

# **HCBS Pre-Conference Intensive: Managed Long-Term Services and Supports**

# ADVANCING STATES



Leadership, innovation,  
collaboration for state  
Aging and Disability agencies.



## ADVANCING STATES



Our mission is to design, improve,  
and sustain state systems  
delivering long-term services and  
supports for older adults, people  
with disabilities, and their  
caregivers.

# Welcome to HCBS Conference 2023

- HCBS is the premiere national conference on LTSS, including Medicaid, the Older Americans Act, and a broad array of programs, services, and supports for older adults and people with disabilities
- Learn more about ADvancing States at [www.advancingstates.org](http://www.advancingstates.org)
- Don't forget to sign up for:
  - The Friday Update: a weekly electronic newsletter that consolidates federal and other news on aging and disability policy
  - The State Medicaid Integration Tracker: a bi-monthly publication that highlights LTSS activities, including MLTSS, dual eligible programs and other integrated care activities in the states



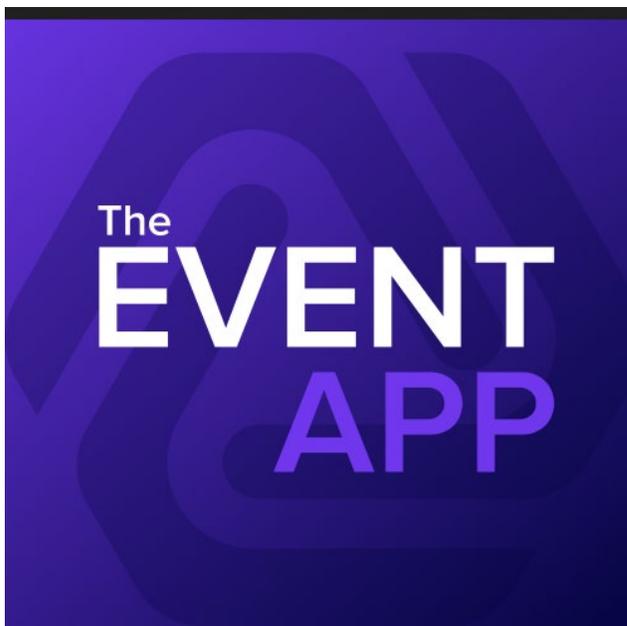
# Wi-Fi

Hotel Wi-Fi:  
HCBS\_Conference

Password: MERCER



# Conference App



**1**

Search for “EventsAir” in the app store and download the mobile app

**2**

The event code for the HCBS conference is 082823

**3**

Log-in using the email address you used to register.

# Conference App

## Use the app to:

- Send direct messages to other attendees
- View the agenda and virtual exhibit hall
- Make your own agenda for the week
- Post updates and photos the live feed
- Win raffle prizes



Post about the  
conference!

Use:

# HCBS2023

# ADvancingStates

Tag us on LinkedIn, Facebook  
and Twitter

@ ADvancingStates



All Sessions **Must** End at 11:45 am  
Opening of Exhibit Hall



# Visit with the Exhibitors



# Win an Apple Watch!

Enter with your business card at the ADvancing States booth



*Raffle Sponsored by:*



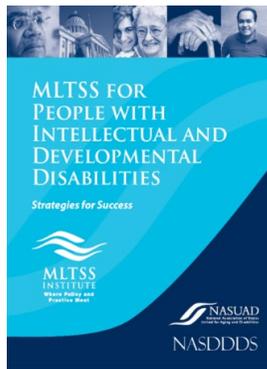
The  
**John A. Hartford**  
Foundation

# Overview of MLTSS

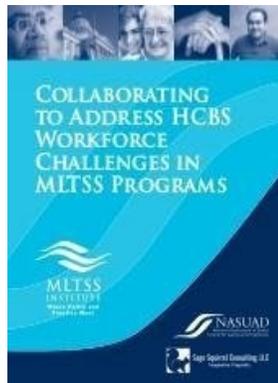
# ADvancing States' MLTSS Activities

## ■ MLTSS Institute

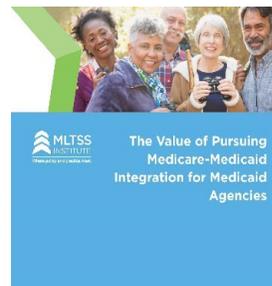
- ❑ Provide intensive technical assistance to states
- ❑ Bring thought leaders together to discuss policy issues
- ❑ Publish issue briefs (<http://www.advancingstates.org/initiatives/managed-long-term-services-and-supports/resources> )



