



Eric Holcomb, Governor
State of Indiana

Indiana Family and Social Services Administration

402 W. WASHINGTON ST., P.O. BOX 7083
INDIANAPOLIS, IN 46207-7083

Status of LTSS Reform Activities (as of Dec. 28, 2021)

Purpose: Share and track key policy decisions related to the Family and Social Services Administration Long-Term Services and Supports effort. Details on the implementation of those decisions will be determined through the agency’s ongoing stakeholder engagement. Decision points are reflective of input from older Hoosiers, caregivers, provider and industry groups, and other stakeholders.

FSSA’s Medicaid-managed care plans (“health plans”) are responsible for ensuring access and quality care for their members. Existing managed care foundational principles and protections will be integrated into the MLTSS program design and implementation.

Information that has been updated since FSSA last posted the document is bolded.

Foundational managed care principles and protections

Member flexibility and choice in plan	Members have the opportunity to choose their health plan at enrollment and there are protections in place to ensure have the ability to switch health plans under a defined set of circumstances when their health plan is not meeting their needs (“just cause”). MLTSS members can choose where they want to receive services. FSSA is also considering other MLTSS-specific flexibilities.
Provider payment	FSSA health plans are required to pay claims within the same timeframe as fee-for-service. Plans issue provider payments at least weekly.
Commitment to quality providers	FSSA health plans may only credential providers who are enrolled with the Indiana Medicaid program (IHCP).
Service authorization timeframes	To ensure services are authorized in a consistent, efficient, and timely manner, FSSA health plans are required to meet standard authorization timeframes and process requirements. This includes using a standard authorization form. Additionally, FSSA is moving towards requiring plans to use certain standard authorization criteria when making decisions.
Provider choice and continuity of care	Federal and state rules require members to have a choice of providers and settings and access to services in a timely manner. FSSA’s current Hoosier Care Connect health care plans must ensure that members have continuity of care with previous Medicaid enrolled (IHCP) providers and honor past authorizations for at least 90 days. FSSA is moving towards requiring this as a minimum standard for all programs.
Subcontract requirements	FSSA health plans cannot subcontract without first providing a 60-day notice to FSSA. Additionally, plans must submit annual subcontractor reports to the state, including information on performance and member outreach.



Status of Long-term Services and Supports reform activities
as of Dec. 28, 2021

Policy decisions complete or nearly complete

Primary key result	Policy decision	Final recommended decision	Decision date
MLTSS (KR2)	When will the MLTSS program begin?	FSSA is planning for the MLTSS program to begin in the first quarter of 2024.	March 2021
MLTSS (KR2)	Who is included in the MLTSS program?	The new MLTSS program will include qualifying adults 60 years of age and older, including those on the Aged and Disabled waiver or living in a nursing facility. It will not include anyone currently enrolled in the Family Supports Waiver or the Community Integration and Habilitation Waiver.	June 2021
MLTSS (KR2)	Will the MLTSS program be statewide?	Yes—MLTSS health plans will be required to operate statewide.	June 2021
MLTSS (KR2)	Will MLTSS coordinate care for duals (Medicaid and Medicare members)—which are over 80% of the proposed population?	Yes—this is foundational. The new MLTSS program will encourage all Medicaid and Medicare Advantage (duals special needs plans) benefits to be administered like a single benefit package and every member will have a care coordinator assisting them to navigate their care.	June 2021
MLTSS (KR2) and Quality Framework for LTSS program (KR3)	How will quality be defined and measured?	FSSA defined three primary goals to guide the MLTSS program. Those goals focus on: <ol style="list-style-type: none"> 1. Person-centered services and supports 2. Ensuring smooth transitions 3. Access to services (participant choice) 	November 2021
MLTSS (KR2)	What benefits and services will be included in the comprehensive MLTSS benefits package?	<p>MLTSS services will include nursing facility services and current home and community-based waiver services (for those qualifying for LTSS according to state eligibility) in addition to traditional Medicaid services (e.g., hospital care, labs, preventive care).</p> <p>Medicaid Rehabilitation Option, Adult Mental Health Habilitation Program and Behavioral and Primary Healthcare Coordination will remain available to members and be offered outside of the MLTSS benefit package.</p> <p>FSSA is planning to add two new HCBS waiver services (caregiver coaching and behavioral management support and goal engagement) and expand the use of self-direction.</p>	November 2021

