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| **APPENDIX B** | | | |
| ***STATES' USE OF ALGORITHM-DRIVEN DECISION-MAKING TOOLS FOR BENEFITS DETERMINATIONS*** | | | |
| This appendix describes representative examples of states' tools in use as of September 2020 that are confirmed or suspected to involve algorithm-driven decision-making. We define "algorithm-driven decision-making" as the application of rules, formulas, or sets of steps to carry out a task traditionally handled by humans. Here, this process decides or recommends the level of care (LOC) needed, allocation of benefits, or potential for fraud. | | |
| **Key of Common Tools** | | |
| interRAI-Home Care (interRAI-HC) and other interRAI tools | A few algorithms are applied in the interRAI. The Resource Utilization Group (RUG) classifies people with similar functional abilities into the tier group that uses the same amount and type of resources. The Method for Assigning Priority Levels (MAPLe) uses decision-tree logic to categorize people into one of 5 service priority levels. The Resource Intensity for Children and Youth (RIChY) algorithm chooses pathways according to service needs and data combinations that indicate risk. | |
| Supports Intensity Services (SIS; SIS-C for ages 5 to 15; SIS-A for ages 16 and older) | The SIS was developed for people with intellectual disabilities (ID) and developmental disabilities (DD), specifically designed to measure the pattern and intensity of supports needed in at least three major life areas. States apply their own resource allocation algorithms or rules to the SIS to translate the SIS results into an individualized fee schedule. | |
| Vulnerability Index-Services Prioritization Decision Assistance Tool (VI-SPDAT) | The VI-SPDAT’s ranking algorithm scores candidates from 1 to 17 based on level of vulnerability. Scores over 7 qualify for permanent housing, while scores between 4 to 7 qualify for limited support. A second algorithm matches people with high vulnerability scores to available housing. The results inform the city's housing decisions. Authority: 24 CFR §§578.3 and 578.7. | |
| Data matching system | To prevent fraud in benefits determinations, several states use systems that automatically exchange data with other state and federal electronic data sources. This exchange verifies income and receipt of other public assistance and flags disqualifying information such as criminal history. Authority: 45 CFR § 205.51. | |
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| **Tool** | **Programs in Which Tool is Used** | **Description of Tool and Human Review and Authorities for Reference** |
| ALABAMA | | |
| Family Assistance Certification, Employment & Training System (FACETS) | Family Assistance Program | The state's Comprehensive Claims System for benefits recovery activities interfaces with FACETS, which certifies that payments are issued correctly and to prevent fraud. Workers factor the FACETS certification results into determinations. Authority: 45 CFR §205.36. |
| ALASKA\* | | |
| ARIZONA | | |
| Health-e-Arizona Plus | Medicaid, Nutrition Assistance, and TANF; Elderly, Physical Disability, and DD HCBS waivers | If the system's data matching cannot verify all data, assistors help customers submit application materials online. Assistors track progress and step in when the system's access to electronic data sources is insufficient. Authority: 42 CFR §433.111; 45 CFR §205.36. |
| ARKANSAS | | |
| Arkansas Independent Assessment (ARIA) | HCBS Waivers for the elderly, physically disabled, and people with DD, ID, and severe mental illnesses | Arkansas applies the ARIA—which replaced RUGs in 2018 and is based on Minnesota's MnCHOICES—to classify LOC into service tiers. Tiers rely on algorithms to different extents based on the population seeking services. Authority: Arkansas Independent Assessment (ARIA) New-18 Manual |
