A Look Into the Future : Managed Long-Term Services & Supports

What does this mean for providers?

ADvancing States & Indiana FSSA

October, 2022

Welcome!

Why is it important for you to be here?

Change is hard, but it's easier when we do it together.

- The system you operate in today will be different in 2024.
  - Billing and payment
  - Agency expectations
  - AAA partnerships
  - New partnerships
- To begin serving clients in a new system (2024), the dress rehearsal is key!

Agenda

- Why is this information important?
  - Indiana stakeholder values for long-term services and supports (LTSS)
- The system today vs. the system tomorrow
  - Provider enrollment
  - Operations
  - Claims
  - Service planning and authorization
- Opportunity for dialogue

Introductions

Darcy Tower, MSW
Director of Provider Experience
Indiana Medicaid
Darcy.tower@fssa.in.gov

Stakeholder Values

Providers, Consumers, Trade Associations, Advocacy Organizations

- **LTSS in general**
  - Honor the varied experiences of individuals & provide services through a lens of person-centeredness.
  - Offer choice, enhance quality, and ensure smooth transitions.
- **Provider enrollment**
  - Timely and consistent review processes.
  - Offer education and training about services available for providers to render.

Stakeholder Values cont'd

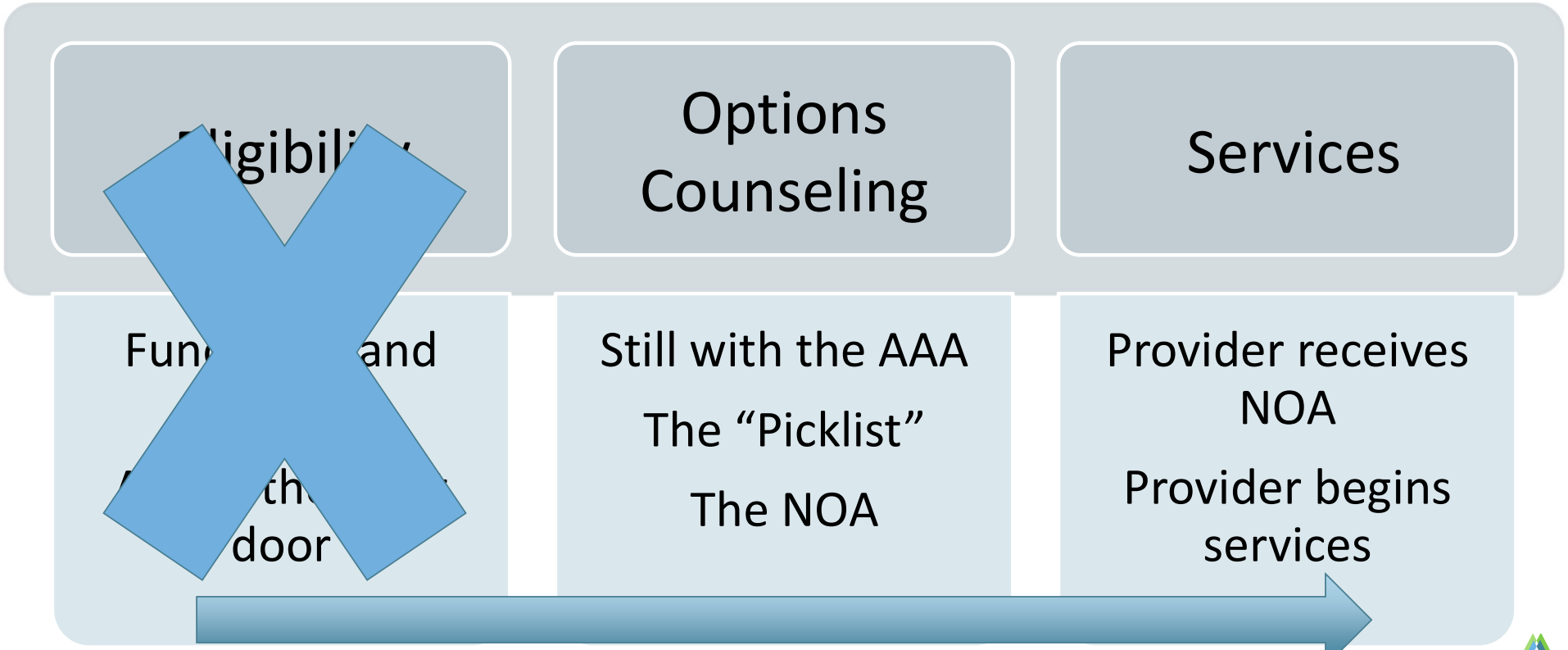
Providers, Consumers, Trade Associations, Advocacy Organizations

