

Long-Term Services and Supports (LTSS)

The Long-Term Services and Supports (LTSS) program is a free service that provides assistance for Medicaid members with chronic illnesses/disabilities who require long-term home and community-based services.

LTSS is comprised of community-based services such as home health services, private duty nursing, consumer-directed personal assistance services, adult day health care programs, AIDS adult day health care programs, personal care services, and institutional services including long-term placement in residential health care facilities.



Who is eligible for the program?

Medicaid members of all ages with mental illness and/or multiple chronic conditions who require assistance with routine daily activities such as bathing, dressing, preparing meals, and medication adherence.*

How do members enroll?

Members may be self-referred, or referred by family, caregivers, providers, home health agencies, facilities, or utilization management. See Care Management contact information below for more enrollment contact information.

How does the program benefit the member?

- Facilitates collaboration with members, providers, the interdisciplinary care team (ICT), and caregivers to develop a person-centered service plan of care (PCSP).
- Coordinates benefits and services.
- Provides community resources and assesses social determinants of health.
- Identifies gaps and/or barriers to care and provides resources to address them.
- Provides coordination between health care professionals, discharge planners, and provider care teams to facilitate the member's transition between levels of care.

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- Makes referrals to other programs, services, or departments within EmblemHealth.

How can you support members/your patients in the program?

- Collaborate with the member's care team to reinforce the care plan if there is a change in the member's condition.
- Coordinating with the Care Management team helps to address any outstanding gaps in care.
- Working with the member helps to define and meet their ongoing care goals.

Are there additional considerations?

Qualified members are provided with a broad range of day-to-day long-term service and support needs.

How long is the program?

The program is ongoing, as long as the member has a care need.

How do I find out more?

Call our Care Management department at **800-447-0768** (TTY **711**), Monday through Friday, 9 a.m. to 5 p.m. or email longtermsupportservices@emblemhealth.com.

* Some managing entities (delegates) offer their own care management programs for EmblemHealth members under their care. For more information about their care management programs, go to emblemhealth.com/providers/manual/health-promotion-and-care-management, under the "Care Management Programs" drop-down, at the bottom.

