

Case Study: An Interstate Compact for Adoption of Assistance-Eligible Children

A nonprofit organization working with child welfare agencies to facilitate and support special needs adoption.

Business Need

- Lack of communication between states when an adopted child's residence change
- Resident states find it difficult to open Medicaid cases in a timely manner
- Delay in children receiving assistance and services due to data caught in silos
- Inefficient, time-consuming, and paper-based processes
- Risk of non-compliance with HIPAA privacy regulations, while handling child's health information

eCare Vault Solution Advantage

With eCare deploying its API-based granular collaboration solutions, the national compact was able to establish secure channels for data exchange between administrators in 52 US jurisdictions. eCare's solutions supported the national compact in ensuring continuity of care between states when an adopted child's residence changed. Resident states are now able to open Medicaid cases in a timely manner so that the child receives services without any process delays.

Now, when a child's records are updated in either state system, a common update is shared, reducing duplicity of efforts and increasing accuracy.

eCare Vault Benefits

- Improved communication between users across states
- Real-time alerts when a child's record is updated, reducing gaps in Medicaid services and increasing continuity of care
- Increased transparency through reporting
- Integration with state systems, reducing duplicative input of data for state workers

Customer Statistics



861
users
across
50 states



70,000
active teams in
eCare Vault



127,000
documents
uploaded



19,000
forms
completed



4000
active discussions open
between state users

Tools & Technology

- eCare Forms Module
- eCare Reporting Module
- eCare Discussions Module

Outcome



Single, Secure Data
Tracking Across States



Optimal Transparency
with Seamless
Integration with State
Systems