



Summary of LTQA May Member-Only Discussion – The Missing Link: Managed Care Organizations (MCOs) Aligning with State Multisector Plans for Aging

Event Date: May 19, 2025, 1-2 PM EST

Speakers:

- *Amy Herr, West Health*
- *Divya Venkataganesan, Division of Aging, NC Department of Health and Human Services*
- *Whitney Moyer, Massachusetts Executive Office of Aging and Independence*

Multisector Plans for Aging (MPAs), state blueprints for action and alignment on aging initiatives, are currently being implemented or considered in more than half the states across the nation. Aims among MPAs vary based on the unique needs facing older populations in each state, yet a number of common themes exist such as physical health, housing, community/social engagement, caregiving, and transportation. To date, Managed Care Organizations (MCOs), such as Medicaid managed long-term services and supports (MLTSS) plans, have not been heavily involved in the creation nor implementation of MPAs.

This discussion builds on the recent release of an [action guide](#), a partnership between Long-Term Quality Alliance and the MLTSS Health Plan Association, to provide MCOs direct insight into how to get more involved in the delivery and implementation of state MPAs.

Setting the Stage on State Multisector Plans for Aging, Amy Herr

Amy Herr opened the discussion with a state of play for MPAs across the country, noting MPAs as governor or legislatively led initiatives that aim to coordinate aging efforts across all agencies and sectors—from parks to libraries—through thoughtful stakeholder engagement, data collection, and long-term planning efforts. Notably, the growth of MPAs was acknowledged, with ten states across the country with MPAs created.

MCOs are uniquely positioned stakeholders that can support MPAs through their care coordination infrastructure, data collection capabilities, and person-centered outcomes.

Herr discussed the key ways in which MCOs can engage in their state MPA development:

- 1) Contact the state agency leading the MPA effort.
- 2) Align internal MCO goals with MPA objectives.
- 3) Contribute to MPA development through community input and listening sessions.
- 4) For states with existing MPAs, MCOs should highlight their current contributions to aging goals.

- 5) Remain involved and active – MPAs are fluid documents, they are revisited every two years which provides ongoing entry points for MCO feedback.

Diving Deep into North Carolina MPA and Areas of MCO Opportunity, Divya Venkataganesan

Divya Venkataganesan shared about North Carolina’s experience in launching its MPA following the signing of [Executive Order 280](#) by Governor Cooper in 2023, directing DHHS to lead the MPA in NC in collaboration with cabinet level agencies. The state has built a ten-year plan structured in two-year phases, driven by a significant public stakeholder engagement process that yielded 41 actions steps across eight priorities.

The four goals of North Carolina’s MPA—supporting older adults and families, strengthening communities, optimizing health, and ensuring economic security—are aligned with the state’s Medicaid Population Health Approach. Venkataganesan outlined some direct ways in which MCOs can advance each of the four goals:

- **Support for Caregivers: Aligned with Goal #1 - Supporting Older Adults and Their Families**
 - MCOs can recognize the enormous economic and emotional burden carried by familial caregivers, in part by promoting respite resources like the [NC Caregiver Portal](#). Furthermore, MCOs can improve coordination between caregivers, health providers, and case managers to ensure seamless transition of care.
- **Housing and Adult Protective Services: Align with Goal #2 – Strengthening Communities**
 - MCOs can identify housing related risks and connect members with agencies and housing assistance programs that provide safe, affordable, and accessible housing solutions. Furthermore, MCOs can help identify individuals at risk of abuse and neglect for adult protective services, ensuring timely intervention as a hindrance for future severe consequences.
- **Workforce Development and Long-Term Services and Supports: Align with Goal #3 – Optimizing Health and Wellbeing**
 - MCOs should play a critical role in reinforcing and strengthening primary care, by heightening access to high quality primary care that integrates behavioral health and addresses chronic conditions early. As it relates to long-term care, MCOs can play a key role in improving care coordination as well as partnering with state agencies to educate beneficiaries about options for long-term financial planning.
- **Financial Stability and Data Integration: Align with Goal #4 – Ensuring Economic Security**

- MCOs can integrate financial literacy and retirement planning support into care management, allowing members to be screened for financial insecurity via early risk detection. MCOs are key partners in contributing to data collection efforts as well to allow for a more comprehensive view of the gaps and strengths in the state's MPA.

Drawing Lessons from Massachusetts, Whitney Moyer

Whitney Moyer shared insights from Massachusetts' recently updated [MPA, ReiMAGine Aging 2030](#), which builds on the state's high life expectancy and actively engaged older adult population. Based on stakeholder engagement and needs of the state population, the plan prioritizes several themes, including economic opportunity and security, people and communities, places and spaces, health and wellness, aging in all policies, and proper communication streams. Interestingly, another common theme that arose amid the updated MPA process was concern regarding climate, given its impact on health outcomes.

Moyer spoke to the critical role of partnerships and diverse stakeholder engagement, especially with state MCOs. As of current, Massachusetts must contract with AAAs (Areas on Aging) which are uniquely termed ASAPs (Aging Services Access Points) in Massachusetts. A notable takeaway was the emphasis of a backbone organization for the success of MPA development, that can convene cross-sector stakeholders, track progress, and produce annual data reports. In Massachusetts, that convener is the MA Healthy Aging Collaborative, who leads the charge on synthesizing an annual data report.

Moyer emphasized the importance of a state MPA aligning with the State's Plan of Aging, as well as the State Plan on Alzheimer's Disease and Related Dementias.

Moyer noted that, while it was a missed opportunity for MCOs to be engaged in the original MPA development, there is a continued call to action for MCOs to get involved in the evolving nature of the state MPA.