
CMCS Informational Bulletin

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FROM: Cindy Mann, Director
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SUBJECT: Long Term Services and Supports Delivered Through Medicaid Managed Care Programs – Continued Technical Assistance

The Centers for Medicare & Medicaid Services (CMS) is pleased to announce the availability of another new resource on Medicaid managed long-term services and supports (MLTSS) to support states and other partners in enhancing the quality of these services. MLTSS offers states a broad and flexible set of program design options, and may be used as an overarching structure to promote initiatives such as Money Follows the Person, participant-directed services, the Balancing Incentive Program, etc. States and stakeholders have expressed an interest in learning more about MLTSS, and how new long-term service and support opportunities in the Affordable Care Act may be incorporated into an MLTSS program. CMS has previously released technical assistance tools on MLTSS implementation in August, 2012 and May 2013.

Today, CMS has posted a road map for states to use in interpreting and applying existing External Quality Review (EQR) protocols when assessing MLTSS program compliance. Federal law requires state Medicaid agencies that contract with managed care organizations (MCOs) to develop a state quality assessment and improvement strategy consistent with U.S. Department of Health and Human Services (HHS) standards. It also requires HHS to develop protocols for use by independent, external quality review organizations (EQRO) to evaluate and report on the quality, timeliness of, and access to, care and services provided by Medicaid MCOs and prepaid inpatient health plans (PIHPs). These protocols were developed with a focus on acute and preventive medical services; however, states and EQROs have found that they do not easily translate to long-term services and supports.

The technical assistance document is intended to provide guidance to states on how to apply the revised protocols for EQR of Medicaid MCOs, released in 2012, to MLTSS programs. Although the protocols already apply to MLTSS generally, this document offers specific suggestions to make their application to long term services and supports (LTSS) clearer and provides suggestions, examples and illustrations to enable state agencies to explicitly include LTSS within the scope of their EQR contracts.

The document can be found at <http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Delivery-Systems/Medicaid-Managed-Long-Term-Services-and-Supports-MLTSS.html>. This web page also contains earlier technical assistance documents and additional information on MLTSS. If you have any additional questions about this guidance, please contact Kristin Younger at Kristin.Younger@cms.hhs.gov or Debbie Dombrowski at Debbie.Dombrowski@cms.hhs.gov.