

National  
MLTSS  
Health Plan Association



2023  
Preferred  
Vendor  
Directory

# About Us

## **National MLTSS Health Plan Association**

The National MLTSS Health Plan Association is a national association of the leading managed care organizations that deliver high-value, quality managed long-term services and supports (MLTSS) for state Medicaid programs and beneficiaries. Association members also operate Integrated Plans for dually eligible beneficiaries. Our organizations serve the majority of MLTSS and the Medicare-Medicaid markets.

## **Representing the Full Range of MLTSS and Integrated Plans**

Association members represent the spectrum of MLTSS health plans, including large, national MCOs with MLTSS contracts in multiple states and regional and community-based MCOs, both for-profit and non-profit. Member plans enroll over 1,100,000 Medicaid and dually eligible beneficiaries in MLTSS and Integrated Plans across 22 states.

## **Member Organizations**

Aetna	AmeriHealth Caritas
CareSource	Elevance Health
Commonwealth Care Alliance	Inclusa
L.A. Care Health Plan	Molina Healthcare
UPMC Health Plan	VNS Health

## **Preferred Vendors**

Preferred Vendors are select companies who serve individuals relying on long-term care services and supports. Vetted by the Association's board, these companies demonstrate their leadership and commitment to the Association's goal of providing the highest quality care to vulnerable populations.

# Preferred Vendors

<a href="#">AssuranceSD</a>	4
<a href="#">Bayada</a>	5
<a href="#">Benchmark Human Services</a>	6
<a href="#">CareBridge</a>	7
<a href="#">Connect America</a>	8
<a href="#">CTS</a>	9
<a href="#">GA Foods</a>	10
<a href="#">HHAeXchange</a>	11
<a href="#">Independent Living Systems</a>	12
<a href="#">Moms Meals</a>	13
<a href="#">Netsmart</a>	14
<a href="#">Public Partnerships   PPL</a>	15
<a href="#">TCARE</a>	16
<a href="#">TEAM Public Choices</a>	17
<a href="#">TenderHeart</a>	18
<a href="#">Trualta</a>	19
<a href="#">Vesta Healthcare</a>	20

# AssuranceSD

**AssuranceSD**

121 N Washington Ave Fourth Floor  
Minneapolis, MN 55401  
[assurancesd.com](http://assurancesd.com)

*For more information:*

Jeremy Maynor  
SVP of Development  
jeremy@assurancesd.com  
(612) 512-1566

Our Mission is personal to our team, it reflects who we are and influences every aspect of our business. We founded **AssuranceSD** to empower our aging and disabled neighbors to live their best lives by self-directing when, how and where they receive their personal care services.

We are bringing our mission to communities across the country by delivering mission-focused Financial Management and Agency with Choice services to participants, consumers, members and clients. Our FMS and Agency with Choice platform that delivers superior customer service, to recipients, care managers and families enrolled in Fee-for-service and managed Medicaid as well as Veterans Administration and other self-direction programs.



**Bayada Home Health Care**

4300 Haddonfield Road  
Pennsauken, NJ 08109  
[bayada.com](http://bayada.com)

*For more information:*

Matt Lippitt, Division Director  
[mlippitt@bayada.com](mailto:mlippitt@bayada.com)  
(908) 377-7101

**BAYADA Home Health Care** has a special purpose—to help people have a safe home life with comfort, independence, and dignity. BAYADA Home Health Care provides nursing, rehabilitative, therapeutic, hospice, and assistive care services to children, adults, and seniors worldwide. We care for our clients 24 hours a day, 7 days a week.

Families coping with significant illness or disability need help and support while caring for a family member. Our goal at BAYADA is to provide the highest quality home health care services available. We believe our clients and their families deserve home health care delivered with compassion, excellence, and reliability, our BAYADA core values.



# **BENCHMARK**

## HUMAN SERVICES

### **Benchmark Human Services**

1226 Landis Ave  
Elmer, NJ 08318  
[benchmarkhs.com](http://benchmarkhs.com)

### *For more information:*

Sarah Chestnut, Director, Development  
Strategies  
[schestnut@benchmarkhs.com](mailto:schestnut@benchmarkhs.com)  
(812) 259-5431

Since 1960, **Benchmark Human Services** has been committed to comprehensively supporting high-cost, complex need populations. We serve over 15,000 children and adults with autism, intellectual and developmental disabilities, and behavioral health needs from infancy to adulthood. Our mission is to help those we serve become more independent, be included in their communities, and reach their maximum potential.

