Introducing GT Independence
New Fiscal Intermediary Provider serving DSS, DDS, & ADS
November 2023
Today’s Topics

• Who is GT Independence?
  • Mission, Values, Approach, Tools & Technology

• Transition and Implementation Plan
  • Pilot Participants
  • Timeline for Transition of Existing Participants

• Innovative Tools and Technology
  • GT Enroll, Caregiver App, & Portal
Small Beginnings

Founded in 2004, GT Independence was created out of the basic instinct of a parent trying to provide the very best options for their child.
Where We Serve

17 states and the Washington District of Columbia
Our Mission

To help people live a life of their choosing regardless of age or ability.
Our Brand Promises

We get people paid.

We bring our values to the table.

We remove the barriers to self-direction.
Committed to Customer Experience

Quickly Connect to a Live Person
Calls are automatically routed to the support team that are assigned to that program, who are trained on program specific policies and procedures.

Reach Resolution on the First-Call
Calls that are not resolved on that first call are resolved within 8 hours on average.

Year over year 95%+ Customer Satisfaction
Participants and providers across all states served respond that they are satisfied and would recommend us to friends and family.

Culturally Humble
Many of our support team are bilingual and all support team members are trained to assist people regardless of age, ability, ethnicity, or language spoken.
Transition Overview

Seamless transition with zero interruption in services.

Successfully onboard everyone with a personalized approach.

Satisfied stakeholders at every level.
Important Dates

- **December 1st** - New participant referrals are served by GT Independence
- **December 24th** – Pilot Participants Transition
- **January – March** - GT Independence will enroll and onboard all existing participants
- **March 24th, 2024** - Services start for all transition participants
- **April 5th, 2024** - First Payroll for all transitioned participants
Calendar View of Transition

**November 2023**
- Announcement: 7th

**December 2023**
- New Referrals & Transition Letter from Dept: 1st
- Transition Letter from GT: 24th

**January 2024**
- Transition Enrollments Begin: 1st
- Transition Date: 30th

**February 2024**
- Self-Service: January–March
- Virtual: February–March
- In-Person: March

**March 2024**
- First Payroll: 5th
Pilot Program Goals

• Gather feedback on technology and enrollment process
• Review of system capabilities and functionality across departments and programs
• Ensure service levels meet the needs of all stakeholders
### Clear, Consistent, Communication

#### Communications Timeline Overview

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Innovative Tools & Technology
Simple. Secure.
Built for Self-Direction.
More Than Just Paperwork

- Collect Information and Execute Documents
  - Federal, State, and Programmatic Forms
- Provide Training, Resources, and Support
  - Roles in Self-Determination
  - Service Documentation Requirements
  - GT App & Portal Set-Up
- Person-Centered to Meet Individual Needs
  - Virtual, Face-to-Face, or Self-Service
  - Preferred Language
GT Enroll

• Input demographic details one time, fill in required forms easily, upload any required items, sign and receive a copy of executed documents.

• Embedded video and slides with plain language ensure accessibility and consistency of program information.

• HIPAA-secure environment accessible through any computer, tablet, or smartphone.

• You can start and stop, GT Enroll will save where you left off.
GT App
GT Independence: App

Creating Time Entries

- Track Your Hours
- Document Services
- Receive Employer Approval
- Secure and Private
- Customized Notifications
- Select Preferred Language
- Visibility into Shift Status 24/7

GT App is the highest rated EVV App for self-directed services
Resources for Providers and Participants

- Built-in app tutorial
- Step-by-Step User Guides
- Video walkthroughs
- Knowledgeable Support

GT Team Members use the App to log their own shifts, providing superior support. No transfers to a third-party for support.
GT Portal
Portal Dashboard

Secure Accounts
Unique account types ensure everyone has access to the information they need.

Information at Hand
Access the GT Portal from your phone, tablet, or computer. Receive notifications specific to your program.

Pinned Reports
The pinned reports section allows you to save the reports you frequently use to your dashboard for easy access.
Real-Time Reporting with Simplified Summary
Thank You