



# Managed long-term services and supports

## How managed long-term services and supports can benefit older Hoosiers

**Most Hoosiers want to age at home.** Indiana is working to give more people on Medicaid this choice by making long-term services and supports more effective and better coordinated. We will accomplish this by:

- ▶ Decreasing the time it takes to qualify and receive home services.
  - Capitalizing on and expanding our expedited eligibility pilot for the Medicaid Aged & Disabled waiver.
  - Ensuring access to home-based services for eligible high-risk applicants within 10 days of approval.
- ▶ Implementing managed LTSS with a focus on improving service coordination to make it easier for members to navigate long-term services.
- ▶ Incentivizing quality and giving Hoosiers the care they need, when they need it.
  - Linking provider payments to improved health and wellness.
  - Ensuring care is effective regardless of setting.
- ▶ Establishing an integrated data system that allows the state and public to monitor successes and improve the program.

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According to AARP, 75% of older adults prefer to age in their own homes. In Indiana roughly half of those who qualify for LTSS receive those services in their homes. Our goal, following implementation, is to create a program that enables recipients to age in the setting they prefer.

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**Long-term services and supports promote the health and well-being** of people who need assistance with activities of daily living due to long-term conditions or disabilities, or who require supervision and support due to cognitive impairment. These services can include in-home personal care, adult day centers, caregiver support, assisted living and nursing facility care.

- ▶ Many older adults receive their medical services through Medicare and long-term services and supports through Medicaid. In our current system, there is little to no coordination between these two programs, and people enrolled in both must navigate completely separate systems and rules. This often results in confusion, inconsistent care and poorer health outcomes.
- ▶ Indiana ranked 44th in the 2020 AARP LTSS state scorecard. Indiana ranks 51st for “support of caregivers,” which considers factors such as states’ policies around supporting working caregivers and person- and family-centered care. These measures recognize the important role caregivers play in the health of Hoosiers as they age. Helping ensure the well-being of caregivers will support better health and outcomes of the person receiving care. We will support the health, well-being and training of caregivers and connect them to additional services that support their wellness and their loved one’s ability to live and thrive in their home or community.

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Already more than 47,000 older Hoosiers who are enrolled in Medicaid qualify for LTSS. Over the next decade, the population over 65 is expected to increase by nearly 30%. A managed LTSS program will introduce greater financial stability and transparency during this period of enrollment growth.

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Having a managed long-term services and supports program means **FSSA will partner with experienced health plans to coordinate LTSS benefits and an individual’s other benefits such as Medicare.** Twenty-five other states already have a managed LTSS program—the first established in 1989—and continue to innovate and refine the concept. FSSA is evaluating the experiences of these states and harnessing best practices from around the nation to achieve shared goals:

- ▶ A cornerstone will be robust care coordination with an emphasis on ensuring that all older Hoosiers have access to quality care and can achieve similar health outcomes regardless of race, ethnicity, geography, etc.
- ▶ LTSS are complex to navigate for older adults and their caregivers, especially for those who are also enrolled in Medicare. These programs are currently disconnected and siloed. Our managed LTSS system will feature seamless coordination of benefits regardless of program or setting and significantly reduce the confusion created by navigating multiple plans. Increased coordination between these programs will make accessing and navigating the entirety of the care/support continuum easier.
- ▶ mLTSS plans can offer enhanced benefits—such as caregiver supports—to help care recipients *and their families*.
- ▶ Through mLTSS, many states have increased access to services at home, with careful coordination and a responsive approach to helping each individual receive services in the setting of their choosing. Across the nation, now, more than 60% of long-term services and supports are delivered at home and in the community.
- ▶ mLTSS establishes accountability and can tie payment to health outcomes and service delivery across the various settings in which Hoosiers may receive services. This will allow Indiana to better invest in quality care for older Hoosiers and leverage data to ensure our system performs at a high level.

**“Now is the time to put this effort in place, including a managed care system similar to the ones 25 other states are using to integrate care across the entire spectrum to make it easier for families to navigate and drive outcomes in a transparent and accountable way.” —Gov. Eric J. Holcomb**

**Stakeholder engagement is essential**, and FSSA is committed to co-designing an mLTSS program that is right for older Hoosiers. The state is engaging national experts, providers, members and caregiver communities to ensure a diverse range of voices is represented.

### Stakeholders:

- ▶ Recipients and families
- ▶ Caregivers
- ▶ Nursing homes
- ▶ Assisted living facilities
- ▶ Home-based providers
- ▶ Health care providers
- ▶ Area Agencies on Aging
- ▶ AARP
- ▶ Advocates
- ▶ Experts in the needs and wellness of older adults
- ▶ Health coalitions (Indiana Minority Health Coalition, Faith-based groups)