Benchmark has become a go-to partner for health plans, state agencies, and providers, developing innovative, cost-effective solutions to address complex challenges and achieve targeted outcomes through consultation, customized systems design, best practice implementation, provider and workforce capacity building, regulatory compliance, and more.



**CareBridge**

926 Main Street  
Nashville, TN 37206  
[carebridgehealth.com](http://carebridgehealth.com)

*For more information:*

Todd Leri, Chief Growth Officer  
[todd.leri@carebridgehealth.com](mailto:todd.leri@carebridgehealth.com)  
(646) 639-3436

**CareBridge** offers an integrated suite of benefit management and risk-based services to manage both the LTSS and medical benefits for complex members.

Services: 24/7 virtual clinical support; level-of-care analytics solution for HCBS services; EVV

# ConnectAmerica®

**Connect America**

3 Bala Plaza West  
Bala Cynwyd, PA 19004  
[connectamerica.com](http://connectamerica.com)

*For more information:*

*Joe Prasad, Chief Commercial Officer*  
[Joe.Prasd@lifeline.com](mailto:Joe.Prasd@lifeline.com)  
(516) 250-2336

**Connect America**, and our family of brands, is the leading provider of connective health solutions dedicated to empowering aging adults and vulnerable populations to live safely and independently at home for as long as possible. Our AI-assisted digital health and safety platform includes Remote Patient Monitoring (RPM) solutions, Personal Emergency Response Services (PERS), Medication Management, Analytics, and SDoH support that enables continuous in-home and mobile monitoring of aging and at-risk populations for more timely interventions and smart escalations of care. With improved outcomes, reduced hospitalizations and lower care costs, patients and their care circles have peace of mind knowing Connect America is how health and home connect.





CONNECTING PEOPLE  
WITH CARE

**Coordinated Transportation  
Services**

35 Nutmeg Dr #120,  
Trumbull, CT 06611  
[ctstransit.com](http://ctstransit.com)

*For more information:*

Christopher Tessier, Chief of Growth and  
Communications  
[ctessier@ctstransit.com](mailto:ctessier@ctstransit.com)  
(203) 450-0266

As a nationally recognized leader in non-emergent transportation, **Coordinated Transportation Solutions, Inc. (CTS)**, headquartered in Trumbull, Connecticut, is a not-for-profit 501(c)(3) organization dedicated to its mission of increasing the availability of cost-effective and efficient transportation services to vulnerable populations and communities. With 25 years of experience and a national reputation for exemplary customer service, CTS creates solutions and currently manages more than two million trips annually for government agencies, health plans, health care facilities, school districts, not-for-profit organizations, and injured workers programs throughout the Northeast and Mid-Atlantic States. Learn more at [www.ctstransit.com](http://www.ctstransit.com)



**GA Foods**

12200 Scherer Drive  
St. Petersburg, FL 33716  
[gafoods.com](http://gafoods.com)

*For more information:*

John Siegel  
Chief Commercial Officer  
[jsiegel@gafoods.com](mailto:jsiegel@gafoods.com)  
(954) 732-6886

**GA Foods** is the most trusted, national meal benefits solution partner for health plans and state organizations with over four decades of experience providing access to proper nutrition for older Americans, military, school children and healthcare members.

With over 30 million meals served yearly, we use advanced logistics and distribution, state-of-the-art delivery, a diverse product portfolio, quality customer care, certified nutrition education and comprehensive member engagement to be the only total-nourishment provider.

Through our meals designed by Registered Dietitians, we deliver access to healthy foods that can help address social and medical conditions, while helping to improve healthcare business goals and objectives.



