**Slide 1**  
One Care Implementation Council  
LTS Coordinator presentations  
January 9, 2018

**Slide 2**  
The Implementation Council’s Goal:

Provide MassHealth with specific recommendations to enhance the role of the LTS Coordinator

**Slide 3**  
Today’s Discussion: December 12 LTS Coordinator Presentations

We will:

* Identify what is working well
* Identify opportunities for enhancement and best practices
* Make recommendations to MassHealth for consideration in future contracting with plans

**Slide 4**  
LTS Coordinator: Meeting Expectations

* The role of the LTS Coordinator supports members:
  + Non-medical (laundry access, advocates for placements to outside services, provides connections to social supports)
  + Medical challenges (problem solving decision to leave hospital early)
* The One Care plans are flexible with providing the right “fit” between the member and the LTS Coordinator

**Slide 5**  
Best Practices of LTS Coordinators

* + Consumer control in Care Planning
  + Relationship building by “meeting the consumer where they are”
  + Assisting consumers and the care team communicate with one another
  + Recognize that One Care members don’t fit into neat boxes, i.e., provide individualized Person-Centered Care

**Slide 6**  
More Best Practices:

* LTS Coordinator is available and meets with and/or communicates with the member as requested by the member
* Regular meetings and communications between LTS Coordinator and Care Manager/Care Team is key for success of program
* Care is provided in a culturally competent manner

**Slide 7**  
Areas of Potential Enhancement

* Clarify role and responsibilities of the LTS-Coordinator on the care team
  + Enhance integration of medical and LTSS services
  + Incorporate independent living philosophy and/or recovery model into the care plan and service delivery
* Establish more effective communication by LTS Coordinators with individuals who are homeless
* Increase member access to information and opportunity to make informed decisions regarding LTS-Coordinator
* Provide information for members to make informed decisions about the LTS Coordinator

**Slide 8**  
Outstanding Issues

* One Care members need access to Recovery Coaches, Peer Specialists and Older Adult Peer Specialists
* Need to address high demand for workers in the social service field.