| Department of Human Services eligibility systems | Transitional Employment Assistance, Arkansas Works, and SNAP | The systems exchange and process eligibility information with each other without manual intervention. The state claims that removing human involvement will not cause loss of coverage for disabled people. Authority: 45 CFR §205.36. |
| CALIFORNIA | | |
| California Statewide Automated Welfare System (CalSAWS) | CalWORKs, CalFresh, Medi-Cal, state foster care program, state refugee program, and county medical services | CalSAWS computes benefits and pre-populates reports for prospective redeterminations based on anticipated income. Pending bill SB 285 requires analysis of how CalSAWS can help users initiate other government benefit applications. Authority: 42 CFR §433.111; 45 CFR §205.36; Cal. Welf. & Inst. Code Ch. 4.1 and §11265 et.seq. |
| Universal Assessment Tool (UAT) | Medi-Cal's In-Home Supportive Services, Community-Based Adult Services, and Multipurpose Senior Services | The automated UAT evaluates medical needs, routine daily functional needs, and consumer characteristics. It would combine the three separate data systems to help better coordinate care. The statute mandating the UAT's development was just chaptered in October 2019 and does not describe human review processes. Authority: Cal. Welf. & Inst. Code §9805. |
| VI-SPDAT | Homeless Crisis Response System for Los Angeles | The data is fed into the Los Angeles Homeless Management Information System. VI-SPDAT failed to prioritize people in Los Angeles who were demonstrably in need of housing support. |
| COLORADO | | |
| SIS | Support Living Services, HCBS waivers for people with DD | See Key. People are reassessed if they challenge their results within 30 days of the first assessment. Authority: 10 Colo. Code Reg. 2505-10-8.612. |
| Colorado Benefits Management System (CBMS) | Low Income Energy Assistance Program (LIEAP), child care, SNAP, TANF, WIC, Medicaid, RTD LiVE | The CBMS is a database system used to screen, apply, and receive determinations. It replaced call centers with a chatbot. Case review appears to only occur through an informal dispute resolution conference with the local office. Authority: 10 Colo. Code Reg. 2506-1-4.100. |
| CONNECTICUT | | |
| interRAI-HC | Acquired Brain Injury (BI), Persons with Autism, Comprehensive Supports, and Mental Health HCBS Waivers | The agency is responsible for establishing quality assurance procedures to review client records without identifiers. Authority: Conn. Gen. Stat. §17b-342, Conn. Agencies Regs. §17b-342-1. |
| DELAWARE | | |
| DCIS II | TANF, cash assistance, Medicaid, child care, and food stamps | The system automates interviewing, data matching, eligibility determination, benefit calculation, and benefit issuance for over 100 variations of its public assistance programs. Authority: 16 Del. Admin. Code §2000 et.seq. |
| DISTRICT OF COLUMBIA | | |
| interRAI-HC | Elderly & Persons with Disabilities Waiver, Medicaid Personal Care Aide, Adult Day Health Program, and other LTCSS excluding ID/DD | DC's Department of Health Care Finance's Feb. 2019 report said that it would establish an internal review process after implementing interRAI-HC led to terminations and reductions while LOC needs remained the same. It is unclear whether this review process has begun. Authority: 29 DCMR §4201.4; DC Code §§1-307.02 and 7-771.01. |
| DC Access System (DCAS) | SNAP | The DCAS incorporates the existing Automated Client Eligibility Determination System (ACEDS). It processes eligibility through expedited application, data matching, and overpayment processing. The system has a history of increasing discrepancies and error rates. Authority: 45 CFR §205.36. |
| FLORIDA | | |
| Automated Community Connection to Economic Self Sufficiency (ACCESS) System | SNAP, Medicaid, and TANF | The ACCESS system applies business rules engines to automate calculates used to determine eligibility at the application and renewal stages, and it performs data matching. Workers ultimately authorize the determinations. Authority: 42 CFR §433.111; 45 CFR §205.36. |
| GEORGIA | | |
| SIS | Comprehensive Supports and Georgia New Options HCBS Waivers | See Key. Authority: Ga. Comp. R. & Regs. 82-3-1-.08. |
