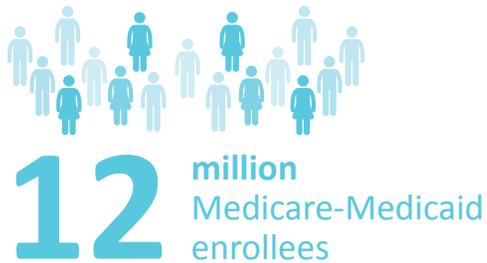


# THE FUTURE OF CARE FOR MEDICARE-MEDICAID ENROLLEES



## TODAY



High cost and distinct spending trends compared to Medicare-only enrollees

## WHAT'S NEEDED

- ✓ Keep consumers front and center: in program design, implementation, continuous quality improvement, and oversight
- ✓ Focus on the development of robust and person-centered care coordination
- ✓ Segment programmatic data to understand the drivers of cost, utilization and quality; customize care based on consumer's needs and preferences
- ✓ Accelerate evaluation efforts to understand program impact and make needed programmatic adjustments
- ✓ Pay attention to savings, but don't lose sight of the broader goals of improving care and social supports for individuals who are dually eligible
- ✓ Address health holistically, including social determinants like transportation, food, and housing
- ✓ Invest in the development and retention of the long-term services and supports workforce
- ✓ Ensure accountability through quality measurement, active feedback loops, and timely attention to grievances and complaints
- ✓ Continue to encourage provider best practices by assuring that financial incentives are related to outcomes that matter most to consumers
- ✓ Expand access to integrated care, through consumer engagement and education, state capacity development and technical assistance, and continued development and coordination of related Federal and state policies