



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.



Ben

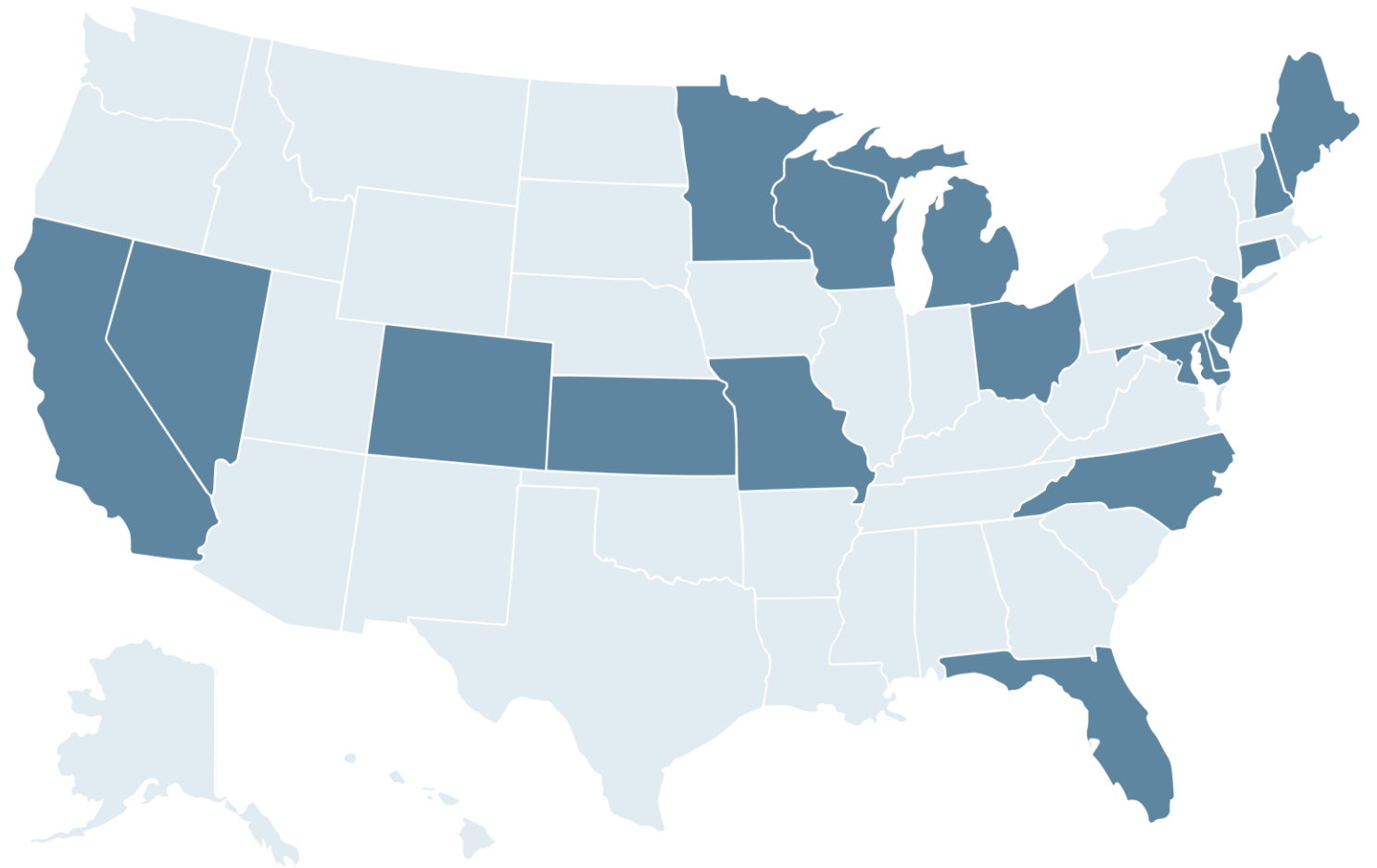


Maggie



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

New Referrals &
Transition Letter from Dept

Announcement

Pilot

Transition Letter from GT

Transition Enrollments Begin



Enrollment Types

Self-Service

January–March

Virtual

February–March

In-Person

March

Transition Date

First Payroll

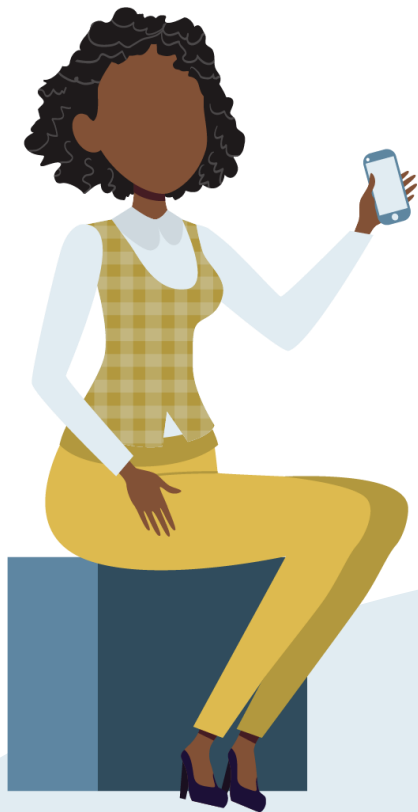
Pilot Program Goals

- 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

	October	November	December	January	February	March	April	May
Department Announcement and Notification of FIS Transition				Planning, Announcement, Stakeholder Engagement				
