



Care Co-Ordination of Managed Long-Term Services and Support Members in the US - Challenges and Solutions

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ABSTRACT

The significance of Managed Long-Term Services and Supports (MLTSS) programs has increased in the United States healthcare framework more importantly for the singles who undergo severe diseases and health conditions and require considerable regular medical treatments. Medicaid controls the implementation and mechanism of these crucial healthcare programs, where managed care organizations (MCOs) take care of the management to maximize the outcome of health services for individuals seeking dedicated care. MLTSS is considerably important for people who need supported living as well as special healthcare facilities to enhance the probable health benefits and improve the standard of healthy living. In this research, MLTSS have been explored while entailing its evolution, development as well as probable challenges and expected outcomes for affected people. Although MLTSS has changed the quality of healthcare services evidently, there are still many challenges in maintaining the standard of these programs in several states, implementing the integration services, and assuring healthcare performance in all aspects. Apart from these challenges, MLTSS is found to be successful in bringing up the healthcare industry on long-term plans in the United States. While considering these long-term plans for MLTSS, it is also mandatory to ensure that regular improvements as well as refinements are incorporated to facilitate individuals that require healthcare services as well as support on a long-term basis.

Keywords: MLTSS, MCOs, Challenges, Solutions

INTRODUCTION

For the achievement of required performance by Managed Long-Term Services and Supports (MLTSS), the role of Care coordination cannot be overlooked more importantly for singles who are suffering from chronic diseases and need considerable healthcare services plus social support. The aim of MLTSS programs is to facilitate such individuals so that they may live a healthy and independent life rather than alone or disregarded. Mostly these individuals include old people or those with certain disabilities. Over the passage of time, as the number of aged people as well as disabled individuals is increasing, care coordination has become significantly crucial in maintaining the standard of healthy living for all these affected populations in a comprehensive plus efficient manner. Care coordination relies on appropriate management of all important information about the patient's health conditions as well as on an efficient sharing of these particulars in a timely fashion. Care coordination aids the members of the MLTSS programs by integrating all necessary services for the betterment of such vulnerable people. The services are related to medical treatments, behavioral conditions, individual healthcare as well as community support. Care coordination not only ensures the delivery of the services but it also takes care of the physical choices and cultural values of affected populations. Effective implementation of care coordination easily reduces the costs associated with the requisite healthcare services by minimizing unnecessary admissions to hospitals or medical institutions. This also helps to reduce the duplication of necessary services [1].

Medicaid governs the MLTSS programs in the United States that are liable to offer requisite health insurance to a large number of populations most significantly to individuals with low incomes we need healthcare services on a long-term basis. Various States of America are implementing innovative healthcare models for ensuring an efficient delivery of Medicaid services on a long-term basis. In this way, states communicate with managed care organizations (MCOs) to ensure the delivery of services to concerned Medicaid recipients. MCOs then takes into

account efficient care coordination among various members that combine numerous medical personnel as well as vulnerable people to plan their healthcare models based on their particular needs and choices [2].

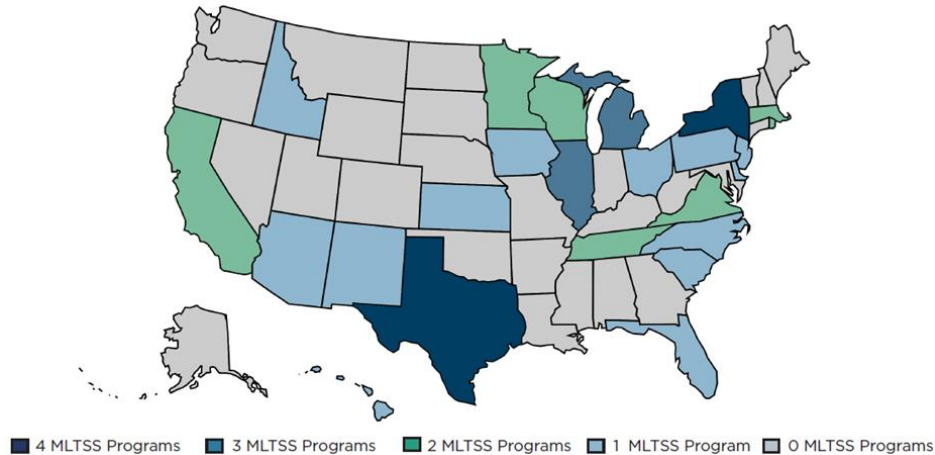


Fig.1: Number of MLTSS Programs in States [2].

