



WELLPOINT.

# Collaborating with Managed Care Organizations

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# Who We Are: Amerigroup, WellPoint's Government Business Division

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- We have 17 years of experience providing access to health care, focusing solely on federal and state programs
- We're one of the first companies to integrate coordination of physical, behavioral and social needs while emphasizing community-based services and care
- We were acquired by WellPoint, Inc., and now operate as its Government Business Division
- We are now the largest provider of solutions to public health care programs, covering 4.5 million members across 19 states



# Mutual Goals for Medicaid Managed Care

Effective coordination of Medicaid LTSS for people with disabilities and those who are aging helps:

- Improve the quality of care and services
- Lower overall program costs
- Provide support to family members and caregivers
- Foster independence at home and in the community
- Coordinate with the health team, consumer, care giver and family to ensure consistent, holistic care and services
- Increase consumer direction of their own health care
- Build on the concept of enhancing home- and community-based services —increase capacity of the CILs, AAAs



# Key Steps for Getting Involved



- Know what your state plans to do around managed care
- Get involved early
- Engage managed care organizations
- Build allies
- Engage those who'll be served by plans: Build the consumer voice, and speak out on basic principles
- Don't be intimidated by the technical nature of health insurance plans. Consumer direction, choice and adequate care and services do not need to be complicated
- Build and increase access to Home- and Community-Based Services (HCBS) through enhancing and expanding service capabilities
- Engage state officials throughout processes
- Don't say no to the managed care conversation

# Working Together for Results

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- Build HCBSs that support independence, self-direction recovery and integration



- Provide a holistic approach to health care that integrates long-term services and supports with primary care, reducing the primacy of the medical model
  - Support community-based services over institutionalization
- Result in true member-driven and member-centered care and services based on self direction and accessibility of services



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# Q-and-A

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