Case Management Webinars								
Stakeholder Webinars and Townhalls								
Transition Enrollment Letter				Enrollment and Onboarding				
Transition Enrollments and Enrollment Webinars								
Self-Service Enrollment Communications								
Virtual Enrollment Communications								
Face-to-Face Enrollment Communications								
Portal and App Set-Up Reminder & Instructions								
Messaging for No-Logged Shifts or Unsubmitted Shifts								
Ongoing Monthly Stakeholder Webinars Begin								

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Innovative Tools & Technology

Simple. Secure.

Built for Self-Direction.

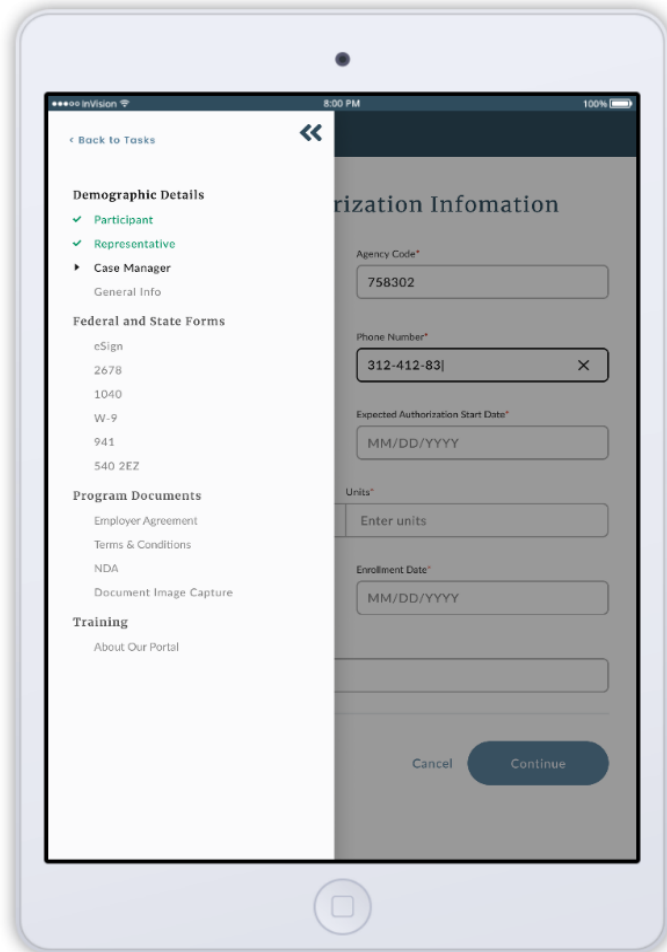


gt Enrollment Process

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.