Challenges

The members of Managed Long-Term Services and Supports (MLTSS) demand effective care coordination to ensure the required level of health outcomes for people more significantly with old age as well as chronic health conditions that eventually undergo several challenges. One of these prominent challenges includes the care fragmentation that suggests delivery of care services to the different help providers in different areas are probable to outperform as required. This may result in poor care services, or duplicate health services by different members [3]. In addition, MLTSS members need an appropriate implementation of healthcare as well as social services for effective care coordination. Apart from these challenges, care coordinators also face difficulties in implementing their requisite care services. This is because care coordinators have to fulfill the liabilities of medical services as well as they need to do considerable paperwork that needs to comply with significant regulations. This increases the overall workload for the care coordinators hence probable poor outcomes are expected in the delivery of requisite health services. Integration of innovative technology is another prominent challenge for the members of Managed Long-Term Services and Supports (MLTSS). Though the introduction of electronic health records (EHRs) plus additional information technologies related to the healthcare industry have facilitated the transfer of information yet not all healthcare systems are interoperable which eventually causes delayed transfer of information and delayed delivery of care services [4].

Solutions

A variety of approaches exist for dealing with such difficulties. A critical effort to improve care coordination performance might include, for example, raising the degree of interoperability between various EHR networks and other healthcare technology. Care coordinators may have an easier time delivering timely care services to impacted populations with a marked decrease in the likelihood of mistakes if information flows freely between various members and healthcare systems. Also, minimizing the paperwork complexities and care processes may also aid the care coordinators. The implementation of certain healthcare practices and standards may also simplify chores by maximizing consistency. At the same time, implementing innovative technologies for increasing interoperability is also effective for the members of MLTSS. Also, these members need up-to-date training guides to use the implemented technologies. Technology allows the care coordinators to collaborate with MLTSS members easily and effectively [4].

MLTSS AND ITS EVOLUTION AS A PROGRAM IN US HEALTHCARE

Managed Long-Term Services and Supports (MLTSS) suggests long-term delivery of care services plus supports with the help of managed care organizations (MCOs) in the United States. Delivery of such services includes daily basis care of affected populations in their daily activities like eating, taking baths, changing clothes as well as taking necessary medical treatments. MLTSS is intended to serve the large group of population in the United States who need extensive care facilities in a comprehensive manner, so the cost of healthcare services is reduced, and better care is provided in a timely fashion. The need for Managed Long-Term Services and Supports (MLTSS) evolved due to the increasing demands of affected people including aged populations as well as disabled individuals. Ahead of this, care services on long-term plans were offered at costs that influenced the quality of care provided hence resulting in care fragmentation. On the other hand, states analyze the role of managed care models that helped them to deal with the care fragmentation in a more dynamic manner. Managed Long-Term Services and Supports (MLTSS) evolved in the beginning of the 2000 century when Medicaid implemented reforms on a large scale. As

soon as the population with relatively large ages as well as severe health conditions grew, numerous states of America concluded the need for such programs that work to enhance the healthcare conditions of the nation while considering the aspects of quality standards, cost-effectiveness as well as preferences of affected people. For this reason, states collaborated with the MCOs to expand care services across the states while maintaining standards everywhere. In 2010, The Affordable Care Act (ACA) empowered the implementation of MLTSS by launching innovative practices and technological tools that facilitated Medicaid beneficiaries. Hence, Managed Long-Term Services and Supports (MLTSS) serves as the top body to provide care services across the United States to the aged as well as people with disabilities considering their personal choices, needs, and social preferences [5].

PROGRAM ON MEMBERS WITH ASSISTED LIVING CONDITIONS AND NURSING CARE FACILITIES?

In the United States, Managed Long-Term Services and Supports (MLTSS) acts tremendously for those people who suffer from various chronic diseases or disabilities. More importantly, people living in medical institutions and nursing homes find MLTSS programs extensively beneficial as they help them to receive daily life while executing routine activities in a more simple and assisted manner without undergoing any differences in the standard of care services being offered. This not only increases the quality of living but also reduces the cost of care as well as the duplication of services across various settings. MLTSS has been serving the people of the United States with the most appropriate health services that are based on individual care models for many years.

Assisted Living Conditions and MLTSS

MLTSS programs provide the affected people suffering from chronic health conditions with assisted living where patients are treated gracefully while simplifying their routine activities like eating, taking baths, changing clothes as well as receiving necessary medical treatments. These people do not require the high level of medical treatments that are provided in various medical institutions. Assisted living services support the affected people by offering required care services and establishing a friendly environment where patients not only receive the necessary treatments but also can personalize the services according to their requirements.

MLTSS programs offer assisted living environments with the benefit of care coordination. These programs merge various care services among numerous service providers and environments to make sure that affected people are treated consistently. Therefore, incorporating the various services is essential. These care services include primary care, specialized services as well as social guidance. MLTSS maximizes the communication level between care providers as well as affected individuals to implement such a supportive care system where required services are offered in a timely manner avoiding the gaps in the care system across various settings. MLTSS programs also play their part in improving health conditions through assisted living offered proactive care treatments. This suggests the discovery of diseases ahead of severe conditions that increase health outcomes as well as reduce the cost of services. This further reduces the huge admissions to hospitals and other medical institutions. Therefore, these programs enhance the quality of life in cost-effective management without duplication of services [6].