Status of Long-term Services and Supports reform activities
as of Dec. 28, 2021

Primary key result	Policy decision	Final recommended decision	Decision date
MLTSS (KR2)	What member supports and protections will be required to ensure smooth transition to managed care and high-quality care once the program is in place?	<p>A comprehensive set of member supports and protections will ensure smooth transitions to high-quality managed care. Those include:</p> <ul style="list-style-type: none"> • Member choice of plan and setting • For those who do not choose a plan, auto-assignment to a plan will favor alignment with a member’s Medicare plan (when applicable). • Requirements for health plans to establish MLTSS member advisory committees • Requirements to assess MLTSS plan member satisfaction on a regular basis • Inclusion of caregiver supports including identification and assessment of caregivers, new members services supporting caregivers (e.g., caregiver coaching), and growth of existing services that support caregivers (e.g., structured family care) • Requirement of comprehensive network adequacy standards for all covered services to ensure members have access to quality providers • Continuity of care requirements at MLTSS program launch and throughout the program to ensure members can continue receiving services from their preferred providers • All HCBS waiver monitoring activities, such as incident reporting, will continue in partnership with the plans 	November - December 2021
MLTSS (KR2)	What provider protections will be required under the new MLTSS program?	<p>Required provider protections are critical to the success of the new program. Provider network participation standards will be streamlined. Health will only credential providers who are enrolled with the Indiana Medicaid Program (IHCP). Additionally, provider credentialing processes will include standardized provider and health plan contract.</p> <p>Strong claims payment standards will be required to ensure timely payment along with standardized requirements for prior authorization and utilization management process.</p>	November – December 2021

Status of Long-term Services and Supports reform activities
as of Dec. 28, 2021

Primary key result	Policy decision	Final recommended decision	Decision date
MLTSS (KR2)	What other requirements will be placed on MLTSS plans to ensure quality and transparency?	<p>MCEs shall have staff all operational areas (e.g., member services, provider services, claims) with experience in LTSS and geriatrics. Additionally, the MCE shall employ a staff geriatrician and require all care managers, service coordinators, and utilization management staff working on this product to have experience working with older adults.</p> <p>MLTSS plans will be subject to comprehensive reporting and quality oversight functions on a regular basis. A local MCE plan liaison will be required and any subcontracting will go through FSSA review process and notice 60 days in advance.</p>	November-December 2021
MLTSS (KR2)	How will health care services/treatments within the covered benefits be approved?	<p>Standardized utilization management requirements and procedures to evaluate medical necessity, appropriateness and effectiveness will be required. A prohibition on plan subcontracting of utilization management functions will also be required.</p> <p>HCBS LTSS care plans will not be permitted to require any additional prior authorization.</p>	November - December 2021
MLTSS (KR2)	What will the cultural competency requirements be for MLTSS plans and participating providers?	<p>MLTSS plans will be required to submit a health equity and cultural competency plan that includes cultural and language accessibility standards, plans for serving members of all backgrounds, and plans for identifying and addressing inequities. Additionally, a member advisory committee will be required to engage in the health equity and cultural competency plan development. Plans must also train staff on cultural competency.</p>	December 2021
MLTSS (KR2)	Under what CMS authorities will FSSA operate the MLTSS program?	<p>FSSA will operate the MLTSS program utilizing a 1915(b)/(c) combination.</p> <p>Public hearings will be held on these waivers prior to submission to CMS.</p>	<p>November 2021</p> <p>Winter 2022-23 for Waiver Development and Public Hearings</p>