| HAWAII | | |
| interRAI-HC | HCBS waivers for elderly and physically disabled people | See Key. Authority: Haw. Code R. §§11-800-24 and 17-1720-18; Haw. Rev. Stat. §346D-3. |
| SIS | HCBS waivers for people with DD | See Key. Families can get an informal review. Authority: Haw. Code R. § 11-881-18; Haw. Rev. Stat. §§333F-6 and 346D-3. |
| Hawaii Automated Welfare Information (HAWI), Hawaii Automated Network of Assistance (HANA) systems | TANF, SNAP, child care, and employment support | HAWI and HANA perform intrastate data matching to determine eligibility, control payment, and track clients. Staff use the determinations made by both systems to authorize benefits. Authority: Haw. Code R. §17-681-51; 45 CFR §205.36. |
| IDAHO | | |
| Idaho Benefits Eligibility System (IBES) | Medicaid, SNAP, TANF, and child care programs | The IBES applies resource allocation rules to each person’s tailored application. It verifies income through E-Verifi, the state's data matching tool that aggregates data. The IBES performs auto-enrollment and auto-verification. As of 2018, the state planned to slightly scale back auto-enrollment and auto-renewal. Authority: 42 CFR §433.111; 45 CFR §205.36. |
| ILLINOIS | | |
| Illinois Integrated Eligibility System (IIES) | Medicaid, SNAP, and TANF programs | The tool's data matching and programmed rules auto-populate application fields and select automatic or regular eligibility processes. It allows workers to focus on reviewing information in auto-populated applications rather than inputting information. Authority: 42 CFR §433.111; 45 CFR §205.36. |
| INDIANA | | |
| interRAI-HC | Aged & Disabled and Traumatic BI HCBS waivers | See Key. The state may initiate an independent LOC assessment to determine whether to continue reimbursement at the same level. Authority: 405 Ind. Admin. Code §§2-4-22 and 2-17-6; Ind. Code §12-10-10-6. |
| Indiana Eligibility Determination and Services System (IEDSS) | SNAP, TANF, IMPACT job training, and Medicaid | In 2017, the IEDSS replaced the Indiana Client Eligibility System (ICES) and another family assistance system used together to determine eligibility and to manage workflow, respectively. When ICES became automated, denials of benefits applications rose sharply. Authority: Ind. Code §§12-8-1.5-14; 42 CFR §433.111; 45 CFR §205.36. |
| IOWA | | |
| interRAI ChYMH | Children’s Mental Health and Habilitation HCBS waivers | See Key. The clinical team confirms the accuracy of RIChY's assessments. The Medical Services Unit (MSU) annually certifies the LOC using the tool and supporting documentation. Authority: 441 Iowa Admin. Code §§83.122 and 78.27 . |
| interRAI-HC | AIDS, Health and Disability, BI, Physical Disability, and Elderly HCBS waivers | See Key. The MSU is responsible for reviewing the LOC determination based on the completed assessment and supporting medical documentation. Authority: 441 Iowa Admin. Code §§83.2, 83.22, 83.42, 83.82, and 83.102. |
| SIS-C and SIS-A | HCBS waivers for people with ID | See Key. Pending bills expand human review. SF156 and HF555 require independent assessors to administer a conflict-free uniform SIS assessment. SF2140 and HF2264 amend all Medicaid managed care organization contracts to include a process to dispute SIS scores. Authority: 441 Iowa Admin. Code §§83.60 and 79.1. |
| Eligibility Integrated Application Solution (ELIAS) | Medicaid, CHIP, and food assistance | ELIAS replaced the Automated Benefits Calculation System to better apply the state's eligibility rules, as the existing system proved inaccurate and could not be integrated with new systems. Authority: 42 CFR §433.111; 45 CFR §205.36. |
| KANSAS | | |
| Medicaid Functional Eligibility Instrument-LOC (MFEI-LOC), using interRAI-HC | Frail Elderly, Physical Disability, Program of All-inclusive Care for the Elderly (PACE), and Traumatic BI HCBS Waivers | See Key. Authority: Kan. Admin. Reg. §26-8-5; KS Dept. for Aging and Disability Services Policy No. M2018-128. |