Nursing Care Facilities and MLTSS

In different care facilities such as nursing homes, medical treatments and additional rehabilitation support are offered round the clock. Most of these individuals admitted to nursing homes suffer from severe diseases or recover from chronic health conditions. Managed Long-Term Services and Supports (MLTSS) these facilities help in increasing the care coordination while considering the personal preferences of affected individuals. With the help of care coordination provided by the MLTSS programs, it is possible to achieve desired health outcomes while increasing the association between care providers. This helps in arranging timely healthcare provider visits, medication schedules as well as physical treatments. This care coordination allows them to receive mandatory health conditions while increasing the quality of living in these nursing facilities. With such care model implementations, drastic improvements have been noticed in these nursing facilities also known as nursing homes.

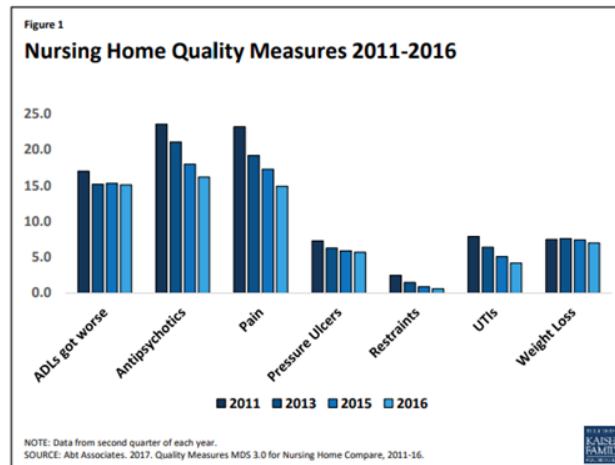


Fig.2: Nursing Home Quality Measures [7].

For instance, from 2011 to 2016, physical restraints usage decreased from 2.5% to 0.6%, as well as the ratio of pressure ulcers reduced to 5.7% from 7.3%. Many other health conditions including severe pains plus antipsychotic usage ratio also decreased during this period. To avoid mistakes in such self-generated health reports by care facilities, CMS introduced more reliable outcomes with the help of data from Medicare claims, in 2016 [7].

The Overall Impact of MLTSS Programs

MLTSS programs are offering incredible benefits in various healthcare facilities including nursing homes and assisted living by timely delivery of healthcare Services. With the help of care coordination, these programs are developed to integrate various care services to avoid fragmentation and enhance medical treatments while considering the personal preferences of individuals. As a result, enhanced health outcomes are achieved across different care facilities based on the satisfaction of affected individuals. This also helps the affected individuals to live routine lives without any dependencies and unnecessary admissions to care facilities. This also increases the level of satisfaction among these individuals to receive required care services in their assisted living facilities or homes to avoid extensive medical expenses associated with long-term care plans.

IMPLEMENTATION OF THE PROGRAM AND THE CHALLENGES FACED

In the United States, the evolution of Managed Long-Term Services and Supports (MLTSS) programs augmented the healthcare outcomes to individuals suffering from severe health conditions or disabilities. Medicaid controls the implementation of these programs while states collaborate with numerous managed care organizations (MCOs) to obtain an assortment of healthcare services followed by certain regulations. The implementation of MLTSS programs entails various challenges and the most prominent challenge is associated with the variability in the designing framework in various states of America. Every state is independent in designing its own MLTSS programs that offer inconsistencies as well as inappropriateness among the range of care services offered. Another crucial challenge to implementing MLTSS programs involves the integration of both health as well as social services such as providing living facilities plus conveyance increases the complexities. Working with different ending organizations even complicates the scenario more to ensure the implementation of seamless healthcare programs [8].

CONCLUSION

The United States healthcare industry values the implementation of Managed Long-Term Services and Supports (MLTSS) programs as they allow to enhance the quality of living for individuals with disabilities and severe health conditions. By making use of care coordination, MLTSS evaluates the needs of particular individuals to treat them according to their personal preferences. These programs focus on person-centered methodology to offer better care services for increasing health outcomes and reducing the probable costs of care services.

The implementation of MLTSS further discourages the traditional fee-for-service care plans while incorporating care coordination as well as the integration of numerous care services throughout different care providers and healthcare environments. This aids to improve the quality of healthcare being offered plus it also roots out the additional costs of unnecessary hospitalization. This also facilitates the individuals to obtain the required care and support in assisted living or their homes according to their social and personal preferences.

At the same time, implementing the MLTSS is not so simple; but it encounters several considerable challenges that influence the performance of these programs. These challenges include variability factors, integration of different services as well as addition of technological innovations. These implementation challenges also suggest evaluating

improved as well as enhanced regulations for the ideal execution of MLTSS programs to empower the healthcare industry in the United States.

Even besides the list of challenges mentioned in the above section, the worth of Managed Long-Term Services and Supports (MLTSS) programs is unquestionable. With the aid of care coordination, MLTSS is aimed to deliver personalized care services across different states of America in different healthcare facilities. MLTSS is certainly successful in treating a large number of nationals considering appropriate long-term care as well as support plans.

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