



ProductCrafters has been building production apps for over 3 years. We help startup founders to bring their ideas to life.

CASE STUDY

LTC / Senior Planning Services - Internal Medicaid Application Project

Senior Planning Services is a leading Medicaid application company in the healthcare industry with a stellar reputation throughout the long term care community. The SPS guides thousand of individuals through the complex Medicaid process and helps successfully apply for the Medicaid.

The app helps field consultants to interview applicants, get and arrange necessary information and upload documents. It makes the process of applying easier for both applicants and field consultants.

Time

5 months

Team

4 specialists

Industry

Healthcare

Client location: New Jersey, USA

Challenges

- Convenient and easy-to-use applicant form. As field representatives use tablets during the interview process, they need to arrange the received information properly.
- To make this information available for the back-office. To provide them the ability to check and approve it.
- To make an offline application procedure possible. Applicants can be located in places with no Internet access and it's extremely important for representatives to fulfill forms and save gathered information in an organized way.
- To find a way to prevent loss of important data.

Solution

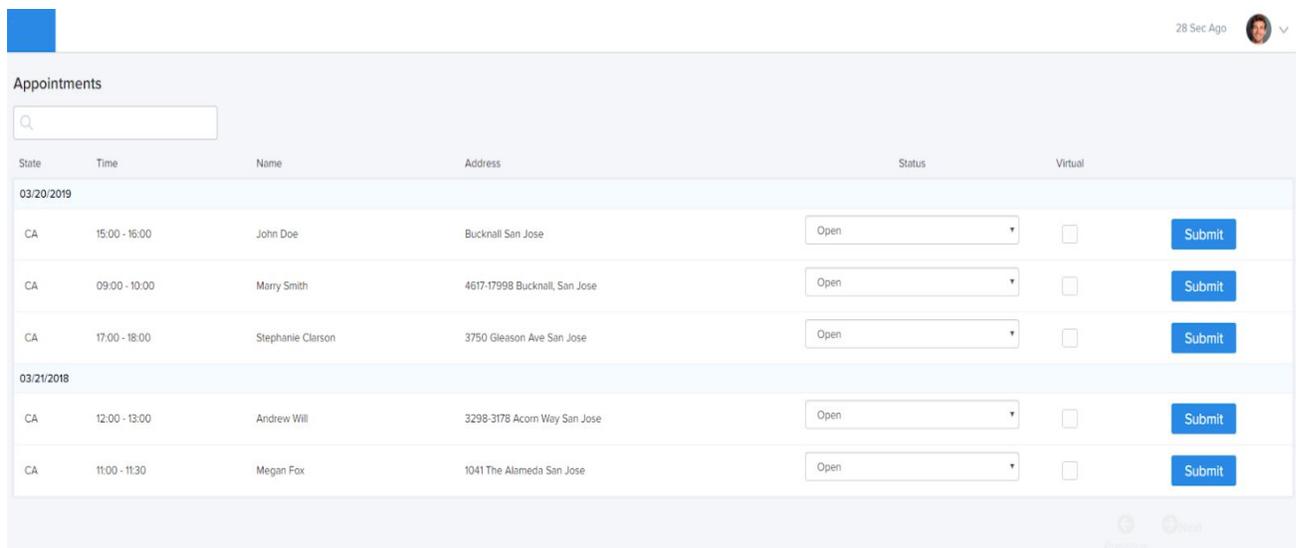
Together with client backend team within budget and time scope, we developed a React application that helps field representatives to manage applicants information. We added offline capabilities to store data locally and upload it to the cloud when the internet connection becomes available.

Application Description

There are 2 main parts of the application.

- **Appointments List**

It helps field representatives to make appointments, manage, amend and remove them from the schedule. This page allows reps to have all necessary information about their tasks and planned activities gathered in one place. This field displays not only planned arranges but also completed ones. So it's always possible to come back to any of the completed tasks and review all information connected to it.



The screenshot shows a web interface titled "Appointments" with a search bar and a table of appointments. The table has columns for State, Time, Name, Address, Status, and Virtual. The appointments are grouped by date: 03/20/2019 and 03/21/2018. Each appointment row includes a "Submit" button and a status dropdown menu set to "Open".

State	Time	Name	Address	Status	Virtual
03/20/2019					
CA	15:00 - 16:00	John Doe	Bucknall San Jose	Open	<input type="checkbox"/>
CA	09:00 - 10:00	Marry Smith	4617-17998 Bucknall, San Jose	Open	<input type="checkbox"/>
CA	17:00 - 18:00	Stephanie Clarson	3750 Gleason Ave San Jose	Open	<input type="checkbox"/>
03/21/2018					
CA	12:00 - 13:00	Andrew Will	3298-3178 Acorn Way San Jose	Open	<input type="checkbox"/>
CA	11:00 - 11:30	Megan Fox	1041 The Alameda San Jose	Open	<input type="checkbox"/>

- **Application details**

The second part of the app is the place where the patient profiles are managed. This main part consists of 3 tabs.

