

National
MLTSS
Health Plan Association



2024
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.

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.

Member Organizations

Aetna

AmeriHealth Caritas

CareSource

Commonwealth Care Alliance

Centene Corporation

Elevance Health

Florida Community Care, an

Independent Living Systems

Organization

Humana

Inclusa

L.A. Care Health Plan

Molina Healthcare

United Healthcare

UPMC Health Plan

VNS Health

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AssuranceSD

AssuranceSD

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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

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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

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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

CareBridge

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CareBridge is the nation's leading value-based care provider for individuals receiving home and community-based services ("HCBS") with demonstrated results improving health outcomes and increasing independence and quality of life for members with chronic, complex conditions living in their homes, while managing utilization and cost across the continuum of medical and LTSS spend.

CareBridge partners with managed Medicaid and Medicare MCOs to maximize the health, independence, and quality of life of individuals receiving HCBS. CareBridge currently serves over 116,000 HCBS program participants and we continue to grow our membership as we expand into new markets.

CareBridge's comprehensive model of care encompasses two primary solutions: 24/7 Support (designed to improve health care access and outcomes) and Decision Support (designed to increase independence and improve quality of life).

24/7 Support - A technology enabled integrated provider group delivers longitudinal 24/7 virtual health care to members in a culturally sensitive manner that is accessible even in rural areas, and is highly valued by members and in-home caregivers.

Decision Support - A data-driven HCBS solution leverages professionals with OT and PT expertise to help care managers build optimal person-centered service plans that support members' personalized independence goals, while ensuring consistent access to needed supports.

Benefit Alignment is a component of Decision Support whereby CareBridge can educate unaligned dual eligible members about the benefits of combining their coverage in our health plan partner's DSNP.

CareBridge also provides Electronic Visit Verification and Data Aggregation services to Medicaid health plans, that can be customized to support state and plan preferences.

ConnectAmerica®

Connect America

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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.



GA Foods

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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**

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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.

**Mom's Meals**

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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

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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 | PPL**

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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.



PUBLIC™
CONSULTING GROUP

Public Consulting Group

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PCG provides consulting expertise and operational capabilities to more than 40 state Medicaid programs to enhance quality and improve results. For more than 35 years, PCG has supported state administrators in Medicaid enterprise areas such as eligibility, benefits, waivers, financial management, provider oversight, technology, policy, evaluation and quality improvement. Specific to long-term care, PCG is certified by CMS as a QIO-like entity that completes critical incident investigations, utilization reviews and independent assessments. PCG directly support efforts to recruit, train and retain HCBS providers and offer compliance services such as detection of fraud, waste and abuse, provider screening and enrollment.



QCSS

QCSS Health

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At **QCSS Health**, we are laser-focused on simplifying the complexities of MLTSS service delivery through innovative, data-driven solutions that result in greater cost-efficiencies, more equitable access to care, and improved health outcomes.

Our solutions enhance MLTSS programs in three steps: identifying inconsistencies in assessment data for correction, validating resource allocation and service delivery, and aggregating, analyzing, and forecasting financial performance. This ensures accurate reimbursements, improved utilization management, and reliable financial results. With our streamlined approach, you can better navigate the complexities of MLTSS and integrated care programs, allowing you to focus on what matters most – enhancing outcomes for your members.



TCARE

TCARE

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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

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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**

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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

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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.

**Vesta Healthcare**

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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.

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HELIOS® by **VirtualHealth** enables government health plans, commercial payers, health systems, and specialty providers to streamline the administration of value-based care management. HELIOS allows healthcare teams to focus on providing better care and getting better outcomes, improving both patient and employee satisfaction. HELIOS uses powerful automation, data integrations, automated workflows, and unparalleled configurability to enable better communication, improve efficiency, and help providers deliver the right care at the right time. Some of the largest and most innovative health organizations across the country use HELIOS for care management, disease management, utilization management, and behavioral health needs, for millions of members.