**HHAexchange**

Homecare Management Software

**HHAeXchange**

130 West 42nd Street, 2nd Floor

New York, NY 10036

[hhaexchange.com](http://hhaexchange.com)

*For more information:*

*Lisa Dugan, Senior Director, Government Relations and Channel Partnering*

[ldugan@hhaexchange.com](mailto:ldugan@hhaexchange.com)

(717) 580-2443

**HHAeXchange** is the leading technology platform for homecare and self-direction program management. Developed specifically for Medicaid home and community-based services (HCBS), the HHAeXchange platform connects state agencies, managed care payers, providers, and caregivers through one easy-to-use, intuitive web-based platform for unparalleled communication, transparency, efficiency, and compliance.



# INDEPENDENT *Living Systems*

**Independent Living Systems**

4601 NW 77th Ave

Miami, FL 33166

[ilshealth.com](http://ilshealth.com)

*For more information:*

*Tamara Munoz, Marketing and Proposal  
Coordinator*

*tmunoz@ilshealth.com*

*(305)262-1292*

**Independent Living Systems** was founded in 2001 to assist health plans and other organizations in the delivery of home and community-based services as an alternative to costly institutional based care. ILS programs are all designed to manage the care of individuals that are frail, have serious or multiple chronic conditions, low income, or other special needs



**Mom's Meals**

3210 SE Corporate Woods Drive  
Ankeny, IA 50021  
[momsmeals.com](http://momsmeals.com)

*For more information:*

Nathan Jensen, Senior VP,  
Sales & Business Development  
[nathan.jensen@momsmeals.com](mailto:nathan.jensen@momsmeals.com)  
(515) 963-7011

**Mom's Meals** is a leading provider of nutritious, refrigerated meals delivered direct to any address. Our mission is to improve life through better nutrition at home and is at the forefront of all we do. Our programs meaningfully address social determinants and support those recovering from a hospital stay or managing a chronic condition.



# Netsmart

**Netsmart**

11100 Nall Ave  
Overland Park, KS 66211  
[ntst.com](http://ntst.com)

*For more information:*

Hannah Patterson, VP & GM, Workforce  
Management Solutions  
hpatterson@ntst.com  
(417) 459-7084

**Netsmart** is a leading technology vendor of Software as a Service (SaaS) software for Medicaid payers and providers. Netsmart supports value-based care through services & software that assist MLTSS organizations with advancing their missions. Netsmart solutions are used by over 25,000 organizations and impact over 126 million lives. Integrated technologies provide real-time data through care coordination, population health management and electronic visit verification to improve outcomes and lower cost.

# public partnerships



**Public Partnerships | PPL**

40 Broad St.

Boston, MA 02109

[publicpartnerships.com](http://publicpartnerships.com)

*For more information:*

Jay Egan, VP, National Managed Care Relations

[jegan@pcgus.com](mailto:jegan@pcgus.com)

(617) 717-1038

**Public Partnerships | PPL** supports individuals with disabilities or chronic illnesses and aging adults, to remain in their homes and communities and self-direct their own long-term home care. This is an alternative to admittance into restrictive long-term institutional care or using home-care agencies that offer them little to no choice and control over their care/support workers and services.

We are nation's largest and most experienced financial management service provider serving eligible Medicaid populations choosing self-directed home care.

Today we provide Fiscal/Employer Agent services for over 40 programs, partnering with 21 Managed Care Organizations (MCO) within those programs, across 23 states. We serve 135,000 individual self-directing program participants and their over 153,000 care/support workers, managing over \$3 Billion in payroll funds and \$81 Million in Goods and Services funds.



# TCARE

**TCARE**

3101 Olive St,  
St. Louis, MO 63103  
[tcare.ai](http://tcare.ai)

*For more information:*

Ali Ahmadi, CEO  
[ali@tcare.ai](mailto:ali@tcare.ai)  
(917) 771-7295

**TCARE** provides an evidence-based, federally accredited, CMS-approved analytics platform that supports families who are taking care of a loved one in their most vulnerable times of need. The underlying protocols have been used in caregiving of elderly and other at-risk populations including veterans, and intellectually and developmentally disabled (IDD) individuals, as well as to increase the permanency at home for foster children. TCARE partners with risk-bearing Managed Care Organizations (MCOs) carriers to holistically support the Social Determinants of Health (SDOH) needs of informal caregivers of their members. In a long-term study by the State of Washington's Dept of Health, TCARE was able to reduce Medicaid Long-Term Services & Supports (LTSS) service utilization by 20% and delay nursing home and assisted-living facility placement by an average of 21 months.