Application field

This is a screen where all gathered from appliers information is filled in and saved. While interviewing clients, field representatives complete 6 main application fields:

- Basic,
- Verification,
- Insurance,
- Employment,
- Properties,
- Accounts.

Each of them requires filling in some specific information and allows to manage it easily.

To make the navigation easier, faster and more convenient on the right side of the page there is a list of field sections and associated documents.

The screenshot shows a web application interface with a navigation bar at the top containing 'Intake', 'Application', and 'Documents'. A search bar is located on the right. The main content area is divided into two sections. The left section, titled 'Basic Info', contains several sub-sections: 'Application Information' with a 'Virtual App' checkbox and 'Field Rep' text; 'Application Type' with radio buttons for 'Single', 'Spousal', and 'Couple'; 'Applicant Information' with input fields for 'First Name' (John) and 'Last Name' (Doe), and buttons for 'Gender' (Male, Female) and 'Applicant is Own Responsible Party' (Yes, No); 'Spouse's Information' with input fields for 'First Name' and 'Last Name'; and 'Responsible Party and Contact Info' with an 'Add' button. The right section is a sidebar with a 'Sub section: 6' header and a list of sections with progress indicators: 'Application Info' (88%), 'Applicant Info' (50%), 'Spouse's Info' (0%), 'Living Arrangements' (100%), 'Responsible Party & Contact Info' (100%), and 'Home Address' (67%). Below this list is an 'Associated documents' section with a counter '4' and a list of document types: 'Proof Of Age' (FS), 'Proof Of Citizenship' (DR), 'Photo Identity' (DR, FS, RQ), and 'Social Security Card' (DR, FS, RQ). Each document type has a blue paperclip icon.

Under each subsection, there is a counter of missing or invalid data that helps to monitor the accuracy of form fulfillment.

Associated Documents

The screenshot shows the 'Associated Documents' section with a counter '4' in the top right corner. The list contains four document types, each with a blue paperclip icon on the right:

Document Type	Associated Document Types
Proof Of Age	DR, FS, RQ
Proof Of Citizenship	DR, FS, RQ
Photo Identity	DR, FS, RQ
Social Security Card	DR, FS, RQ

There are 4 possible types of associated documents.

Document Required

If an applicant does not have a necessary document at the moment of the interview there is a possibility to send it to field representative later to attach it manually.

Family to send

Documents that should be provided only by family members.

Requested

In some cases, document photo is not required and only general information is needed.

Associated documents		4
Proof Of Age -	RQ ✓	
Birth City	Birth Country	
<input type="text"/>	<input type="text"/>	
Fathers Full Name	Mother Maiden Name	
<input type="text"/>	<input type="text"/>	
Mother First Name		
<input type="text"/>		
Proof Of Citizenship -	DR FS RQ	
Photo Identity -	DR FS RQ	
Social Security Card -	FS ✓	

Attached

The option of this status is to attach a document. When there is a possibility to provide information using different documents users can choose specific type.

Responsible Party & Contact Info		100%
Home Address		67%
Associated documents		4
Proof Of Age -		
Proof Of Citizenship -		
Photo Identity Passport, 1 file		

Pictures ✕

Select the document you would be uploading

- Passport
- Drivers License
- Birth Certificate
- Baptismal Certificate

Documents

On this tab, users can find all associated document taken on each stage of application. They can be filtered by section or by status. It's also possible to edit documents when needed.

Name	Section	Status Filter	Pictures
Proof Of Age	Basic Info		FS ✓
Proof Of Citizenship	Basic Info		DR ✓
Photo Identity	Basic Info	DR FS RQ	
Social Security Card	Basic Info	DR FS RQ	

Intake

All gathered and put in information is displayed on this tab. So it makes the process of reviewing every client's data more accessible and helps to find out whether every necessary piece of information was taken and saved.

Appointment Information			Basic Information				
Follow up Date	Remind at	Follow up Reason	Applicant Name	Referral From	Amount Charged		
01/01/2010	02:00 PM	N/A	John Q Doe	Cedars-Sinai Medical Center	NA		
Virtual App	Application Type		Lives In				
No	Single		Community				
Marital and Living			POA Information				
Marital Status	Spouse's Name	Spouse Lives In	Contact Name	Phone	Relationship	POA	Primary
N/A		N/A	Joseph Gosling	1234567890	Brother	no	no
Living Information			Brianna Gosling			no	no
Gifting Overview			Income				
			Employment & Income/Income information is not available				
Assets			Applicant's Questions, Comments, Concerns				
Owns a house			What will be the budget				
Notes About Applicant in General							
Applicant is interested and is willing to submit all the info. Gather all the info briefly and capture all possible documents							

Technical stack:

React, Redux, ES6, GraphQL, Relay
Python, PostgreSQL, AWS

Client's feedback:

“Still in development, the app has received positive feedback from key internal stakeholders. Product Crafters keeps the project moving through constant communication, providing critical status updates throughout the engagement. The quality of their code makes them a valuable partner.”

Golda Grossman
Director of Application Development, LTC