

Quality of life is a top priority for LTSS beneficiaries and their families



LTSS beneficiaries, and their families, are seeking LTSS that enables a rich, meaningful life, with the independence and support that is right for their situation.

Through a person-centered approach, MLTSS allows for the creation of holistic, coordinated service plans to improve care for the beneficiary.

The benefits of MLTSS

Americans increasingly wish to be cared for in their homes and by people whom they trust. MLTSS enables increased access to home- and community-based services (HCBS), which enables people with disabilities of all ages to live as independently as possible and fully participate in their communities as they choose.

Examples of HCBS

Daily Living Activities

- 👤 Getting dressed
- 👤 Personal care
- 🏠 Home-delivered meals
- ✂️ Grooming
- 🚽 Using the toilet

Community Integration

- 👥 Social engagement
- 📅 Work supports
- 🚗 Transportation services
- 🏫 Adult daycare

Additional Assistance

- ⚙️ Home modifications
- 📄 Financial and legal services

Care coordination

MLTSS plans employ care coordinators, who determine holistic needs, ensure appropriate care, and build care plans. The care manager acts as a trusted point of contact to coordinate care, support caregivers, and monitor progress.

By working with their care managers on ensuring whole-person care, MLTSS beneficiaries can improve their quality of life and regularly re-evaluate their needs.

Goal setting

MLTSS care coordinators look beyond physical health and work closely with beneficiaries to help them achieve important life goals like attending a grandchild's birthday or walking a daughter down the aisle. MLTSS ensures beneficiaries have the right supports in place and a personal care plan that meets their needs and goals.

“Mitchell had three wishes: to stand up in the hallways talking with his friends, to go to the prom, and the third was that he could receive his diploma standing up. We wanted to grant those wishes.”

Loretta, Superior Health Plan Service Coordinator

77%

Of beneficiaries in Florida reported an improved quality of life since joining an MLTSS plan.

ADvancing States 2021

28%

Medicaid managed care beneficiaries were 28% more likely than FFS beneficiaries to be satisfied with their experience of care and quality of life. Mathematica, 2021