Introducing HTC’s Next Generation Adult Protective Services Case Management System on the Cloud

End-to-End Adult Protective Services on the Cloud

HTC’s Adult Protective Services (APS) on the cloud has been developed by using a cloud-ready framework. It provides all the necessary features and functions to manage Adult Protective Services efficiently. Some of the pre-configured features include NAMRS APS reporting, offline intake, Standard of promptness triggers, Dashboard with work queue containing task / alerts / event, document management, and mobile investigation.

Configurable System

HTC’s APS on the cloud can be configured to meet your specific business needs. The system configuration could include data elements collected during the APS life cycle, business rules, and workflow.

Adult Protective Service workers can rely on a system that ensures structured decision making process, timely processing of the cases, and accurate completion of service plans. The system will automate intake processes to efficiently assign cases and reconsider cases for changes in disposition.

Address Audit Queries

APS on the cloud provides the necessary functionality that will address any gaps in the business process or help eliminate any pending audit queries to meet program compliance.

Advantages of HTC’s Solution

Fast Implementation – HTC can work with you to implement APS on the cloud in 12 weeks.

Easy to configure, customize, and cost-effective – APS on the cloud can be configured, customized within in a short timeframe, and is, therefore, a highly cost-effective cloud solution.

Reliable Vendor / SME – HTC has over 20 years of experience in working with Health and Human Services Agencies.

Seamless Integration with Payments – APS on the cloud can be seamlessly integrated with Payment module making it a complete, end-to-end solution.

Multiple Acquisition Models – Direct License or Software as a Service.

HTC Global Services
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HTC’s APS on the Cloud Provides End to End Case Management Capabilities with the Following Benefits

- **Case Management**
- **Process Automation**
- **User Portal**
- **Generate Outbound Correspondence**
- **Dashboard and Reports Information Intake – Online and Offline**
- **Document Management**
- **Reminders, Notification / Alerts (email, app or text message)**
- **Audit Trail**
- **Auto Form Generation**
- **Auto Escalation**
- **Task Delegation**

- **Measure Program Health and Operations**
  - Advanced reporting and analytics
  - Dashboard reporting with drill down capability
  - Executives have insight into the field operations

- **Mobile App – Real Time Data Anytime, Anywhere**
  - Eliminates paper work – Collect data directly into the system in one step
  - Data available in real-time
  - Record case encounter details in real-time

- **Reduce Fraud and Errors**
  - Case read module allows selecting case review
  - Case selection based on pre-defined algorithm
  - Selection algorithm can be refined and changed anytime

- **Intuitive User Interface**
  - 360 degree view – view all aspects of any case in a single view
  - Advanced data search and retrieval capabilities
  - Improved productivity and customer satisfaction

- **Improved Data Quality and Reduce Errors**
  - Wizard driven data capture process
  - Integration with external system for data validation and verification
  - Auto suggestions to reduce duplication of data

- **Functional Capabilities**
- **Mobile Features**
  - Alerts / Notifications
  - Voice Memo
  - Geo Tracking
  - Photo Capture
  - Thumb Print Recognition using add on adaptor
  - Barcode or QR Code Recognition
  - Offline Data Capture and Sync

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