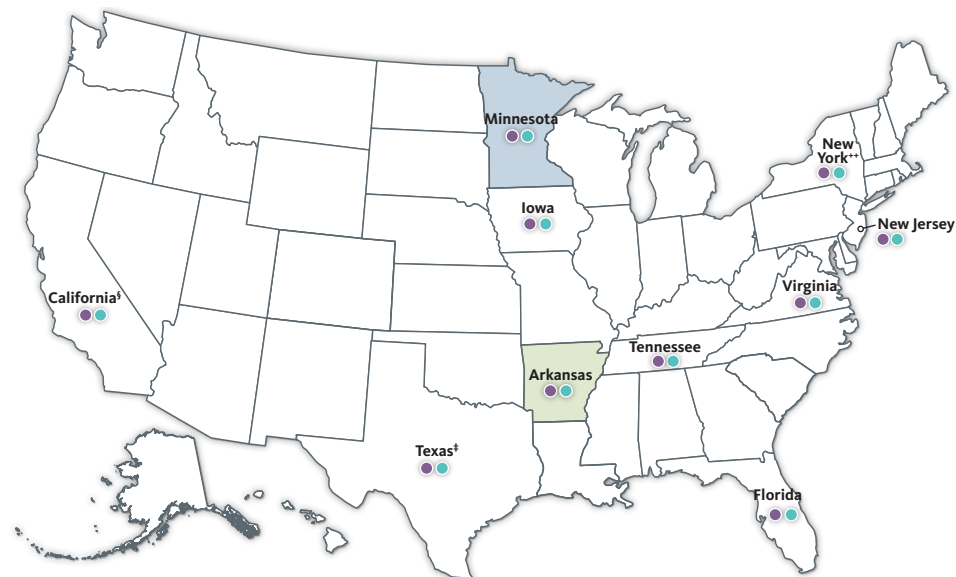


Support starts with caring

Managed Long Term Services and Supports

Understanding and supporting a person's goals for how they want to live is at the center of what we do every day in coordinating Long Term Services and Supports (LTSS) for over 375,000 people across 10 states.

The affiliated health plans of Anthem, Inc. (Anthem) have over 20 years of experience, and our commitment to supporting individuals compels us to continually enhance our strategies and services so that more people can lead fulfilling lives.



● I/DD with LTSS ● ABD/SSI with LTSS carve-in

■ Alliance with Provider-Sponsored Organization

■ Alliance with a Blue Licensee Partner or Other Health Plan

‡ Alliance with Dell Children's Health Plan in Travis Service Area

§ Alliance with L.A. Care Health Plan in Los Angeles County

++Alliance with BlueCross BlueShield of Western New York

Supporting opportunities for community engagement

Competitive employment and volunteering are significant factors in a person's ability to be self-sufficient, give back to their community, and experience meaningful social and personal fulfillment. That's why we explore options and resources with the people we support to connect them to opportunities that provide financial independence and social connections.

Through partnerships with state and federal programs, such as vocational rehabilitation and work incentive programs, we coordinate services to meet the individual where they are through our whole-person approach and support fulfilling their personal and lifestyle goals.

In Tennessee and Iowa, the Medicaid programs include benefits that support employment for individuals receiving LTSS.



Our Tennessee and Iowa affiliated health plans see an average of 25% of the individuals enrolled in these programs employed (pre-COVID-19).

Tennessee Employment and Community First CHOICES Program

For 2020:

27% employment rate for individuals ages 22-62

(Pre-COVID-19 average was closer to 30%)

\$9.17 per hour salary rate statewide average

Achieving quality standards

As a testament to our high quality, person-centered long term services and supports, all eligible LTSS health plans have received or are in pursuit of NCQA LTSS Distinctions accreditation.

The National Committee for Quality Assurance (NCQA) is a recognized leader dedicated to improving healthcare and setting standards for quality care. NCQA's LTSS Distinction program evaluates qualifying organizations that manage long term services and supports (LTSS) to ensure they meet certain evidence-based standards.

