

SPAN

Sustainable · Performance · Aligned Networks



Aging and Disability Networks must make their program operations more efficient to serve more people with constrained resources. SPAN gives State Units on Aging, Area Agencies on Aging, and public and private partners a practical framework for making program operations more efficient and better able to prevent fraud, waste, and abuse.

SPAN encourages a holistic approach that identifies three core domains that impact program operations and looks for opportunities to leverage initiatives started in one domain to achieve objectives for the others.

3 Core Domains

◆ **Sustainability** KEY TOOL: MAC INFRASTRUCTURE

Aligns funding streams, taps new revenue through Medicaid Administrative Claiming (MAC), and builds the documented business case for continued investment.

◆ **Performance** KEY TOOL: RANDOM MOMENT SURVEY

Tracks outcomes, maps workflows, and uses data on how staff spend their time to reduce waste and maximize every administrative dollar.

◆ **Aligned Networks** KEY TOOL: NWD REFERRAL SYSTEMS

Clarifies agency roles, eliminates silos, builds cross-agency referral infrastructure, and connects networks to Health Information Exchanges (HIE).

WHY IT MATTERS

- Combats fraud, waste, and abuse with transparent, documented resource distribution and spending
- Builds a stronger business case for new and sustained funding
- Reduces silos so people find the right resources the first time

Our Experience

HCBS Strategies has supported MAC efforts in AK, AL, CO, HI, IL, IN, MD, MI, MS, NE, and NJ, and currently operates MAC infrastructure on behalf of MI, NE, and NJ.

We work with each of our states to understand how their MAC data can be used to meet programmatic goals and improve operations in a manner that aligns with SPAN.

Bring SPAN to your state. Let's talk. — Steve@hcbs.info · Andrew@hcbs.info

The SPAN Framework: Each SPAN domain breaks down into concrete objectives and the tools that deliver them. Progress in one column reinforces the others.

Sustainability

Align funding & spending

- Project costs of optimal program operations
- Flexibility to assign funds to match operational needs

Sufficiency

- Tap into new sources of funding, notably MAC
- Leverage MAC to obtain additional funding

Accountability

- Enhanced documentation of how funds are spent
- Business case for additional funding
- Return on investment
- More efficient state operations

Performance

Identify & track outcomes

- Process and outcome measures

Improve workflows

- Map the routing of individuals
- Understand worker incentives
- Improve data collection and use of data

Efficient use of staff time

- Time documentation — a twice-daily random moment time survey
- Use data to increase transparency

Aligned Networks

Clarify agency roles

- Systems mapping
- Negotiate roles and reduce redundancy

Route people to the right options

- Screening and triaging tools
- Referral systems
- Linkages to Health Information Exchanges (HIEs)

Coordinate systems improvement

- Data synthesis
- Integrated planning

Enhanced MAC Infrastructure Provides More Than Just More Money

Improving performance. Robust MAC infrastructure that exceeds CMS standards (e.g., twice-daily stratified random moment sampling, quarterly worker-level cost documentation, and monthly supervisor reviews and data summaries) creates reliable data on staff time and activity costs, making operations more transparent and audit-ready.

Aligning networks. States such as NE, MI, and NJ use MAC to bring partners beyond AAAs (e.g., CILs, 211, Brain Injury Alliance, Easterseals) into NWD/ADRC networks. These networks use MAC FFP to establish conditions for participation such as cross-training, referrals, and coordinated planning.

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