

# How Medicaid LTSS MCOs Can Improve Care & Cut Costs

With budget shortfalls, growing enrollment, and the COVID-19 pandemic creating the perfect storm, states are looking to long-term services and supports (LTSS) Managed Care Organizations (MCOs) for a path forward through innovation.

Aligning with the shift toward value-based care, here are eight ways LTSS MCOs can ensure better care for members while reducing costs – plus some tips and facts to help you plan.

## Improve Care Coordination

💡 Prioritize communication with your partners and invest in technology to generate workflow efficiencies.



## Enhance Homecare Network Performance

💡 Make real-time improvements and help care teams see how they measure up against goals



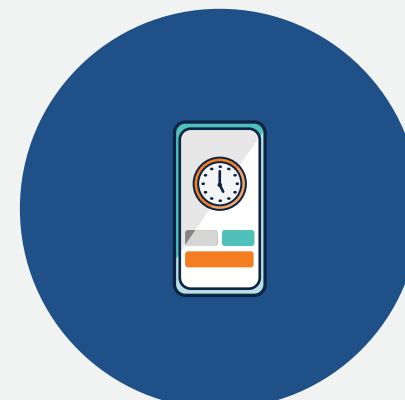
## Strengthen Homecare Provider Networks

💡 Consider direct outreach, financial incentives, and prompt payment policies.



## Embrace Electronic Visit Verification (EVV)

✔️ EVV could save states \$290 million over ten years by reducing inefficiencies & fraud.<sup>1</sup>



## Build Social Determinants of Health (SDOH) Referrals

✔️ 80-90 percent of a patient's outcomes can be attributed to SDOH.<sup>2</sup>



## Expand High-Risk Care Management

💡 Offer high-touch coordination to those with negative SDOH or a history of substance abuse – not just members with chronic illnesses.



## Focus on Member Engagement

💡 Offer members incentives they value, use mobile technology, and create community partnerships.



## Explore Self-Direction

✔️ The ability to hire friends or family members as caregivers can address the labor shortage affecting the homecare industry.



The bottom line? Value-based care models are here to stay. Any LTSS MCO strategies that put patients at the center of their decision-making process will be moving in the right direction. The future of care is patient-centric.

Developed specifically for the Medicaid patient population, HHAeXchange is the leading technology platform for homecare and self-direction program management. To see how we can help you ensure better care for your members and reduce costs, [contact us](#).

<sup>1</sup> <https://www.medicaid.gov/medicaid/downloads/evv-enhance-quality.pdf>

<sup>2</sup> <https://nam.edu/social-determinants-of-health-101-for-health-care-five-plus-five/>