

Indiana Dept. of Insurance | Long-Term Care (LTC)



ABOUT

The Indiana Long Term Care (LTC) Insurance Program was federally approved in December 1991. The purpose of the program is to provide incentives for the purchase of private long-term care (LTC) insurance policies through a partnership between the Medicaid program and insurance companies. Only three other states also offer this type of “Partnership” program: California, Connecticut, and New York.

The Uniform Data Set (UDS) was developed collaboratively among the four participating states, participating insurers, the National Program Office at the Center on Aging, University of Maryland and the Program Evaluator, Laguna Research Associates. The UDS provides information important for program monitoring, provides information on assessment and service utilization, and provides quarterly and cumulative data for analysis by each of the participating states.

CHALLENGE

In July 2023, IDOI engaged IOT’s Microsoft Center of Excellence (CoE) team about creating an updated database solution for their LTC UDS Reporting. The main needs identified were:

- Ability to capture information provided by Insurers that is reported on a Quarterly basis.
- Required data files from each Insurer to be submitted directly to each state program in which they are participating.
- Need for a new secure portal for insurance carriers to upload files.

SOLUTION

After thorough analysis and discovery sessions between IDOI and the Microsoft CoE, IDOI decided to move forward with Microsoft Power Platform as their solution. This will ultimately provide the most seamless approach considering IDOI already utilizes the Microsoft stack.

RESULTS & BUSINESS VALUE

Power Pages will be used to create a secure portal for insurers to submit the required four data files. This portal will not only streamline the submission process, but also ensure data security and compliance with regulatory standards.

Power Automate will be leveraged for the automation of workflows associated with the data files submitted by insurers. This includes automating the validation processes for each file, ensuring data integrity, and automating notifications to insurers regarding the status of their submissions, including any data validation issues.

Lastly, Dataverse will serve as the foundational data platform for the UDS Reporting database, allowing for data management, storage, and integration. It will also support the necessary tables and be the main repository for all uploaded and historic data.