



Outcome-Driven Care Delivery

State of Tennessee's Systems of Support

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Learn how the State of Tennessee helps empower people with I/DD to live the lives they want in their community.



Mozzaz Enables Outcome-driven Services for the State of Tennessee's Systems of Support

The State of Tennessee's Medicaid program, TennCare, has implemented a unique and innovative behavioral health crisis prevention, intervention and stabilization service model for individuals with intellectual or developmental disabilities (I/DD) who experience challenging behavior. Named "Systems of Support" or 'SOS', the model provides a coordinated set of behavioral health services for individuals with I/DD and co-occurring mental health disorders delivered through managed care plans across the state's three MCOs. Project Transition, a specialized behavioral health service provider, is contracted with each of TennCare's managed care organizations to deliver person-centered assessment and crisis prevention planning, training and support for paid and unpaid caregivers, development of community linkages and cross-system supports based on the individualized needs of each member, 24/7 crisis intervention and stabilization response, intensive management and support for care transitions (across community and medical/behavioral health providers), and data collection, analysis, and reporting. The objective of the model is to support individuals to experience greater independence, sustained community tenure with greater opportunities for integration, and an improved quality of life.



Our goal with the SOS model is to empower people with I/DD to live the lives they want in their communities. Having the right technology helps us achieve that. We want to know if what we are doing is making a difference in people's lives.

-- Patti Killingsworth

Assistant Commissioner, Chief of LTSS

Mozzaz was selected by Project Transition as the digital health technology platform to support the SOS model with an outcomes-driven solution based on a person-centered approach. Mozzaz enables the SOS care



teams led by Project Transition to manage and collaborate on services delivered to individuals and their caregivers through the use of personalized mobile interventions and real-time data collection of crisis

plans and progress notes with instant visibility through the Mozzaz dashboard. An accessible and highly mobile technology solution is critical to supporting the services in the SOS model that must meet the needs of a 24/7 crisis intervention and stabilization response with real-time visibility of information and data to drive positive outcomes directly from the point-of-service.



The Mozzaz solution helps us better serve the needs of people with I/DD by helping us focus on more than just crisis response. It focuses on prevention by incorporating digital health technology that captures live data, which can instantly be made available to care support teams, so they can intervene to stabilize an individual and prevent a crisis.

The solution is cost-effective and helps us capture data about interventions and health outcomes that we can then use to continue to improve lives.

-- Dr. Jana Dreyzehner

Behavioral Health Medical Director, Amerigroup Tennessee

The Challenge

With an estimated \$10 billion dollar annual budget, TennCare has a program enrollment of 1.5 million members; more than 20 percent of the population of the state of Tennessee. However, 3 percent of the TennCare members account for nearly 50 percent of total Medicaid expenditures.¹ With respect to Long-term Service and Supports specifically, Tennessee was spending twice the national average per person for each member with I/DD enrolled in the program.

Committed to a quality care, cost-effective services and increased positive outcomes through a more supportive and coordinated care model, TennCare's Systems of Support was created and is now being delivered in partnership with managed care organizations and with Project Transition and Mozzaz. Uniquely positioned to provide person-centered care insight, Project Transition began its collaboration with Mozzaz and TennCare to help redefine clinical care coordination from intake, risk assessment and individualized crisis prevention and stabilization plans with real-time outcome-driven dashboards and reports.



¹ Including physical and behavioral health and LTSS.



The Mozzaz solution enables end-to-end accountability through comprehensive care coordination across health systems while delivering individualized person-centered interventions available through mobile devices. From my experience, providing members with their personal intervention and support plans on their mobile device with direct connectivity to our care teams is the difference that Mozzaz delivers. Mozzaz allows us to be responsive in providing positive, effective and proactive behavior support through cost-effective support models with positive outcomes

-- Luke Crabtree

Director, Project Transition

Mozzaz Mission: A System of Support Defines Collaborative Care Delivery and Management

Mozzaz provides a flexible and versatile behavioral health solution that includes a personalized intervention model to support cross-functional care services including I/DD, long-term support services, suicide prevention, foster care, substance abuse, mental illness, and crisis support. Mozzaz technology places the patient front and center making the individual an active member in their care through interactive and accessible personalized plans of care. Data integration and interoperability is a key part of the solution where Mozzaz provides a secure, fully-compliant and interoperable solution collecting real time data for analysis by providers, managed care organizations and care workers alike.

The SOS program has the goal developing an individual's support system by demonstrating positive, effective and proactive behavior support to help drive outcomes such as:

- Decrease in crisis events
- Decrease need for out-of-home placement to stabilize crises
- Decrease ER visits and unnecessary/inappropriate inpatient psychiatric hospitalizations (utilization and cost)
- Decrease inappropriate use of psychotropic medications (i.e., for behavior management)
- Decrease intensity/cost of HCBS (more cost-effective services/more integrated settings)
- Increase sustained community living
- Improve quality of life

Tracking outcomes for managed care program management and coordination begins with population health data, access to care coordination and tracking of real-time data collection for accurate reporting without foregoing EHR and HIE compliance.

An Outcome-Driven Care Delivery and Management Solution

Challenged with developing a solution that aligned well with an adaptable, low-cost intervention model to keep healthcare quality high, Mozzaz brings an outcome-driven care delivery and management solution to the table.



Offering a mobile and scalable intervention solution, Mozzaz provides users:

- A person-centered mobile intervention tool with real-time, ongoing connectivity to care team support

- A highly-customizable platform for managed care organizations, providers and members
- Scalable to any Intervention Model to closely align with critical provider and patient needs
- Adaptable mobile case management for care workers
- Data collection engine and analytics for outcome reporting
- Interoperable EHR / HIE Integration for mitigating risk in regulatory compliance and connecting across system participants

The Mozzaz Difference

The Mozzaz solution is supporting Project Transition in the implementation of TennCare's vision of helping SOS members live a higher quality of life in the community through the use of technology and innovative personalized interventions. The solution is transforming the delivery of outcomes-based quality care to drive higher levels of value and service in behavioral and mental health services.



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