Collaborating with Managed Care Organizations

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Who We Are: Amerigroup, WellPoint’s Government Business Division

- 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

- 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
Q-and-A

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