| Kansas Eligibility Enforcement System (KEES) | Medicaid, food assistance, CHIP, TANF, LIEAP, employment services, child care subsidies | KEES applies rules to match determination correspondence to eligibility criteria. It performs data matching and initiates annual redeterminations. It scans barcoded annual reviews and links them to cases, generating a system task to alert the eligibility staff to review. Authority: 42 CFR §433.111; 45 CFR §205.36. |
| KENTUCKY | | |
| SIS | Supports for Community Living Waiver | See Key. Authority: 907 Ky. Admin. Reg. 12:010. |
| Benefind | Transitional Assistance Program, CHIP, SNAP, and Medicaid | This tool applies eligibility rules within the Kentucky Health Benefits Exchange. Assisters aid the application process. Authority: 900 Ky. Admin. Reg. 10:200; 921 Ky. Admin. Reg. 2:040. |
| LOUISIANA | | |
| interRAI | Community Choices Waiver | See Key. Authority: La. Admin.Code tit. 50, §XXI.8107. |
| SIS | Residential Options, Supports, New Opportunities, and Children's Choice HCBS Waivers | See Key. The state's implementation of the tool includes an exceptions review process with the ability to request additional supports. Authority: La. Admin. Code tit. 50, §§XXI-13704 and XXI-16107. |
| MAINE | | |
| Maine Automated Client Eligibility System (ACES) | TANF | ACES determines eligibility monthly by evaluating applicant information against designated criteria and through data matching. Authority: 10 144 Me. Code R. Ch. 331; 45 CFR §205.36. |
| MARYLAND | | |
| Adult Day Care Assessment & Planning System (ADCAPS), using interRAI-HC | Aging and Adults with Medical Disabilities HCBS Waiver | Aside from reviewing and updating when there is a significant change, the state has a quality assurance program to audit. Authority: Md. Code Regs. §§10.09.07 and 10.09.27; Md. Code, Hum. Servs. §4-206. |
| Maryland Automated Benefits System (MABS) | Unemployment Insurance | MABS interfaces with related unemployment insurance systems that process tax payments and scan documents. Supervisory reviews of claims and adjustments are required. Authority: Md. Code, Hum. Servs. §5-206; 45 CFR §205.36. |
| Maryland Client Automated Resource and Eligibility System (CARES) | All Family Investment Administration public assistance programs | CARES functions include maintaining individual and case information, determining technical and financial eligibility, and calculating and initiating benefits issuance. Authority: Md. Code, Hum. Servs. §5-206; 45 CFR §205.36. |
| SIS-C | Community Pathways, DD Waiver, Physical Disability, Mental Disability | Upon request, the state will review whether its standard administration procedures were followed. It will not review the score itself because of the professional training required to assign an accurate rating. Authority: Md. Code, Health-Gen. §7-403, Md. Code, Hum. Servs. §4-206. |
| MASSACHUSETTS\* | | |
| MICHIGAN | | |
| interRAI-HC | Habilitation, Choice, and Health Link HCBS Waivers | See Key. Decisions about reviewed grievances must not made by anyone involved in previous levels of review and determinations. Authority: Mich. Comp. Law §400.109c and 400.109i. |
| SIS | HCBS waivers for people with ID/DD | See Key. The same review procedures above are followed. Authority: Mich. Comp. Law §400.109f. |
| Michigan Integrated Data Automated System (MiDAS) | Unemployment Insurance | MiDAS flags discrepancies in a person’s automated file as potential fraud and pre-populates questionnaires that trigger automatic fraud determinations for inadequate responses. The state claims the system is no longer fully automated but it is unclear how it offers human review. Authority: Mich. Comp. Law §§400.83 and 421.6g; 45 CFR §205.36. |
| Michigan's fugitive felon matching system | Food Assistance Program | This system's algorithm performs data matching. Applicants can no longer be disqualified based on only a match. The state continues to fix its notices and develop a policy that does not rely on future use of this system. Authority: Mich. Comp. Law §400.10c. |
| MINNESOTA | | |
