



Enhance program outcomes,
streamline financial management, and
maintain a satisfied provider network

More than half of all states work with WellSky to manage Medicaid waivers, the Older Americans Act, adult protective services, and other federally funded programs.

Your consumers often rely on a variety of state programs to maintain their self-sufficiency and independence. By bringing together more of your state's services under a single umbrella, you can promote thoughtful, efficient care that encompasses the complete situation of every person.

WellSky Human Services manages a wide range of state programs in a single database. We leverage our extensive experience working with the aging, disabled, and other vulnerable populations to build a comprehensive platform that meets federal reporting requirements, expands program visibility, and helps providers deliver services more efficiently.

WellSky manages all these aspects of your program:

- Intake & eligibility
- Case management
- Provider network management
- Financial management
- Federal and custom reporting
- Quality management & analysis
- Client communications

Consolidate your programs with WellSky and deliver effective, person-focused care

WellSky Human Services is a commercial off-the-shelf (COTS) solution. It is browser-based for easy maintenance and hosted in a highly secure environment, ideal for the needs of state enterprises.

Medicaid waivers

WellSky meets the challenges of Medicaid waiver management with a comprehensive case management system. Alerts and workflows enforce compliance with less staff oversight. Claims are submitted and adjudicated against state Medicaid rules in real-time, ensuring fast remittance and higher provider satisfaction. Configurable waitlist technology protects your state with a clearly defined, objective selection system.

Older Americans Act

WellSky facilitates communication among your state unit on aging (SUA), local area agencies on aging (AAAs), and providers. Tools in the system simplify the creation of area plans and ensure budget compliance throughout the year. WellSky automates care planning, service authorization, and delivery of long-term services and supports. Data from each AAA rolls up seamlessly to generate required federal and state reports including the National Aging Program Information Systems (NAPIS), State Health Insurance Assistance Program (SHIP), and more.

Adult protective services

WellSky helps you manage cases efficiently, detect problems quickly, and deliver the data decision makers need. When an investigation is opened, the system automatically schedules critical milestones to comply with state requirements based on the nature of the complaint. By standardizing data collection, you streamline compliance with state requirements and the federal National Adult Maltreatment Reporting System (NAMRS).

Incident management

WellSky can consolidate critical incident reporting across all your state programs with a single system to report, investigate, and mitigate abuse and neglect of state beneficiaries. This helps you meet mandatory response timelines, support standardized investigations, and monitor provider compliance. WellSky Human Services for Incident Management aligns with CMS guidance on the key functions of a state system.

Vocational rehabilitation

Meet the new federal RSA-911 data collection and reporting requirements and manage state and federal matching funds confidently with WellSky. Providers can accept referrals, receive authorizations, enter case data, and submit claims through an easy-to-use provider portal. A participant portal lets consumers download/upload forms, communicate with providers, view care plans, track progress, and complete satisfaction surveys.

Public guardianship

WellSky helps you monitor public guardian compliance and respond quickly to complaints and grievances. You gain full visibility into all aspects of your public guardianship office (PGO) program and can easily respond to legislative requests for information via powerful reporting tools. The system fosters a collaborative, transparent relationship between your state and its guardians by conducting all work in a single system.

WellSky Professional Services

WellSky's team of industry and technical experts can help your agency provide intelligent, efficient, and effective care coordination for your consumers. Our advisory, technical, and outsourced solutions extend your existing IT resources to achieve the best possible outcomes from your program.

[Learn more at wellsky.com/services.](https://wellsky.com/services)



Learn more! Contact us today to see how WellSky can help you do more good for your state's consumers.

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