

Coordinating Long-Term Services and Supports for Individuals Enrolled in Medicaid

Given the significant role that Medicaid plays in the financing and delivery of long-term services and supports (LTSS), states are focused on improving the delivery of LTSS in ways that help Medicaid beneficiaries remain in their homes, live independently, and engage meaningfully in their communities. Managed care organizations (MCOs) are valuable partners to states as they seek to achieve these goals. More and more, states are moving to managed LTSS (MLTSS) arrangements in Medicaid.

MLTSS Can Help Address Barriers in the Fee-for-Service System

Under Medicaid fee-for-service (FFS), LTSS are often delivered in a “silo”—separate from physical and behavioral health services—which can result in a fragmented and uncoordinated system of care rather than a person-centered model of care delivery. Fragmentation in the FFS system also limits beneficiaries’ ability to access the full array of services needed to support community inclusion (e.g., employment, housing, non-medical transportation). Insufficient access to these services is sometimes due to a lack of coordination and the inflexible nature of services that can be delivered under FFS.

MLTSS can improve access to home and community-based services for beneficiaries, aid providers in coordinating across physical health, behavioral health, and LTSS systems and supports states’ goals to serve Medicaid beneficiaries with high-quality care under budgetary constraints.

Managed Care Improves the Experience of Individuals Using LTSS

Through a well-designed managed care approach, MCOs are able to enhance the delivery of coordinated, high-quality services and supports that help individuals achieve their goals. MLTSS adds value in a variety of ways.

Integrates LTSS with the Broader Array of Physical and Behavioral Health Services. MCOs employ a holistic approach that addresses an individual’s multifaceted needs—crossing the traditional “silos” of physical health, behavioral health, and LTSS. MLTSS is flexible; through a high-touch individualized approach, service coordinators can ensure that the services and supports provided adapt to and evolve with members’ changing needs. Addressing the needs of an individual in a comprehensive manner can improve quality of care, enhance health outcomes, and promote community engagement among individuals while at the same time reducing utilization of high cost institutional settings.

Enhances Community Integration for Individuals with LTSS Needs. By coordinating all benefits through a single entry point, MCOs are well-positioned to reduce fragmentation and inappropriate utilization of institutional settings of care. Facilitating true community inclusion for individuals needing LTSS requires coordinating with community supports that may not be directly covered by Medicaid. In particular, individuals who need LTSS often require access to housing, employment or educational services, and non-medical transportation to achieve community engagement and live independently. MCOs have the flexibility to go beyond certain FFS limitations to coordinate across these resources, build collaborative relationships with community organizations, and execute the most effective approach to achieving each individual’s person-centered plan goals.

Achieves Better Outcomes for Members. MCOs promote consumer choice, self-direction, community integration, and independent living. In doing so, MCOs can bring best and most promising practices to MLTSS programs, including technologies that support the member and caregivers within the home, such as medication reminders, personal emergency response systems, and other

Medicaid Beneficiaries Who Commonly Use LTSS



Older adults



Adults with physical disabilities



Individuals with intellectual and/or developmental disabilities



Individuals with complex behavioral health conditions



Children with medical complexity

technologies that support independence and safety in the home. Further, MCOs can provide enhanced supports for parents, family members and caregivers, including respite services, education, and training. The result can be enhanced member engagement, improved adherence, and higher member satisfaction.

Provides an Accountable Structure for the Delivery of High-Value LTSS. MCOs are valuable partners to states as they seek to improve the delivery of services for beneficiaries in need of LTSS. MCOs have the ability to reach beyond Medicaid-covered services to better address social determinants of health and support community integration. MCOs can also facilitate innovation and accountability in LTSS provider networks through flexible approaches to reimbursement and value-based purchasing. Overall, MCOs create a point of accountability for both members and states seeking improvements in service quality and consumer satisfaction.

Delivering on the Promise of MLTSS for Individuals Enrolled in Medicaid

As more states move in the direction of fully integrated managed care for all health care, services and supports, including LTSS, several recommendations can guide their efforts:

- Create flexibility in program design to meet individual needs and preferences: MCOs must meet members where they are, understand their goals, and work with them to achieve those goals.
- Engage the broad range of stakeholders: A successful MLTSS program depends on the development of strong and trusted relationships with advocates, providers, and others.
- Provide administrative and program value to states: MCOs should support individuals, families and caregivers, and states' goals.

The comprehensive and integrated approach of MLTSS allows coordination across the full array of services and supports that an individual needs, promotes access to HCBS, and enhances the quality of care and services delivered. MCOs are well-positioned to support states and their Medicaid beneficiaries in achieving the vision of a person-centered LTSS delivery system that emphasizes independence, choice, and overall well-being of the member.

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For more information, please see our complete paper on managed LTSS at <http://antheppublicpolicyinstitute.com>