| MnCHOICES | Community Alternative Care, Community Access for Disability Inclusion, BI, DD, and Elderly HCBS Waivers | The MnCHOICES tool uses employment to gauge community involvement in people under age 65 and volunteering to gauge community involvement in people age 65 and older. It applies policy and regulatory eligibility rules to numerous criteria related to health, quality of life, and activities of daily living. Authority: Minn. Stat. §256B.0911 Subd. 3a(c). |
| MAXIS | Family Investment Program, Food Assistance Program, General Assistance, and Supplemental Aid | This tool performs data matching. Prior to a denial based on missing information, the human services commissioner confirms that the missing evidence is necessary to determine need. They help applicants obtain the evidence, including medical examinations and electronic medical records. Authority: Minn. Stat. §256.01 Subd. 18a, §256.01 Subd. 29, and §256.45. |
| MISSISSIPPI | | |
| interRAI-HC | Elderly, Physical Disability, and Mental Illness HCBS waivers | See Key. Authority: Miss. Code §43-13-117; 23 Miss. Code R. §208-1.6. |
| Mississippi Application Verification Eligibility & Reporting Information Control System (MAVERICS) | TANF, food stamps, and TANF Work Program | A person's information is fed into MAVERICS and the Jobs Automated Work System. The two systems complete data matching together. The MAVERICS screening process informs workers’ eligibility determinations. Authority: Miss. Code §§43-13-116 and 43-13-116.1; 45 CFR §205.36. |
| MISSOURI | | |
| interRAI-HC | Elderly, Physical Disability, and Mental Illness HCBS waivers | See Key. Authority: Mo. Rev. Stat. §208.895; Mo. Code Regs. tit. 19 §15-8.200. |
| SIS | DD HCBS waivers | See Key. Authority: Mo. Rev Stat §208.895. |
| MO HealthNet eligibility system | Medicaid and CHIP | The system performs data matching and checks if ineligible people may qualify for tax credits. A 2020 audit found that the system incorrectly removed people eligible for renewal, so reviews were delayed. Authority: Mo. Code Regs. tit. 13 §40-7.035; 42 CFR §433.111. |
| MONTANA | | |
| Combined Healthcare Information and Montana Eligibility System (CHIMES) | SNAP, TANF, Medicaid, Healthy Montana Kids | CHIMES applies rules to automate benefits calculations and performs data matching. Workers authorize determinations after CHIMES calculates them, but they have had to continue to manually double-check determinations. Authority: 42 CFR §433.111; 45 CFR §205.36. |
| NEBRASKA | | |
| Nebraska Family Online Client User System (NFOCUS) | Cash assistance, SNAP, LIEAP, Child Care, Medicaid, and Aged and Disabled Waiver | The expert subsystem within NFOCUS is the automated portion of the system and uses stored information to aid in eligibility and benefit determination. Authority: 468 Neb. Admin. Code, ch. 1, §004; 469 Neb. Admin. Code, ch. 1, §004. |
| NEVADA | | |
| SIS | HCBS waivers for people with DD | See Key. Authority: Nev. Admin. Code §427A.430. |
| NEW HAMPSHIRE | | |
| SIS | ABI, DD, and In-Home Supports for Children with DD HCBS waivers | See Key. Authority: N.H. Code Admin. R. He-M 503.02. |
| NEW JERSEY | | |
| NJ Choice, using interRAI | Global Options for Long-Term Care Waiver for elderly and physically disabled people | NJ Choice applies an algorithm that determines LOC and is also applied within a telephone-screening instrument to help target people at risk of institutionalization to refer them to clinical assessors. Authority: N.J. Admin. Code §10:37-6.44. |
| NJ Disability Automated Benefits System (DABS) | Disability and Family Leave Insurance | DABS functions were automated per the state labor department’s 2018 recommendation to calculate determinations based on data from the State Plan Bureau. Authority: N.J. Admin. Code §10:69-8.5. |
| NEW MEXICO | | |
| Automated System Program and Eligibility Network (ASPEN) | TANF, SNAP, LIEAP, Medicaid, and Cash Assistance | ASPEN calculates eligibility by executing rules. However, the system has a long history of miscalculations that have not been corrected. Human review is compromised as employees have to manually tweak calculations to compensate for the system's glitches that have cost people access to their benefits. Authority: N.M. Code R. §8.102.110.15. |
