



SHIFTING ROLES IN MLTSS

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OVERVIEW

- National status of MLTSS
- Short- and longer-term goals
- Shifting roles and relationships
- What does the state need?
- How can stakeholders work with the state to ensure a high-quality program? (points of alignment)



NATIONAL STATUS OF MLTSS

SIGNIFICANT GROWTH CONTINUES

Year	States	LTSS Enrollees
2012	16	389,000
2013	18	550,000
2014 proj.	23	1 million+

Source: Truven Health estimates

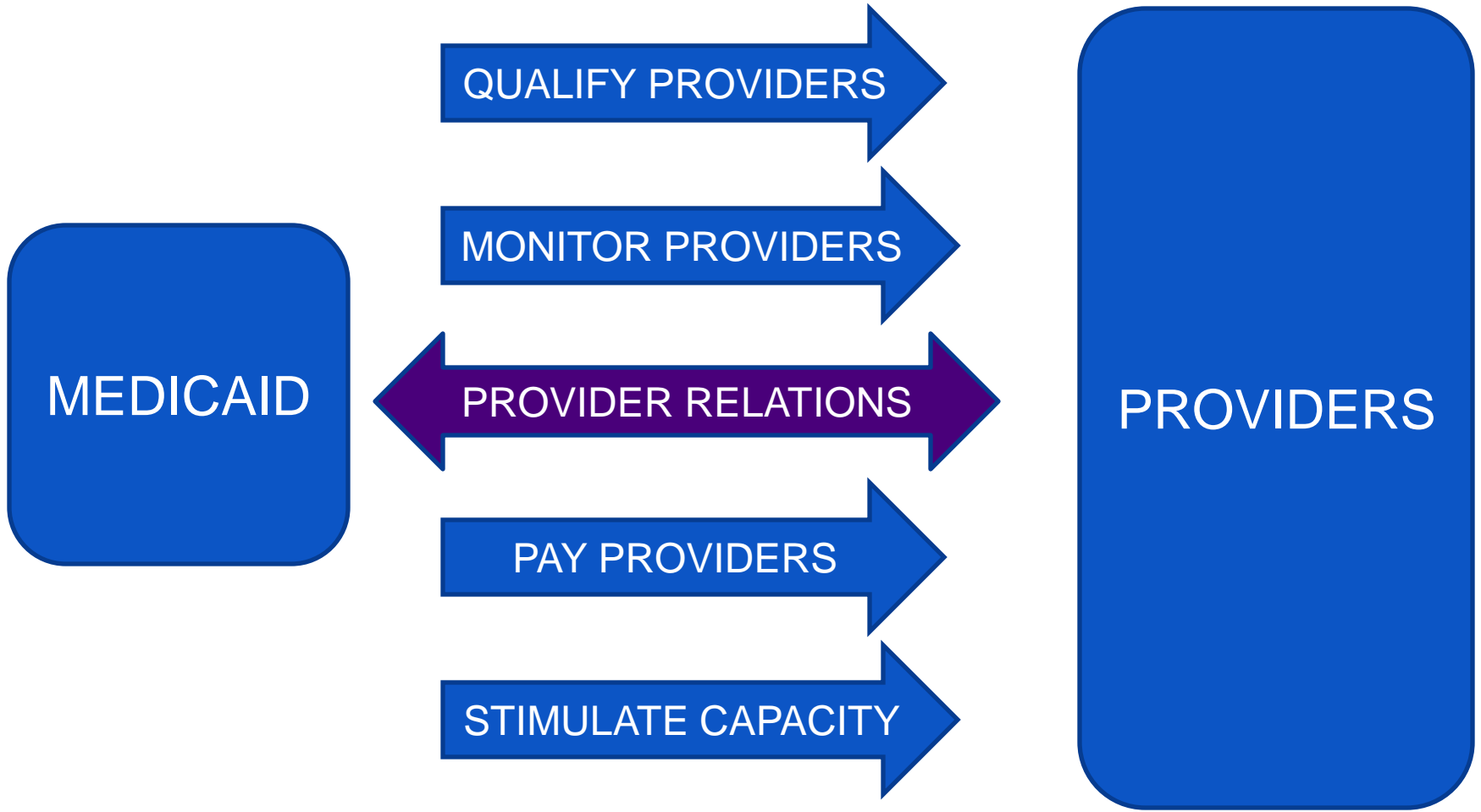
IMPLEMENTATION CHALLENGE: REALIZE GAINS AND AVOID PROBLEMS

POTENTIAL GAINS	POTENTIAL PROBLEMS
<ul style="list-style-type: none">• Better HCBS access• Better experience• Better outcomes• Lower costs	<ul style="list-style-type: none">• Discontinuity• Lack of information• Loss of community capacity• Inadequate monitoring

