Managed Long-Term Services and Supports Program Framework: Best Practices

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Health plans and accountable care organizations (ACOs) are working with Medicaid programs to transition fee-for-service long-term services and supports (LTSS) to a managed care model known as managed LTSS.

As the independent living movement continues to advance, more individuals with disabilities seeking to live in their own homes or a community setting. Payers must take steps to ensure individuals receive the right service, in the right setting, and at the right time.

When creating a comprehensive managed LTSS program, these actions should be considered:

**Contract and network management**
- Build a community-based provider network for the range of covered services to ensure network adequacy
- Set rates with community-based programs and set expectations for service delivery and quality of services with contracts

**Service modeling**
- Identify and select members who may require comprehensive LTSS offerings
- Identify service combinations to set appropriate case management case ratios

**Develop clinical guidelines**
- Ensures authorization of services that are medically necessary, non-duplicative, and least costly
- Utilizes evidence-based practices to guide clinical service decisions, medical necessity determinations, and person-centered planning to develop clinical guidelines

**Conduct comprehensive LTSS assessments**
- Conduct an unbiased independent assessment that is based on goals of the individual
- Focuses on consumer-direction and self-directed services
A well-structured framework takes into consideration what needs to be done in order to build a robust, qualified, and accessible provider structure. It could also outline what assistance would be provided to benefit the individual from an administrative perspective, such as help with enrollment and understanding benefits and rights.

How We Can Help

UMass Medical School provides managed long-term services and supports consulting and operational services to payers and health plans. Our cross-disciplinary team includes nurses, occupational, physical, speech, and respiratory therapists, and social workers with many years of experience in the delivery and design of LTSS delivery at both the individual and system levels.

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