| NEW YORK | | |
| Uniform Assessment System-New York (UAS-NY), using interRAI-Community Health Assessment | Medicaid Personal Care and New York's eight LTSS programs | The UAS-NY applies the RUG-III to classify people into care plans. The tool underestimates cognitive disability, so the state proposes a secondary nurse's assessment where a medical provider can document that the person qualifies despite the score. Care plans and budgets are reviewed before people participate. Authority: NY Soc. Serv. L. §§364-L(2a), 366(6-a). |
| Child and Adolescent Needs System-NY (CANS-NY) | Behavioral or DD Health Home Services | The CANS-NY within the UAS-NY is for people up to age 21. It measures acuity level, and the UAS-NY applies an algorithm to determine how needs pertaining to that acuity level should be billed. Care plans and budgets are reviewed before people participate. Authority: NY Soc. Serv. L. §366(7). |
| New York State of Health (NYSOH) system | Medicaid and CHIP | The NYSOH system was initially built to facilitate enrollment in health insurance plans. Over 90% of eligibility determinations are automated. Authority: NY Soc. Serv. L. §364-J(30). |
| Welfare Management System (WMS) | SNAP, TANF, and Medicaid | The WMS Resource File Integration subsystem performs data matching. The WMS Healthcare Eligibility Assessment and Renewal Tool applies rules to automatically renew or cut benefits. If workers approve the results, the WMS calculates and submits a budget to the Benefits Issue and Control System to issue benefits. Authority: NY Soc. Serv. L. §21. |
| VI-SPDAT | New York City Continuum of Care | VI-SPDAT data is fed into the Coordinated Assessment and Placement System. Authority: 18 NY Comp. Codes R. §800.3. |
| Deferred Acceptance Algorithm | New York City school choice system | Students rank their preferences for 12 schools whose criteria include academic and standardized test performance, portfolios, and interviews. The algorithm matches students to their highest-ranking school where they meet criteria. Schools need only ensure that at least 20% of their matches are students with physical or learning disabilities. No authority found. |
| NORTH CAROLINA | | |
| SIS | Innovations Program; Mental Health, DD, and Substance Abuse Services | See Key. The SIS assesses people with ID, DD, or Traumatic BI for the Innovations Program. Authority: 10A N.C. Admin. Code 27G.2306 (b)(3). |
| North Carolina Families Accessing Services through Technology (NC FAST) | Medicaid and SNAP | The NC FAST executes a set of programmed rules to produce eligibility determinations. Authority: 42 CFR §433.111; 45 CFR §205.36. |
| NORTH DAKOTA | | |
| SIS | HCBS waivers for people with ID/DD | Reviews are only done when major life changes alter the client's circumstances and needs. Authority: N.D. Admin. Code 75-04-05-09 and 75-04-05-09.1. |
| OHIO | | |
| Healthcare Electronic Notification System (HENS) | HCBS Waivers including MyCare Ohio, Level One, and PASSPORT | HENS includes the newer Adult LOC Questionnaire, which is being tested with an algorithm. Where HENS data matching is unsuccessful, the state must verify manually with the person. If the person becomes ineligible, the state must complete a pre-termination review before termination. Authority: Ohio Admin. Code §5160:1-2-01; 42 CFR §433.111. |
| Ohio Benefits System (OBS) | Prevention, Retention and Contingency program; SNAP; Ohio Works First; Medicaid; and cash assistance | The OBS uses data matching. Its "Baby Bot" and "Disability Onset Alert Bot" automate information processing that previously required caseworkers to do repetitive tasks. The Disability Onset Alert Bot has processed 92% of cases without any caseworker involvement. Authority: Ohio Admin. Code §§5101:1-1-36 and 5101:1-2-01; Ohio Rev. Code §5101.061. |
| OKLAHOMA\* | | |
| OREGON | | |