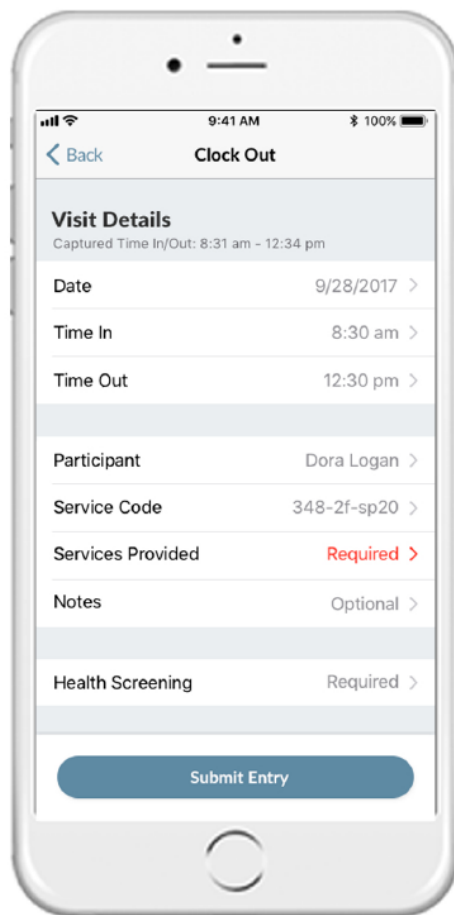
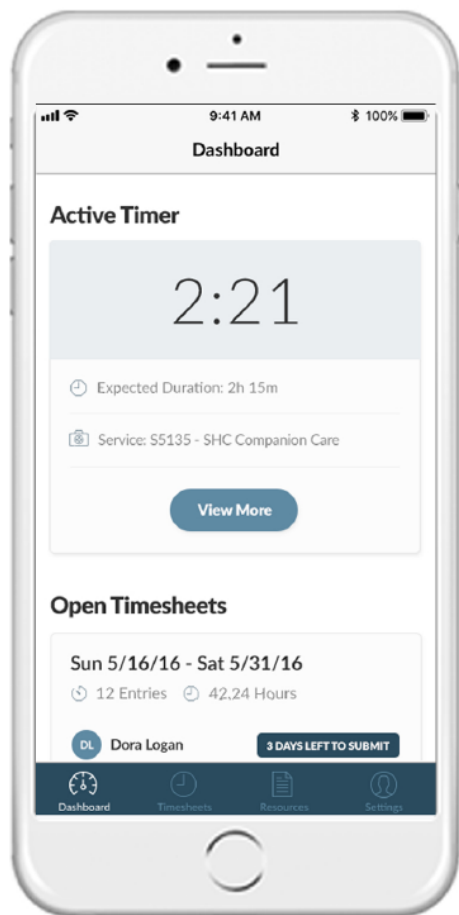
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GT App





GT Independence: App

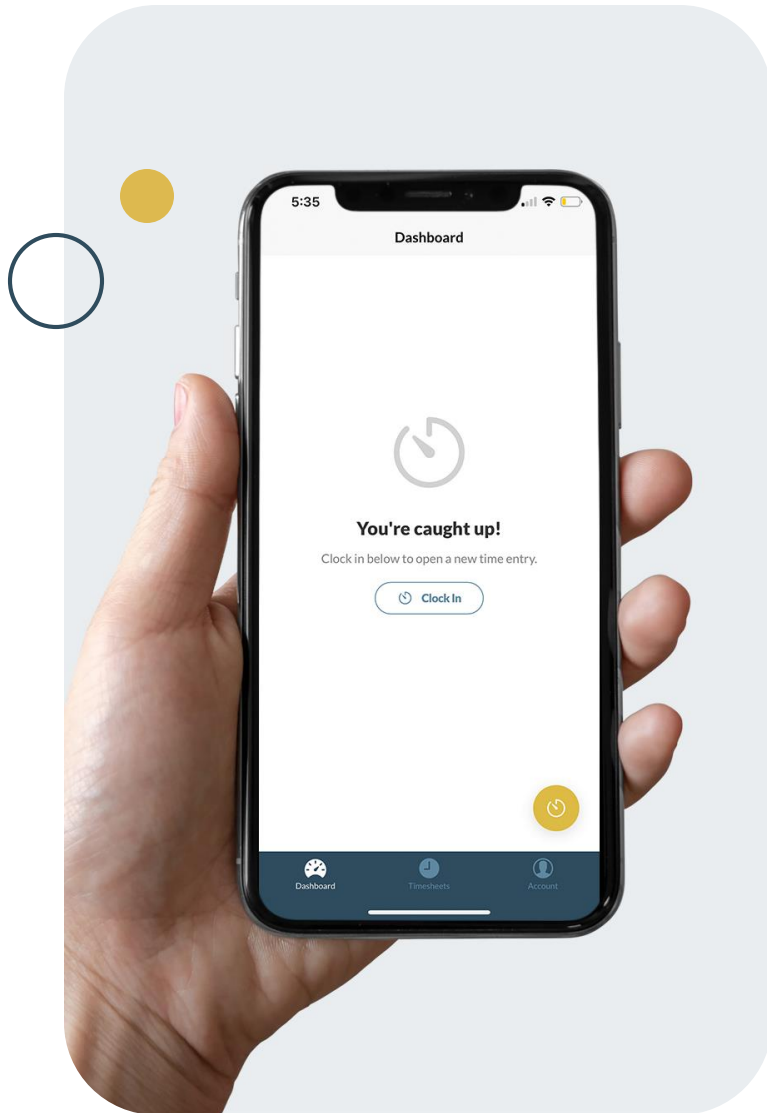


Creating Time Entries

Secure. Simple. Preferred by Providers.

