Client Data Management System

FACT SHEET

WHAT IS CDMS?

CDMS stands for Client Data Management System. The CDMS is a data management system, which supports DDDS in managing their administrative and oversight functions by using a centralized data repository of all its applicant members (Service Recipients). Reports generated from this data repository will help DDDS and providers to make better decisions regarding appropriate allocation of resources, identifying service delivery gaps, and monitoring service delivery according to the Person-Centered Plan.

WHAT IS THE CDMS PROJECT?

The objective of the Client Data Management System (CDMS) Project is to develop and implement data collection efficiencies and processes for use by DDDS and its network of Home and Community-Based Services (HCBS) providers to support person-centered planning, delivery of services, monitoring, and reporting for recipients of HCBS. The project will be an enhanced version of the current Therap system, administered and managed by the same vendor. The ability for DDDS staff to view the referral, person-centered plan, service authorization, supporting documentation, and claims in a unified system will facilitate DDDS's ability to monitor Medicaid services, thereby ensuring quality and timely delivery of services. This full enhancement is scheduled to take about 2 years to complete.

WHAT DOES THIS MEAN TO DDDS AND THEIR PROVIDERS?

The CDMS project will enhance the functional capability of the current Therap system and enable the following:

- Facilitating implementation of the person-centered plan across service providers using role-based access to a unified client case record.
- Eliminating legacy spreadsheets and databases that require duplicate data entry.
- Automating processes that are currently paper-based or manual.

Areas Included (Scope)

- Public Application Form
- MCI Interface
- Oversight Billing Configuration

- DHIN Interface
- Provider Management/Contract Management
- Incident Management Interface

WHAT HAPPENS TO ITEMS THAT ARE NOT INCLUDED IN THE PROJECT?

An internal DDDS and vendor committee will assess the nature, impact and feasibility of such change order requests. If the change request is assessed as in scope, it will become part of the work. If it's assessed to be out of scope, it will be preserved for future consideration.

HOW DO I REACH OUT TO THE PROJECT TEAM?

Please contact the project team at DHSS_DDDS_CDMSProject@delaware.gov to learn how you can assist! We are always looking for engagement from the Developmental Disabilities Community.

ROLES

Executive Sponsor: Alexis Bryan-Dorsey, Deputy Director
Project Sponsor: Anthony Avallone, Director of Information Systems
Project Manager: Tiffany Matthews, Project Manager
Organization Change Manager: Prathamesh Nalawade, Organizational Change Management Specialist II

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GLOSSARY OF TERMS

Unified Client Case Record: Single source/centralized file of client activity

Scope: An agreement of the work needed for the project. It brings together all the most important elements of the project.

MCI: Master Client Index – DHSS Data System for individuals receiving services within the State

Interface: Data information exchange between two organizational parties

Configuration: The arrangement or setup of hardware/software that make up the CDMS

DHIN: Delaware Health Information Network

Impact: The criteria used to determine the prioritization of requested changes

Feasibility: The criteria used to determine the amount of effort and resources to implement the requested changes