- **Provider operations**
  - Training on incident reporting and an easily accessible portal for filing incident reports.
- **Provider claims**
  - Transparent, easily understandable and consistent requirements for filling out and submitting claim forms.
  - Timely turnaround for connecting with customer service on claim questions or assistance with denied claims.
- **Service planning and authorization**
  - Service plans and utilization of services align with each participant's needs and goals.
  - Reasonable response time to modify the service plan

Today's System vs. Tomorrow's System

Provider Enrollment

Today: Fee for Service

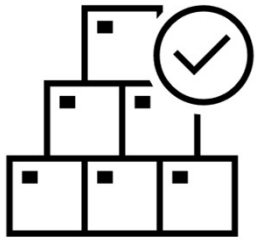


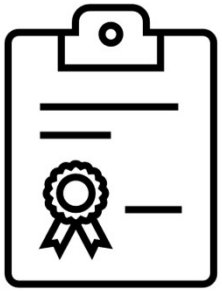
Provider Enrollment
Tomorrow: MLTSS

~~Options~~ Plan Selection	Assessment and Service Plan Development	Services
~~Still with the AAA~> ESV helps consumer select an MCE ~~The "Picklist"~~ Available provider network and performance data	MCE care manager assesses consumer needs and enters service authorization	Provider receives utilization authorization Provider begins services

Today: FFS Provider Compliance Requirements

- Policies and Personnel Manual
- Maintain Records of Services Provided
- Insurance
- Financial Information
- Incident Reporting
- Compliance Reviews
- Quality
- Data Collection





