

# Provider Update

## Effective July 2014: MLTSS Services Available

**Background:** Amerigroup's Managed Long-Term Services and Supports (MLTSS), the state's Medicaid program for the physically disabled and elderly, will begin serving members who live in the community beginning July 2014.

★ **What this means to you:** If you currently provide LTSS services and would like to become an in-network provider, please call Provider Services at 1-800-454-3730.

### **About MLTSS**

At the heart of our MLTSS program is the coordination of care to ensure that all professionals on a member's care team work together to provide the best, most efficient and individualized care plan for that member.

Services are wide-ranging and are aimed to connect members with the right people and community-based resources to assist them with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs). That may include assistance with eating and dressing or help managing a home and light housekeeping.

### **Benefits of Amerigroup's Care Management Model**

We know that navigating the complexities of long-term services—often with multiple providers and systems—can be challenging for members and their families and can lead to gaps in service. Amerigroup's Care Management Model minimizes these gaps by identifying, evaluating, coordinating and managing individual needs with customized care plans designed to improve the quality of life of our members.

### **What if I need assistance?**

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at the toll-free phone numbers listed below:

- Medicaid providers call 1-800-454-3730
- Medicare providers call 1-866-805-4589

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by Amerigroup Provider Relations

