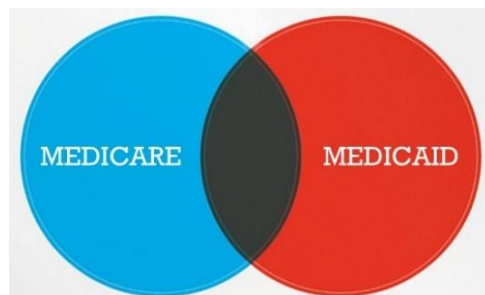


# Managed Long Term Services and Supports (MLTSS)

Pennsylvania is changing the way it provides home and community-based care. Here are a few things older Pennsylvanians should know:

## *What is MLTSS?*

- A new way to get health care, and home and community-based services (HCBS), with a goal to help more older adults live in their homes
- Provided through an insurance company called a Managed Care Organization (MCO): Health Insurance + Delivery of Care + Coordination
- MCO manages all health care and services: Hospital Care + Medical Care + HCBS + Prescription Drugs + Preventive Care
- Goal to make it easier to get needed HCBS such as meals, or the help of an aide to get washed and dressed
- Consumers have a **choice of MCO providers and providers** within the MCO network such as physicians, home health, etc.
- MLTSS will provide the option and encourage the use of self-direction of services (consumer-directed model) and the consumer will be the focus of planning for care (person-centered planning)



## *Who is included?*

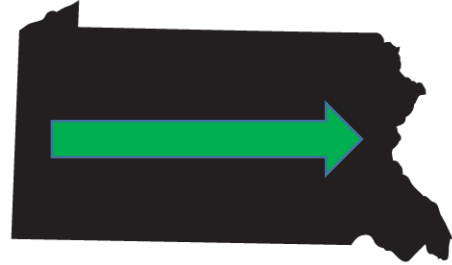
- People who are eligible for Medicare AND Medicaid (Dual-eligible)
- Nursing Facility Clinically Eligible (NFCE) – including those who may be getting services in nursing facilities, the LIFE program or HCBS waivers like the Aging Waiver

## ***What Rights do Consumers Have?***

- Consumers have the **RIGHT** to appeal loss of care or care that is denied
- Consumers have the **RIGHT** to complain about problems or the care they get
- Consumers have the **RIGHT** to a special advocate or ombudsman to get more information or help with ensuring their rights

## ***When & Where?***

- Starting in July 2016 in Western PA
- Moving to Southeast next and will include the whole state by December 2018
- Goal is for a smooth transition away from Aging Waiver services to MLTSS without loss of care



## ***Will Consumers be Part of the Planning Process?***

- Consumers are encouraged to provide input about the MLTSS plan
- Send questions and comments to: **[RA-MLTSS@pa.gov](mailto:RA-MLTSS@pa.gov)**
- No computer? Call CARIE with your comments and we will share
- Visit **<http://www.dhs.state.pa.us/foradults>** and click on Managed Long-Term Services and Supports for more information

**\*Official rules regarding MLTSS are not yet in place.**

**Questions or Concerns? Need Help Getting Care?**

**Contact CARIE**

**(215) 545-5728**

**Toll Free: 1-800-356-3606**

**[www.carie.org](http://www.carie.org)**

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