

## Case Management for Long-Term Services & Supports (CM-LTSS)

### A Tool for Driving Accountability in LTSS

**States are raising the bar to hold community-based organizations accountable for effectively coordinating and managing care for this vulnerable population.**

#### Program Overview:

NCQA CM-LTSS provides a framework for organizations to deliver efficient, effective and person-centered care. Standards cover a broad range of crucial areas, including:

- Use of up-to-data evidence and professional standards.
- Assessment process.
- Measurement and quality improvement.
- Staffing, training and verification.
- Person-centered care planning and monitoring.
- Rights and responsibilities.
- Care transitions.
- Delegation.

Eligible Organizations include: Area Agencies on Aging, Centers for Independent Living, care management organizations, home & community based organizations and MLTSS-only plans.

#### Value to States

- **Standardizes** model of care for managing LTSS
- **Promotes** efficiency and improves outcomes
- **Prepares** organizations for managed care
- **Demonstrates** readiness to be trusted partner
- **Drives** integrated care
- **Aligns** with 2016 Medicaid managed care rule
- **Enhances** state quality strategy
- **Enhances value** for contracting with plans

#### How Are States Leveraging?

Standardize the Quality of LTSS providers	Medicaid Managed Care Contracts	Supporting preparedness for managed care
<i>The Massachusetts Adult Foster Care Program requires participating providers to obtain accreditation and recognizes NCQA's program to meet this requirement.</i>	<i>States using managed care plans could encourage contracting with accredited LTSS providers to help ensure plans and providers are coordinating consistently.</i>	<i>Alabama Medicaid is supporting Area Agencies on Aging (AAA) with pursuing accreditation to help prepare organizations for managed care.</i>

#### Report Card Now Available

More than 30 organizations are accredited and many more are scheduled! See Report Card [here](#).

**To learn more, contact our State Affairs Team at [publicpolicy@ncqa.org](mailto:publicpolicy@ncqa.org).**