- Our Tennessee health plan is proud to be an Early Distinction Adopter and is accredited with LTSS Distinction.
- Our New Jersey, Texas, and Florida health plans are pleased to have obtained their LTSS Distinction.
- We are committed to pursuing LTSS Distinction in all of our eligible affiliated health plans.



Creating a person centered culture

Person Centered Thinking® (PCT) involves changing perspectives from caring for a person to working in partnership with a person to establish their own goals and participate in making decisions that impact their overall health and quality of life. We support each individual to be in charge of their own care and receive the information needed to make informed decisions. We recognize that the individual's perspective is the most important and needs to be at the center of planning and the on-going support process.

To strengthen our capabilities and better serve individuals, Anthem has committed to becoming a Person Centered Organization. We work closely with Michael Smull, a national leader and co-developer of a person centered curricula and of essential lifestyle planning (ELP), to develop a learning culture that drives competency in Person Centered Thinking® skills, policies, and practices at all levels of the company.

- Our 16 PCT® trainers are certified by the International Learning Community for Person Centered Practices (ILCPCP). These trainers are embedded throughout the organization and serve as ambassadors of PCT® for all LTSS teams and beyond. Over 1,200 of Anthem's corporate and affiliated health plan associates have completed PCT® training as of the end of 2020.
- We have two certified PCT® Mentors leading our initiative to drive person centered culture throughout all levels and departments of the organization.
- We share PCT® skills webinars by ILCPCP with provider partners, state partners, and other MCOs in the spirit of promoting PCT® throughout our communities served.

Supporting self-direction for self-fulfilling lives

Advocating for people to lead self-determined lives requires active listening, engagement, and getting to know each person as we seek to understand what they want and how to obtain it through opportunities to advocate for themselves, make their own decisions, direct their services and supports, and lead meaningful lives.

We implement self-direction programs inclusive of all populations who receive LTSS including older adults, individuals with physical disabilities and individuals with intellectual and developmental disabilities.

Self-direction is an approach to home and community based services (HCBS) rooted in the belief that people receiving LTSS are the experts in their lives and know what they need to be supported in a way that allows them to define their quality of life and obtain services needed to accomplish personal goals.



Our Service Coordinators receive ongoing training about self-directed services to ensure every person eligible to use self-directed services is offered to explore if self-direction is right for them. Once self-direction is selected, the person receives support every step of the way to ensure they are comfortable with management of their services and are empowered to exercise their full authority under their state specific programs.



We collaborated with Applied Self Direction (ASD) to create brief self-direction webinars for people using services, their families, and stakeholders. The webinars cover foundational self-direction concepts as well as hiring and managing staff, scheduling, electronic visit verification, and managing fraud, waste, and abuse.



COVID-19 has spurred growth in self-direction programs. We worked with our state and financial management service partners to quickly operationalize new processes supporting implementation of the flexibilities afforded by states in various waiver amendments in response to COVID-19.

Expanding services and choices through in lieu of services

For many of our affiliated health plans, the services available to people through state benefits do not allow for much flexibility or choice. To enhance benefit options that improve a person's quality of life, our affiliated plans offer in lieu of services (ILOS). For example, rather than residing in a nursing facility, a person can choose to move into the community and access ILOS services that help support them.

Sample ILOS Offerings



Community Transition Benefit



Additional Personal Care



Additional Respite



Medically Tailored Meals



Remote Supports



Environmental Modifications

Anthem is a leading health benefits company dedicated to improving lives and communities, and making healthcare simpler. Through its affiliated companies, Anthem serves more than 110 million people, including approximately 43 million within its family of health plans. We aim to be the most innovative, valuable and inclusive partner. For more information, please visit www.antheminc.com or follow @AnthemInc on Twitter.

Not for sales or marketing purposes

LTSS-0321