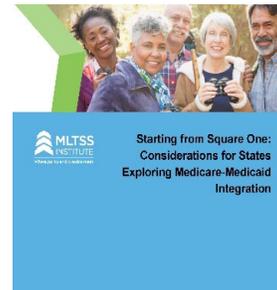
May 2018



April 2019



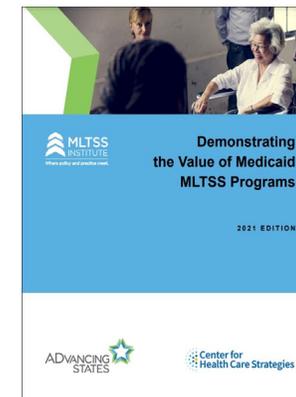
November 2019



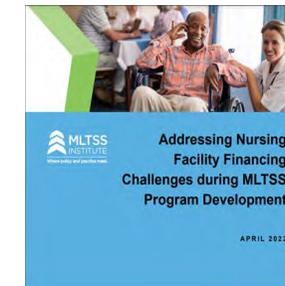
June 2020



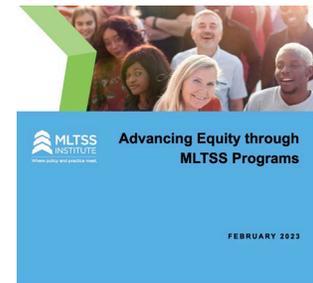
October 2020



December 2021



June 2022



February 2023

# Managed Long-Term Services and Supports (MLTSS)

- MLTSS is the delivery of long-term services and supports (state plan, waiver or both) through capitated Medicaid managed care plans
- Plans are called different things depending on the scope of benefits provided
  - Most typically are MCOs (managed care organizations)
  - Several states call their MLTSS managed care plans PIHPs (pre-paid inpatient health plans)
- In most states, MCOs are covering medical services as well, which provides a comprehensive delivery system for consumers
- MCOs are typically contracted after a public procurement process

# Why MLTSS?

## Accountability & Simplification

- State can drive performance through contracting with few entities
- Eliminates need to contract with/monitor hundreds of LTSS providers

## Access

- Potentially reduce HCBS waiting lists
- Increased use of primary and preventive care

## System Balance

- Increase HCBS options (consistent with consumer preference)
- MCOs have incentive to divert NF admissions

