



You have the right to a Long-term Supports (LTS) Coordinator

Everyone who enrolls in a One Care plan has the right to have an independent living and long-term services and supports coordinator (LTS Coordinator, for short) on their care team.

What is an LTS Coordinator?

An LTS Coordinator will work with you as a member of your One Care plan to find resources and services in your community that can support your wellness, independence, and recovery goals. These services are sometimes called long-term services and supports, or LTSS.

LTS Coordinators do not work for One Care plans. They come from independent community organizations and are experts in areas like independent living, recovery, and aging. This means that they can work for you and help you advocate for your needs.

You can choose to have an LTS Coordinator work with you as a full member of your care team at any time. This is a free service for you.

What does an LTS Coordinator do?

As a member of your care team, an LTS Coordinator will work with you to:

- **Identify and understand your needs** and the kind of help and supports you want from your One Care plan;
- **Identify community services and resources** that are available to you, including support that can help you in your recovery;
- **Develop a personal care plan** that includes services that will support your health, safety, independence, and/or recovery;
- **Help connect you to the services** in your personal care plan; and
- **Help you understand and protect your rights** as a One Care plan member.

How do you get an LTS Coordinator?

You can ask for an LTS Coordinator at any time. Tell your care coordinator in your One Care plan that you would like to meet with an LTS Coordinator. Your care coordinator will give you information about the LTS Coordinators that the One Care plan works with. Then, you can choose the one you want. If you are age 60 or older, you have the right to work with an LTS Coordinator who is an expert in aging. You may also ask for an expert in mental health and substance use recovery or in intellectual challenges.

What are long-term services and supports (LTSS?)

LTSS can help you live independently and participate fully in your community. Here are some examples of LTSS:

- Things that help you with basic tasks, like a wheelchair, or a device that helps you communicate;
- Support from a peer with experience in recovery;
- Help preparing your meals or shopping;
- Help managing your medications;
- Ramps or grab bars in your home;
- Accessible transportation to help you go places in your community; and
- Training and education to support your wellness and recovery goals.

An LTS Coordinator can help you get the supports you need.

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