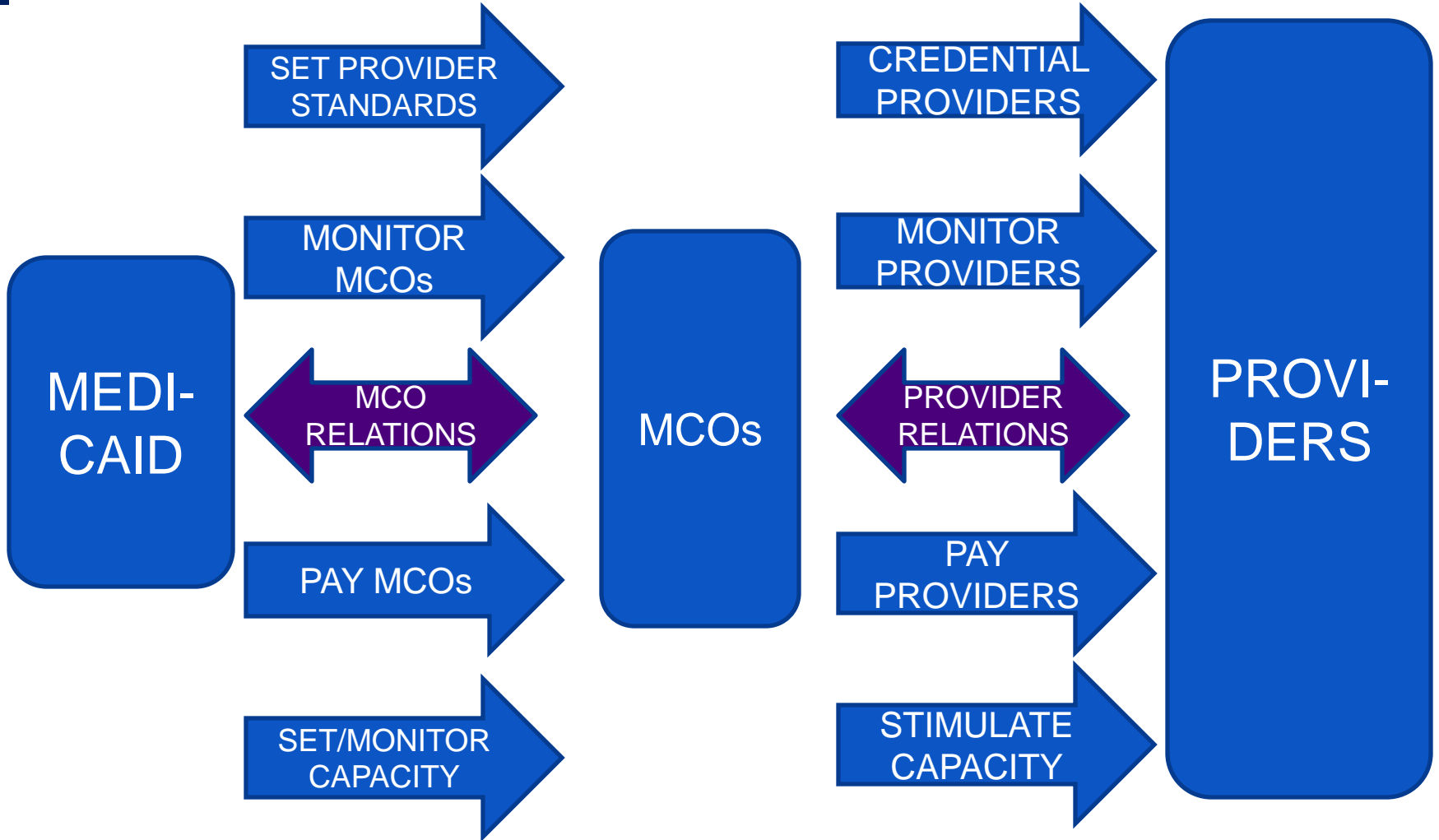
SHORT-TERM v. LONGER-TERM GOALS

Transition	Maturity
Avoid any service disruption	Improve service quality
Preserve LTSS provider base	Improve provider performance
Preserve provider rates	Pay based on quality
Cost neutral/modest savings	More significant savings

FEE FOR SERVICE ROLES



MLTSS ROLES





WHAT DOES THE STATE NEED?

- Sufficient capacity to:
 - Monitor MCO contract performance
 - Monitor network adequacy and access to services
 - Measure quality
 - Ensure consumer education and protections
 - Set fair and adequate rates

Adapted from: Keeping Watch: Building State Capacity to Oversee Medicaid Managed Long-Term Services and Supports. AARP Public Policy Institute, 2012



HOW MUCH CAPACITY IS ENOUGH?

- State needs vary, depending on:
 - Number of MCOs
 - Collaboration across government
 - Experience and efficiency
 - Use of contractors
- Ask the state if it has sufficient capacity to perform its core functions



HOW CAN STAKEHOLDERS HELP THE STATE ENSURE HIGH PERFORMANCE?

- Support adequate infrastructure for state oversight
- Create rapid feedback loops for early detection of problems and continuous improvement
- Document issues consistently
- Conduct outreach and provide information to your constituents; identify information needs
- Promote public accountability



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