Status of Long-term Services and Supports reform activities
as of Dec. 28, 2021

Policy decisions under consideration

Primary key	Policy decision	Considerations	Next steps	Anticipated
MLTSS (KR2)	How will services for older adults be coordinated under MLTSS?	Robust care coordination is a key MLTSS benefit to ensure equitable access to critical services and supports. FSSA is considering what elements are needed for holistic care coordination design that reflects the needs of older adults including but not limited to the types of different member assessments.	Establish minimum requirements for how MLTSS plans provide care coordination (including coordination of LTSS services) to ensure maximum benefit to members.	Fall 2021
Expedited Eligibility (KR1)	How will eligible Hoosiers enroll in MLTSS and choose a plan?	FSSA is exploring options for standardizing, speeding up and simplifying the enrollment process to make it easy for members to enroll and to comply with federal intake guidelines. The expedited waiver eligibility pilot is ongoing.	Evaluate expedited eligibility pilot efficiency and results and continue to identify ways to reduce time to services.	Winter 2021–2022
Medicaid Finance/MLTSS	How will LTSS reimbursement rates be restructured to drive quality, alignment, transparency, person-centeredness, and sustainability, and to provide forward compatibility with managed care?	<p>In approaching LTSS rate setting methods, FSSA is prioritizing:</p> <ul style="list-style-type: none"> • Bringing continuity and alignment across LTSS rate methodologies • Facilitating adequate access to quality LTSS services • Aligning provider and participant incentives to achieve access to person-centered services and drive healthy outcomes and participant satisfaction • Reducing disparities in access, quality, site of care and person-centeredness <p>FSSA intends to preserve the current aggregate amount of nursing facility funding across the existing base reimbursement and upper payment limit program.</p>	Continue meeting with providers, industry representatives, and other stakeholders to obtain their feedback on future provider rate structures	Winter 2021–2022

Status of Long-term Services and Supports reform activities
as of Dec. 28, 2021

Future policy decisions for consideration with stakeholders

Primary key result	Policy decision	Topics for consideration	Anticipated decision timeframe
Expedited eligibility (KR1)	What will the general structure of permanent expedited eligibility look like and when will it be implemented statewide?	<ul style="list-style-type: none"> Evaluate key take-aways from expedited eligibility pilot 	Winter 2021–2022
MLTSS (KR2)	What member supports and protections will be required to ensure smooth transition to managed care and high-quality care once the program is in place?	<ul style="list-style-type: none"> Member rights Cost sharing requirements Ombudsman requirements 	Fall–winter 2021–2022 on a rolling basis
MLTSS (KR2)	How will the area agencies on aging participate in the new MLTSS program?	<ul style="list-style-type: none"> Role in MLTSS intake and enrollment Role in care and service coordination Options to provide additional services, such as home delivered meals 	Winter 2021–2022
MLTSS (KR2)	What other requirements will be placed on MLTSS plans to ensure quality and transparency?	<ul style="list-style-type: none"> Performance measures 	Fall–winter 2021–2022 on a rolling basis
Quality framework for LTSS program (KR3)	How will quality be defined and measured?	<ul style="list-style-type: none"> Data used to measure the program goals Value-based purchasing updates or new initiatives 	Winter 2021–2022 (VBP at a later date)
Integrated data systems (KR4)	How will FSSA use and link data to measure outcomes across the continuum of services?	<ul style="list-style-type: none"> Data necessary and essential to developing, incentivizing and monitoring LTSS quality Data collection requirements related to member and caregiver assessments 	Winter 2021–2022
Workforce (KR5)	How will FSSA grow the pipeline of direct service workers to ensure sufficient provider support of MLTSS members?	<ul style="list-style-type: none"> Strategies for direct care workforce recruitment and retention Methods for including DSWs and consumers in action items and decisions 	Spring 2022

Status of Long-term Services and Supports reform activities *as of Dec. 28, 2021*

As of **December** 2021, FSSA has engaged over 100 different stakeholders in over **200** meetings spanning topics ranging from MLTSS program design to Medicaid finance considerations. Recently, additional outreach was launched in partnership with advancing states and the Indiana Minority Health Coalition to directly engage older Hoosiers and caregivers. Please see [the LTSS webpage](#) for more information on the engagement efforts and presentations from many of FSSA's engagements.

This document will be updated on average monthly or as needed. All decisions and recommendations are subject to change as we continue discussions with stakeholders, review request for information responses, and learn from colleagues across the country with MLTSS programs. Interested stakeholders are welcome to email backhome.indiana@fssa.in.gov with questions or comments. FSSA is continuing to gather input from stakeholders on the recommendations noted below.