| Oregon Needs Assessment (ONA) | Model Waiver (ID/DD), Children's HCBS, Medically Complex Hospital Model, and Medically Involved Children's Waiver | An algorithm applied to the ONA reduced service hours across the board by 30%. The newer ONA tool no longer mandates a specific number of care hours. The ONA works with case managers to decide hours and service groups. The state evaluates people not immediately found eligible by the algorithm. Authority: Or. Admin. R. 411-015-0008 and 411-425-0055. |
| Client Assessment and Planning System (CAPS) | Aged and Physically Disabled Waiver | CAPS documents abilities and characteristics, limitations, existing supports, living environments, treatments, and health history. CAPS's algorithm then calculates priority for services based on the degree of assistance an applicant requires with specific activities of daily living. Authority: Or. Rev. Stat. 410.505; Or. Admin. R. 411-030-0020. |
| PENNSYLVANIA | | |
| SIS | Community Living, Consolidated, and Person- and Family-Directed Support HCBS Waivers | See Key. Authority: 62 Pa. Cons. Stat. §441.8, 55 Pa. Code §52.25. |
| Client Information System (known as iCIS) | Medicaid, HCBS waivers, LTSS, SNAP, cash assistance, SSI, and LIEAP | The iCIS logic selects the category of medical assistance based on application information.  For all benefits, it identifies clients participating in multiple programs by data matching and interfacing with the Master Client Index that stores client demographic data. Authority: 62 Pa. Conns. Stat. §432.23; 42 CFR §433.111; 45 CFR §205.36 |
| RHODE ISLAND | | |
| SIS | HCBS waivers for people with ID/DD | The state uses the tool for people ages 16 and older. Authority: R.I. Gen. Laws §§40-18-3 and 40-18-4; 210 R.I. Code R. 50-00-4. |
| Rhode Island Bridges | Medicaid; SNAP; cash, child care, and general assistance; SSI; and LTSS | RI Bridges integrates multiple program applications using the Unified Health Infrastructure Project that executes eligibility rules. Applications dropped sharply due to processing delays after after staff cuts coincided with the system's launch. Authority: 42 CFR §433.111; 45 CFR §205.36; R.I. Gen. Laws § 40-6-9.1; 218 R.I. Code R.10-00-1 and 210 R.I. Code R. 40-00-1. |
| SOUTH CAROLINA\* | | |
| SOUTH DAKOTA | | |
| ACCESS | Medicaid and SNAP | ACCESS's first screen shows non-financial eligibility. The next makes budget calculations. The final screen indicates whether ACCESS finds overall eligibility. Benefits Specialists check all screens to make sure the results match the application information. Authority: S.D. Admin. Rule 67:13:03:21; 42 CFR §433.111; 45 CFR §205.36. |
| TENNESSEE | | |
| SIS | Self-Determination HCBS Waivers | See Key. The state proposes using the SIS for all HCBS waivers. Authority: Tenn. Code §71-5-1404. |
| Tennessee Eligibility Determination System (TEDS) | TennCare Connect, which provides health insurance; Medicaid; CHIP; TANF; SSI | TEDS is part of the new TennCare Connect system that replaces the state's Medicaid management system, the benefits eligibility system, and the TennCare Management Information System. TEDS performs data matching and analyzes a mix of income and medical information. Authority: Tenn. Code §71-5-153; 42 CFR §433.111; 45 CFR §205.36. |
| TEXAS | | |
| Texas Integrated Eligibility Redesign System (TIERS) | SSI and SSDI, TANF, SNAP, CHIP, WIC, and STAR+Plus Waiver programs | The TIERS decision table logic applies eligibility rules and performs data matching. It automates file clearance when it completely matches application data; otherwise, it triggers an alert for manual staff clearance. An advisor reviews the flow to make sure eligibility calculations use the right data. Authority: Tex. Hum. Res. Code §§31.0326 and 33.053; Tex. Gov't Code § 531.110 and 531.191. |
| UTAH | | |
| SIS | Community Supports Waiver | See Key. Authority: Utah Admin. Code R414-502. |