Tomorrow: Provider Compliance Requirements

- Policies and Personnel Manual
- Maintain Records of Services Provided
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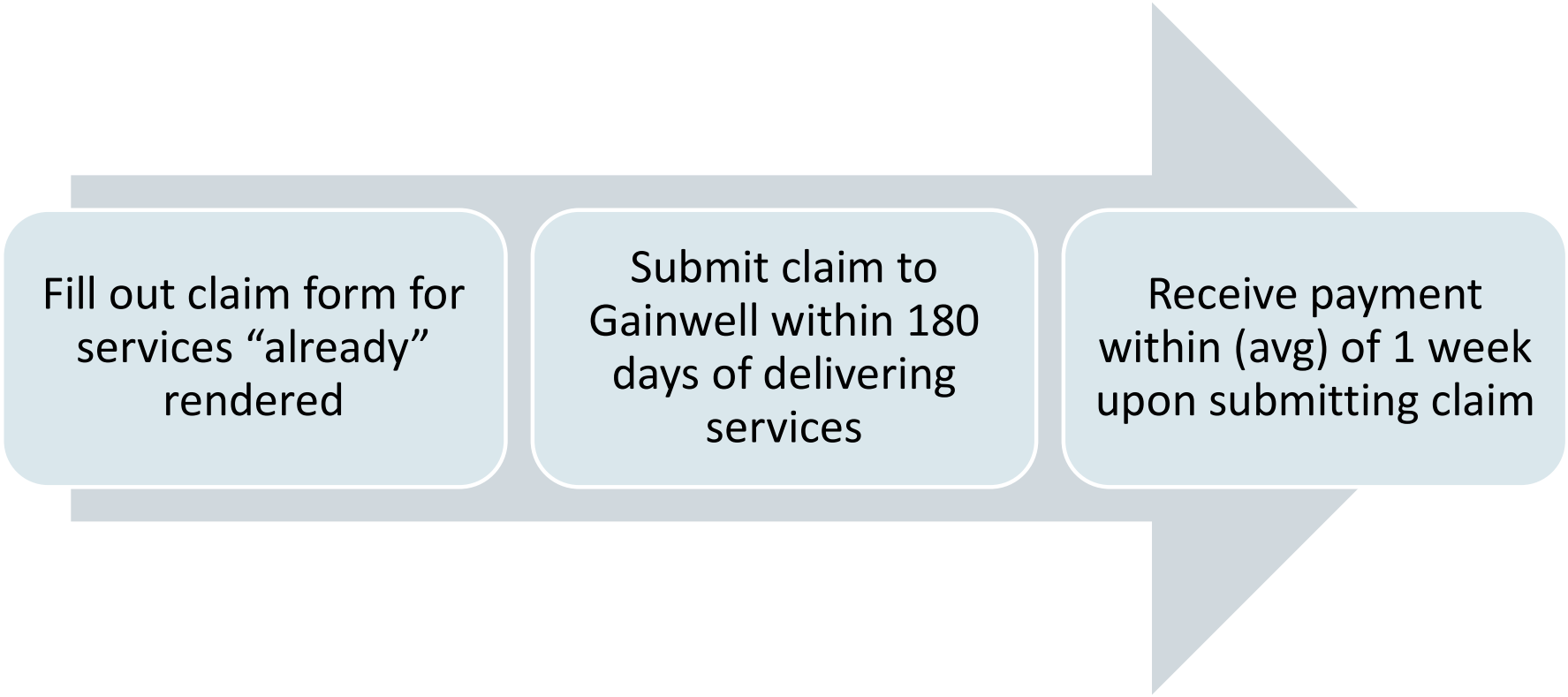
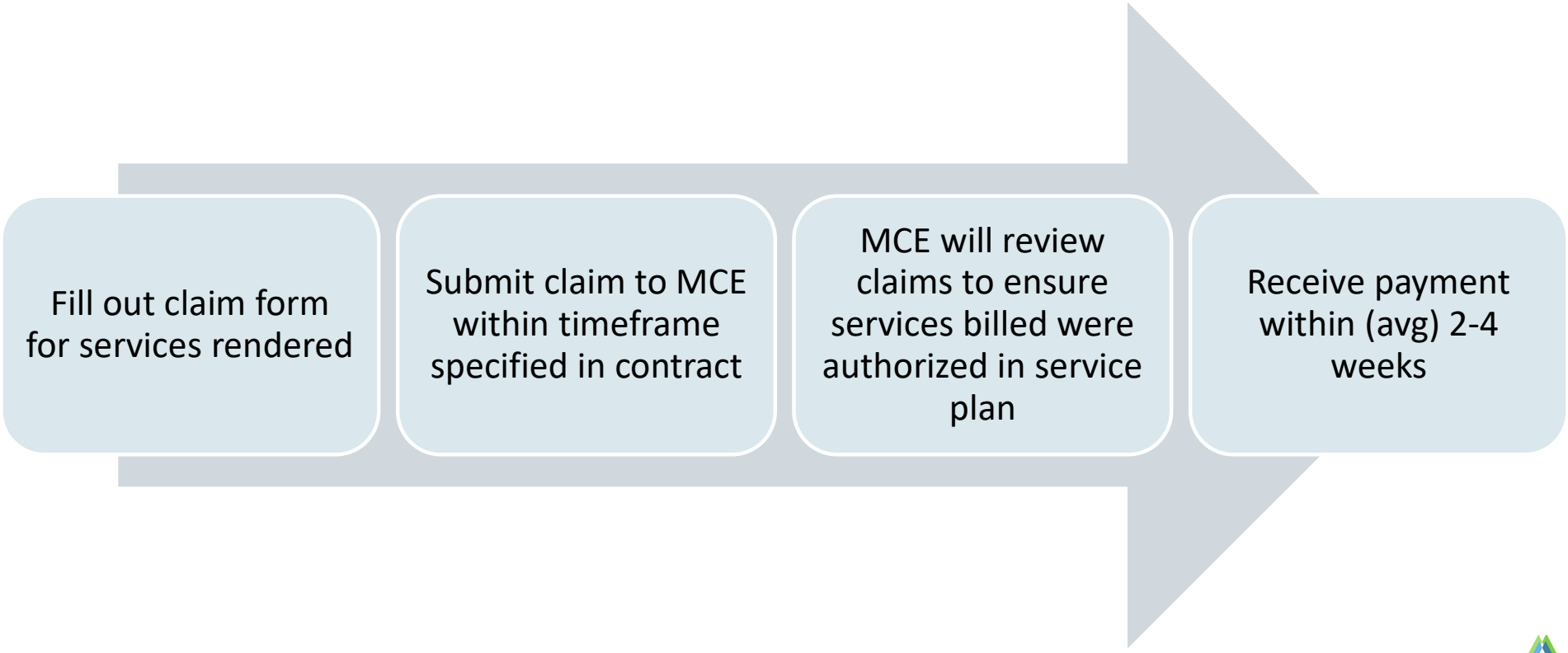
Meeting provider network requirements of each MCE