# TEAM

## PUBLIC CHOICES

**TEAM Public Choices, LLC**

3131 Camino Del Rio, Suite 650  
San Diego, CA 92108  
[teampublicchoices.com](http://teampublicchoices.com)

*For more information:*

Ford Allison, Head of Policy and Advocacy  
[Ford@teamsvc.com](mailto:Ford@teamsvc.com)  
(303) 808-4175

**TEAM Public Choices** is dedicated to supporting people with disabilities and aging populations. We facilitate the highest quality home care for participants in government-sponsored disability and aging programs, with an emphasis on self-directed care.

TEAM Public Choices supports a spectrum of care options across different geographies. We are proud to support home care delivery systems that allow people to hire caregivers of their own choosing, a model that ultimately improves the quality of life and care and lowers costs within a healthcare system increasingly facing resource constraints.



**TenderHeart Health Outcomes**

11310 US-290,  
Austin, TX 78737  
[longhornhealth.com](http://longhornhealth.com)

*For more information:*

Patty Packard, SVP – Development  
[ppackard@tenderheart.com](mailto:ppackard@tenderheart.com)  
(561) 818-6734

**TenderHeart Health Outcomes** began as a typical DME provider in 2004 — under the name Longhorn Health Solutions — but since then we’ve developed into a national leader in providing services specializing in incontinence management through value-based arrangements. Our approach, as opposed to a fee-for-service model, more closely aligns with the goals for state Medicaid programs and Managed Care Organizations (MCOs). Instead of trying to maximize reimbursement through more product use, our goals are to improve patient care and health while reducing the healthcare spending appropriate to the patients being served.



# TRUALTA

**Trualta**

209 Victoria St  
Toronto, ON M5B 1T8, Canada  
[trualta.com](http://trualta.com)

*For more information:*

Jonathan Davis, Founder & CEO  
[Jonathan@trualta.com](mailto:Jonathan@trualta.com)  
(646) 599-5972

**Trualta** is an innovative, remote training platform built specifically for family caregivers. Our evidence-based solution is designed to help caregivers build skills to manage care at home for their aging loved one, improve confidence, reduce stress and prevent burnout by learning key care skills. Trualta is driving outcomes with payers, providers, states, and CBOs in 27 states.

# healthcare Vesta

**Vesta Healthcare**

287 Park Ave S, 3rd Floor  
New York, NY 10010  
[vestahealthcare.com](http://vestahealthcare.com)

*For more information:*

Cait Kennedy, Head of Strategy  
[cait@vestahealthcare.com](mailto:cait@vestahealthcare.com)  
(646) 415-3072

**Vesta Healthcare** improves outcomes and reduces costs in MLTSS, Medicare & Duals populations by empowering caregivers and enabling world-class care at home. The Vesta Model of Care is purpose built for frail seniors who have caregivers in the home, connecting paid and unpaid caregivers with a Medicare-funded clinical care team. We partner closely with health plans to manage clinical and financial risk for the populations they serve.

There are 3 components to Vesta's Model:

- **Connected & Engaged Caregivers:** Vesta partners with home care agencies and caregivers, and establishes simple, actionable steps caregivers can take every day to make caring for clients and loved-ones easier and less stressful. They also provide the digital tools and technology to support and engage members and their caregivers at home.
- **360° Patient Insights:** Vesta's integrated platform connects with real-time in-home observations with Remote Patient Monitoring devices, PERS devices, HIE data, EVV check-ins, and more, all under one view. Vesta's proprietary tech platform aggregates data from all patient interactions, inclusive of at-home caregiver insights, and leverages predictive analytics to personalize care and deploy early warnings, enabling interventions and acute event avoidance.
- **Personalized, 24/7 Clinical Support:** Vesta's affiliated medical group of always-on remote clinicians (NPs and RNs with MD oversight) monitor patients and are available 24/7 for caregiver or member outreach, enabling caregiver-executed, clinician-guided proactive and responsive care. They closely partner and coordinate interventional actions with care managers, PCPs, and family caregivers to produce meaningful results for beneficiaries.