| Electronic Resource and Eligibility Product (eREP) System | Medicaid, CHIP, SNAP, TANF, and child care assistance | An eligibility specialist identifies service options when speaking with the person. They review required verification information entered into eREP before it determines eligibility. eREP integrates application information from multiple programs, applies rules to assess need, and performs data matching. Authority: Utah Code §35A-3-104. |
| VERMONT\* | | |
| VIRGINIA | | |
| SIS | HCBS waivers for people with ID | Redeterminations are calculated by the LOC Eligibility Re-determination audits (LOCERI). If a LOCERI audit finds a person ineligible, a manual review must be performed. Authority: 12 Va. Admin. Code § 30-120-1040(F). |
| Virginia Case Management System (VaCMS) | Medicaid, SNAP, TANF, child care benefits, and LIEAP programs | The VaCMS calculates eligibility. Its results must be reviewed and authorized. Improper staff training left users to teach themselves or be trained on the new system. Contested results require review and update of relevant Data Collection pages before rerunning eligibility calculations. Authority: Va. Code §§63.2-222, 63.2-503(D). |
| VI-SPDAT | Balance of State Continuum of Care | See Key. |
| WASHINGTON | | |
| SIS | HCBS waivers for people with ID/DD | See Key. Authority: Wash. Rev. Code §71A.16.030; Wash. Admin. Code §388-828-4000 et.seq. |
| Comprehensive Assessment Reporting Evaluation (CARE) | All Adult HCBS waivers | CARE's algorithms establish classification groups, eligibility, LOC, and budget. Staff's assessments are only reviewed regularly for their first three months on the job. Authority: Wash. Admin. Code §388-106-0065. |
| Automated Client Eligibility System (ACES) | WorkFirst, federal- and state-funded food and cash assistance, and state Medicaid programs, LTSS | ACES applies eligibility rules and data matching for applications and renewals. Most renewals are triggered automatically without review. Authority: Wash. Rev. Code §74.04.805, Wash. Admin. Code §388-426-0005. |
| Predictive Risk Intelligence System (PRISM) | Medicaid Home Health | The PRISM tool uses an algorithm that calculates the degree to which a person may have a significantly heightened need for home health services. Authority: Wash. Admin Code §§182-557-0200(c) and 182-557-0350. |
| WEST VIRGINIA | | |
| WV Path (using Utilization Management Contractor (UMC) algorithm) | Medicaid, ID/DD HCBS waivers, CHIP, WV WORKS, SNAP, Emergency Assistance, LIEAP, and School Clothing Allowance | The UMC's algorithm applies eligibility rules to functional assessments for the waivers to calculate service level. The UMC analyzes annual assessment data to customize algorithms that create individualized budgets for people who require these waivers. WV Path itself performs data matching for other benefits. Authority: W. Va. Code §§9-8-3 through 9-8-7. |
| VI-SPDAT | Coalition to End Homelessness Continuum of Care | See Key. |
| WISCONSIN | | |
| Long-Term Care Functional Screen (LTCFS) | Family Care, Partnership, Community Options, PACE, IRIS (for elderly and physically disabled adults), and all HCBS Waivers | The LTCFS eligibility logic should produce results that trained screeners would expect, but the agency's screen liaison reviews unexpected results. If necessary, a state quality consultant performs a full review and consults until the screen results are considered accurate. The screener acts on the final results. Authority: Wis. Admin. Code DHS §73.04 |
| Client Assistance for Reemployment and Economic Support (CARES) | The above programs, Medicaid, SSI, FoodShare, Caretaker Supplement, Child Care Subsidy, Wisconsin Works | CARES performs data matching. CARES uses the Error-Prone Profile—applicant characteristics prone to incorrect verification results—to flag applications for workers to follow up. The worker confirms that the CARES determination is appropriate by verifying relevant details of the non-financial results and budget details. Authority: Wis. Stat. §46.034 |
| WYOMING\* | | |

\* It is unclear how current or upcoming tools in this state use algorithm-driven decision-making to determine eligibility for government assistance or services.