## Innovation and Quality

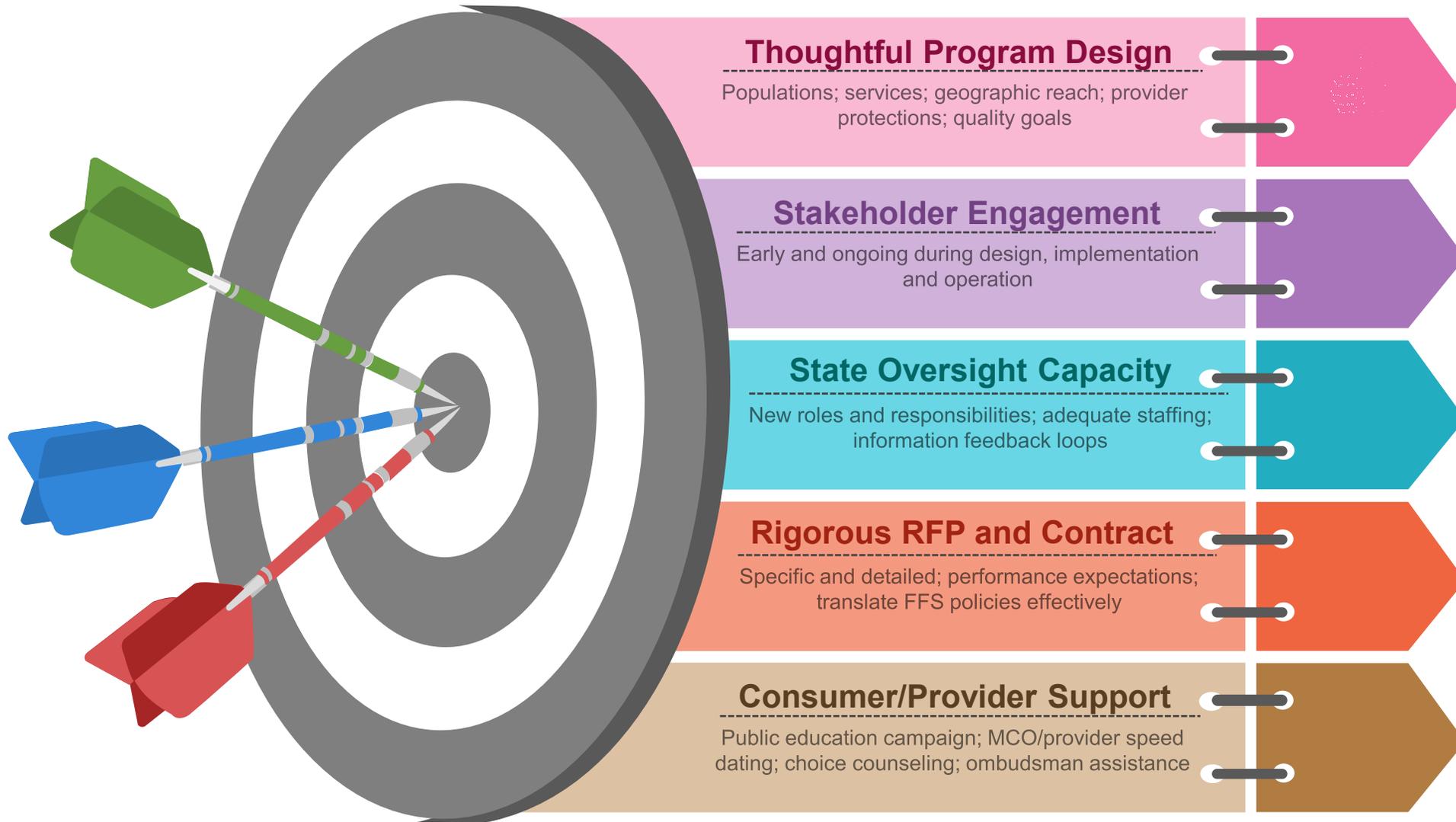
- MCOs have more flexibility to deliver services
- Established process to measure health outcomes

## Budget Predictability

- Capitation minimizes unanticipated spending
- May slow growth in per-person costs



