



## O F F E R I N G S



### ACS' QUALIFICATIONS IN CARE COORDINATION AND MANAGEMENT

- ▲ More than two decades of experience
- ▲ Expertise in PCCM and partial-risk programs
- ▲ Best practices that reduce application and processing times and improve enrollee and provider satisfaction
- ▲ Highly credentialed staff specializing in managed care operations
- ▲ Authored a five-volume series on designing and operating HMOs and community health centers
- ▲ Provides a comprehensive menu of enrollee and provider education programs



## Care Coordination and Management

Nearly every state and most commercial health plans have implemented managed care programs. In fact, more than half of the nations' Medicaid recipients receive healthcare services through some form of managed care. There are different models of managed care but all share the same goals: To increase healthcare access, reduce costs by eliminating inappropriate and unnecessary services, and improve the quality of care. Central to the success of these programs is the effective administration of provider networks, recruitment of qualified primary care physicians, and coordination of care.

### Improving Managed Care Administration

ACS provides care coordination and management solutions supporting Medicaid managed care, behavioral health, and long-term care (LTC) programs. Our areas of program administration expertise include primary care case management (PCCM); provider network development and maintenance; provider and member outreach and education; provider, member, and clinical help line operation; utilization management and quality improvement; and program monitoring. ACS also manages wellness programs and administers programs supporting clinical, case, and disease management.

We work with private managed care and behavioral health organizations to ensure that they are financially and operationally viable and that capitation rates are sufficient to adequately care for Medicaid enrollees. ACS also ensures that plans have experience providing specialized services—particularly for the elderly and disabled populations, which account for 65 percent of program spending.

The success of managed care—as measured by improvements in access, quality, and cost containment—depends on an awareness of the unique needs of the Medicaid population, well-established provider



#### ACS PROVIDES:

- ▲ Primary care case management and partial-risk program management
- ▲ Program operations:
  - △ Provider network administration
  - △ Capitation payments
  - △ Premium collections
  - △ Prior authorization
  - △ Provider and member outreach and education
  - △ Provider, member, and clinical help lines
  - △ Utilization management and quality improvement
  - △ Clinical, case and disease management
  - △ Wellness programs
- ▲ Managed care for behavioral health
- ▲ Long-term care management

networks, effective education of providers and recipients, and fiscally solvent plans with experience serving Medicaid enrollees. ACS has demonstrated the ability to bring all of these components together to produce results.

#### Single-Point-of-Entry Approach to Long-Term Care

States are increasingly interested in helping citizens make more informed choices about healthcare, particularly those with disabilities, the elderly, and their families. Individuals and families facing tough decisions need an easy way to get information on how community and institutional settings can meet their long-term needs. ACS offers a single-point-of-entry approach to long-term care (LTC) that offers individuals unbiased counseling about available service options. Individuals who are currently in or about to enter the LTC system also receive timely and efficient Medicaid application processing.

With an LTC single-point-of-entry approach, consumers, family members, referral sources, and other interested parties receive information and initiate the screening and application processes associated with home and community-based waivers, nursing facility services, and state plan alternatives. Single-point-of-entry offers person-centered, unbiased, and understandable explanations of options, decision points, and actions required on the part of the individual or family. ACS automates the information retrieval activities associated with education, outreach, screening, assessment, and service coordination, providing a one-stop shop for consumers to obtain information about LTC service options.

ACS' centralized resource/call center provides choice counseling, information and referral, intake, and case tracking. We also provide timely education about LTC health promotion, disease prevention, and community resource options. ACS helps states identify individuals who are most at risk of nursing home placement and can provide effective follow-up and intervention. Additionally, existing LTC services accessed through this integrated point of entry can be augmented immediately with options such as personal care services, PACE (Program of All-inclusive Care for the Elderly) programs, and assisted living.