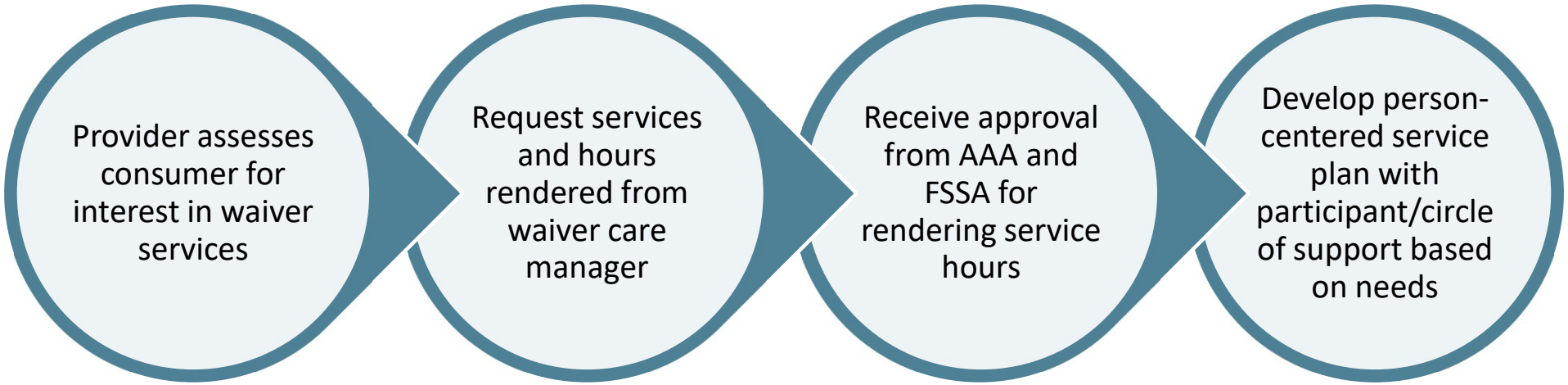
Claims Processes
Today: Fee for Service



Claims Processes
Tomorrow: MLTSS



Service Planning and Authorization Process
Today: Fee-for-Service



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Service Planning and Authorization Process
Tomorrow: MLTSS

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Open Q&A

We want to hear from you!

- What are you most worried about?
- What would you like to learn more about?
- How can FSSA and ADvancing States support you during this transition?

HCBS Provider Virtual Sessions

September 28	Indiana's HCBS System: A Look Into the Future
October 12	Managed Care 101
October 19	MLTSS Contracting
October 26	MLTSS Implementation: Provider Success Stories
November 9	Claims Payment
November 16	Care Management and Service Coordination
November 30	Quality and Managed Care Oversight

Resources/Contacts

Website	www.informindiana.com
FSSA Provider Bulletins	https://www.in.gov/medicaid/providers/provider-references/news-bulletins-and-banner-pages/bulletins/
Email	informIN@advancingstates.org

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