# Key Elements for an Effective MLTSS Program

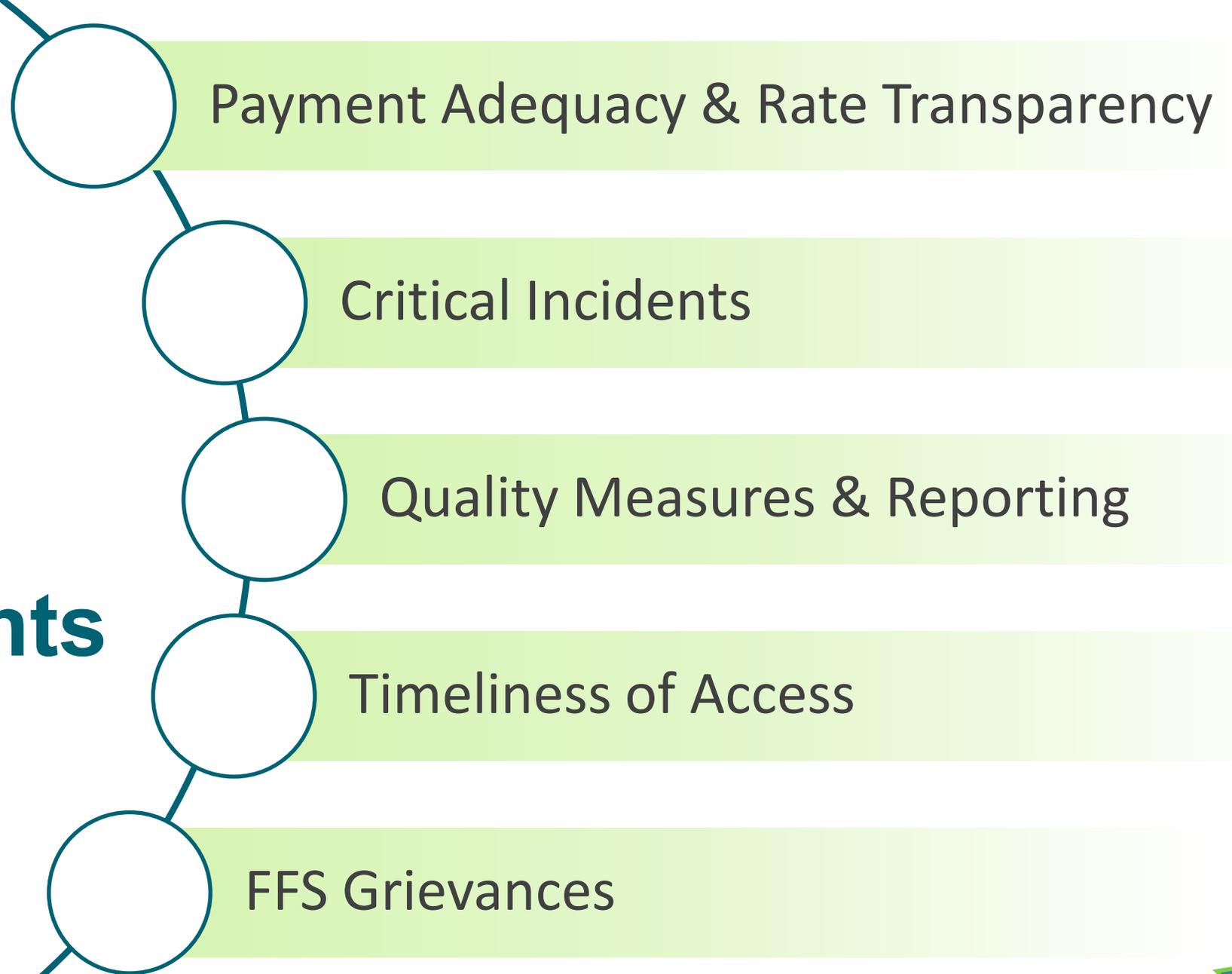


# Trends for 2023 and beyond

- No expansion of MLTSS to new states
  - New MLTSS program planned for 2024 in Indiana
- States partnering with MCOs in number of areas:
  - Assistance with Medicaid eligibility redeterminations after PHE end
  - Collaboration on direct care workforce crisis
- States continue to focus on quality especially outcome measurement
- MCO innovation in addressing social drivers of health including housing, food insecurity, and social isolation
- Implementing CMS regulations on access and managed care

# Overview of CMS Proposed Access Rule

# Proposed Rule Requirements



## NPRM Requirements

### Rates

- 80% of rates must go to direct service worker wages for personal care services, homemaker services, and home health aide services.
- Reporting on percentage of rates paid to direct service workers
- Interested parties advisory group

### Critical Incidents

- Establishes new federal definition of critical incident
- Use electronic incident management system with required elements (coordination with investigative agencies)
- Report on critical incidents

## NPRM Requirements

### Quality

- Implementation of HCBS Quality Measure Set
- Requires states to establish performance targets for mandatory measures to be approved by CMS
- New biennial quality measure reporting

### Timeliness of Access

- Report on amount of time from service authorization to initiation of services
- Report on percent of authorized hours that are delivered
- Report on waiting lists

## NRPM Requirements

### FFS Grievance Process

- Establish a grievance process regarding person-centered planning (PCP) service plan and HCBS settings rule.
- Resolve grievances within 90 calendar days and expedited grievances within 14 days.
- Provide written notice to the beneficiary.

### Website Transparency

- Establish one web page that provides results of reporting requirements: incident management, critical incident, PCP, and service provision compliance data; HCBS Quality Measure Set; access data; and payment adequacy data.

# Agenda

State Approaches to Better Serving Dually Eligible Individuals

New MLTSS Institute paper on Addressing Equity in MLTSS Programs

Using Data to Address Quality and Health Equity

Hot Topics and Q&A with MLTSS Thought Leaders