HRST
- A wide range of capabilities in instrument development, refinement, and customization that delivers an approach with maximal validity and reliability
- Business process design, management, and analytics
- Efficient and consistent call center operations

“I consistently found their recommendations to be well-developed and well-grounded and these recommendations laid the groundwork for several quality improvement initiatives.”

State Aging Assistant Director

Why Choose Liberty

Liberty's independent and clinically sound assessment services are based on an in-depth knowledge of the people you serve. We have decades of experience managing programs for recipients who have physical, intellectual, and developmental disabilities, as well as for older or medically complex individuals. Our assessors receive unparalleled training to maximize the effectiveness of face-to-face encounters with beneficiaries in their own homes. State Medicaid leaders rely on Liberty because we know what needs to be done and what works. We develop tailored assessment tools for each client that integrate state laws and regulations with Medicaid and other federal requirements. Information service supports, customized to your needs, drive program efficiency. Data analytic capabilities support decision making. A customer-focused collaborative style enables us to work well with your team.

Partner with a Trusted Expert

Liberty has undertaken a wide range of assessment responsibilities in multiple settings and states for over a decade. We have made extensive use of clinical and functional assessments as an integrated element of many program management responsibilities for far longer. We bring expertise gained from a wide range of successful programs to the implementation of new ones.

In one major southern state, we manage a large independent assessment program for the state Medicaid agency. Using an agency-specific functional assessment tool, we evaluate over 50,000 beneficiaries annually who may be eligible for personal care services (PCS). Liberty deploys about 80 nurses equipped with state-of-the-art mobile technology to private homes, licensed adult care facilities, family care homes, and supervised living settings to determine beneficiaries' ability to perform basic activities of daily living. Using a state-determined algorithm, we allocate appropriate levels of support and facilitate provider choice. Our call center handles more than 35,000 calls monthly from consumers and providers alike.

In other states, we have developed and implemented robust measurements of provider performance, functional needs, and personal outcomes, including the review of up to 53,000 critical incidents a year in one state.

Through a careful testing, alignment, and crosswalk process, our customers can be confident in the content validity of our instrumentation. Liberty has applied our knowledge and experience in measurement to the development of sophisticated profiling technology, used by some to renew providers. In fact, we have presented our work on profiling dashboards and assessment at numerous national conferences, including the National HCBS Conference hosted by NASUAD.

About Liberty Healthcare

Liberty Healthcare has a decade's long record of embracing healthcare challenges that seem to defy solutions. Our ability to impact quality and performance redefines what health care organizations can achieve for people.

Our commitment and results are nationally recognized. No other organization offers the diversity of experience or solutions that Liberty routinely delivers. Our goal is to liberate our customers from the operational burdens of program management so they can focus on their priorities and thrive.

We're Liberty.... and we give you the freedom to succeed™.



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