- 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



GT Team Members use the App to log their own shifts, providing **superior support**.

No transfers to a third-party for support.

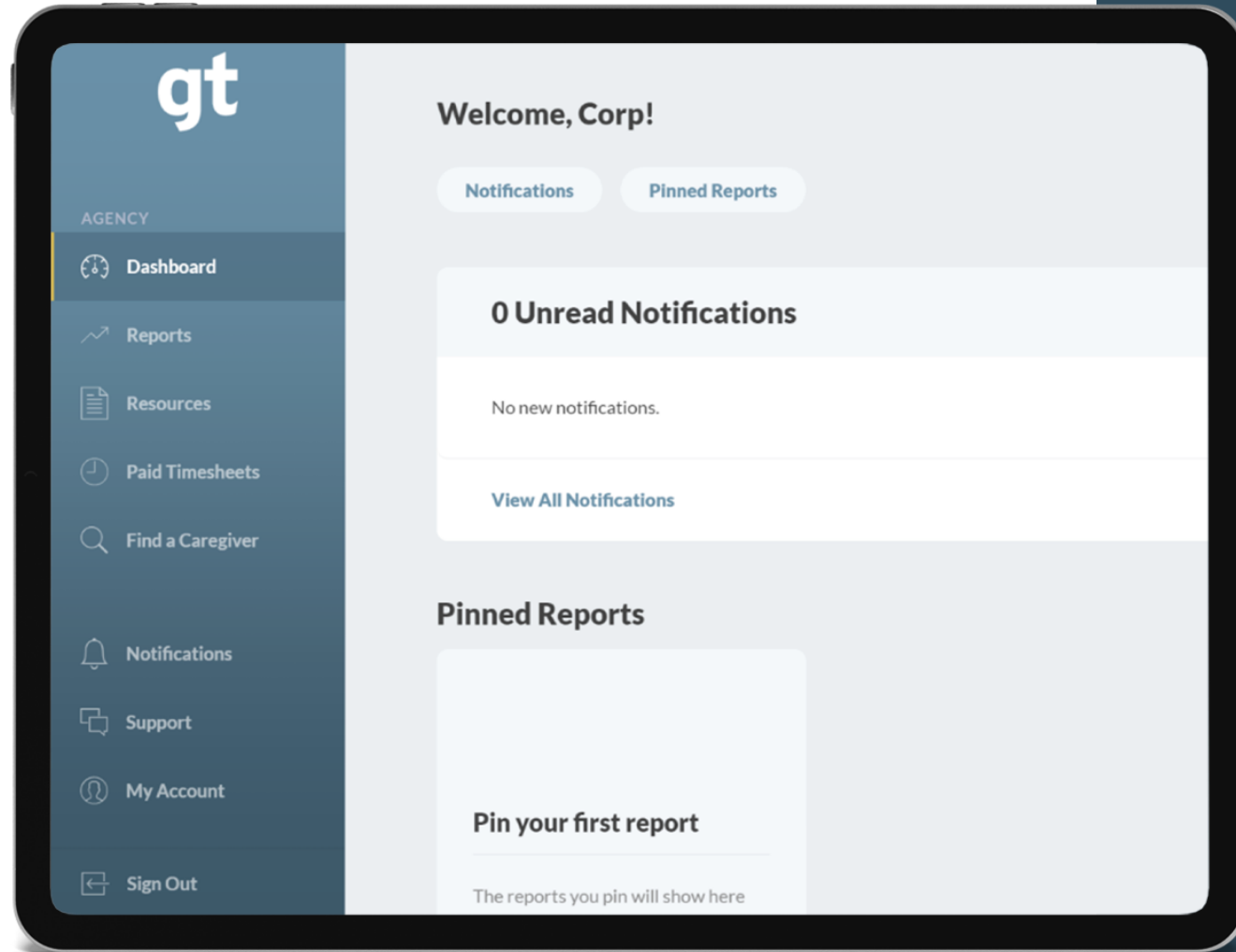
Resources for Providers and Participants

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

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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.



Expand to Show Detailed Transactions



Breakdown by Service Code

**Use for
Auth Period**



Thank You