

National
MLTSS
Health Plan Association



2026
Preferred
Vendor
Directory

About Us

National MLTSS Health Plan Association

The National MLTSS Health Plan Association is a national association of the leading managed care organizations that deliver high-value, quality managed long-term services and supports (MLTSS) for state Medicaid programs and beneficiaries. Association members also operate Integrated Plans for dually eligible beneficiaries. Our organizations serve the majority of MLTSS and the Medicare-Medicaid markets.

Representing the Full Range of MLTSS and Integrated Plans

Association members represent the spectrum of MLTSS health plans, including large, national MCOs with MLTSS contracts in multiple states and regional and community-based MCOs, both for-profit and non-profit. Member plans operate in all 24 states that offer MLTSS.

Preferred Vendors

Preferred Vendors are select companies who serve individuals relying on long-term care services and supports. Vetted by the Association's board, these companies demonstrate their leadership and commitment to the Association's goal of providing the highest quality care to vulnerable populations.

Member Organizations

Aetna	L.A. Care Health Plan
AmeriHealth Caritas	Lakeland Care
CareSource	Molina Healthcare
Centene Corporation	Neighborhood Health Plan of Rhode Island
Elevance Health	UnitedHealthcare
Florida Community Care, an Independent Living Systems Organization	UPMC Health Plan
Humana	VNS Health

Preferred Vendors

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Applied Self-Direction

Applied Self-Direction

1089 Commonwealth Ave Suite 371

Boston, MA 02215

appliedselfdirection.com

For more information:

Ines Rosas

Senior Consultant

ines@appliedselfdirection.com

(888) 414-4170

Applied Self-Direction offers technical assistance for stakeholders in self-directed LTSS. We work with health plans, states, federal government, and providers to expand, enhance, and safeguard self-directed services across populations and across the United States.



AssuranceSD

121 N Washington Ave Fourth Floor
Minneapolis, MN 55401
assurancesd.com

For more information:

Jeremy Maynor
SVP of Development
jeremy@assurancesd.com
(612) 512-1566

AssuranceSD partners with managed care organizations, states and veterans' programs to deliver hands-on, heartfelt Fiscal Management Services for individuals choosing to Self-Direction.

We believe in supporting our neighbors who are aging or disabled to live their best lives by self-directing when, how, where and from whom they receive their personal care services. Our teams live in the communities they serve, are passionate about Self-Direction and are committed to ensuring participants have the support they need. We provide:

- High-touch, local customer support
- Accurate, timely payroll and vendor payments
- Fast and efficient enrollments



Bayada Home Health Care

4300 Haddonfield Road
Pennsauken, NJ 08109
bayada.com

For more information:

Matt Lippitt, Division Director
mlippitt@bayada.com
(908) 377-7101

BAYADA Home Health Care has a special purpose—to help people have a safe home life with comfort, independence, and dignity. BAYADA Home Health Care provides nursing, rehabilitative, therapeutic, hospice, and assistive care services to children, adults, and seniors worldwide. We care for our clients 24 hours a day, 7 days a week.

Families coping with significant illness or disability need help and support while caring for a family member. Our goal at BAYADA is to provide the highest quality home health care services available. We believe our clients and their families deserve home health care delivered with compassion, excellence, and reliability, our BAYADA core values.



BENCHMARK

HUMAN SERVICES

Benchmark Human Services

1226 Landis Ave
Elmer, NJ 08318
benchmarkhs.com

For more information:

Sarah Chestnut, Director, Development
Strategies
schestnut@benchmarkhs.com
(812) 259-5431

Since 1960, **Benchmark Human Services** has been committed to comprehensively supporting populations with complex needs. We provide an array of services to over 20,000 children and adults across the country, including individuals with autism, intellectual and developmental disabilities, behavioral health needs, substance use, dual diagnoses, and high-acuity medical conditions.

Benchmark has become a go-to partner for health plans, payers, and other partners, developing innovative solutions to address complex challenges, improve outcomes, and drive value. Our mission is to help people live as independently as possible, be included in the community, and reach their full potential.



CAREBRIDGE

CareBridge

926 Main Street
Nashville, TN 37206
carebridgehealth.com

For more information:

Beth Riha, Vice President
beth.riha@carebridge.com

CareBridge is one of the nation's leading value-based care companies serving Medicaid, Medicare, and dual-eligible members. CareBridge is a fully licensed and credentialed medical group, leveraging in-home technology to support members in achieving improved quality of care and greater independence.

Our innovative clinical programs address the whole person including physical, behavioral, and social needs. We have two primary solutions: 24/7 Member Support (Medical) and Decision Support (HCBS), and two complementary solutions: Benefit Alignment and Electronic Visit Verification.

Our programs consistently engage high-need populations to reduce unnecessary hospital and ED visits. We partner closely with health plans, care managers, and providers to ensure seamless, coordinated care.

Careforth

Careforth

120 St. James Avenue
Boston, MA 02116
<https://careforth.com/>

For more information:

Laure Gere, VP Health Plan Partnerships
lgere@careforth.com
617.335.0729

Careforth empowers family caregivers across the country to confidently care for their loved ones at home. Every day, our teams of nurses and care coaches engage in real conversations with caregivers, personally and via our proprietary digital collaboration app, to provide emotional support, personalized guidance, and connections to community resources.

Careforth's caregiver support services improve health outcomes and satisfaction for those receiving and providing care, increase engagement for providers and health plans, and provide cost savings to payers. Through it all, Careforth supports family caregivers. At every turn.

ConnectAmerica[®]

Connect America

3 Bala Plaza West
Bala Cynwyd, PA 19004
connectamerica.com

For more information:

Todd Levin, Chief Revenue Officer
Todd.levin@connectamerica.com
(508) 331-2320

Connect America, and our family of brands, is the leading provider of connective health solutions dedicated to empowering aging adults and vulnerable populations to live safely and independently at home for as long as possible. Our AI-assisted digital health and safety platform includes Remote Patient Monitoring (RPM) solutions, Personal Emergency Response Services (PERS), Medication Management, Analytics, and SDoH support that enables continuous in-home and mobile monitoring of aging and at-risk populations for more timely interventions and smart escalations of care. With improved outcomes, reduced hospitalizations and lower care costs, patients and their care circles have peace of mind knowing Connect America is how health and home connect.



Consumer Direct Care Network

100 Consumer Direct Way
Missoula, MT 59808
www.consumerdirectcare.com

For more information:

Coco Ballew, Senior Director
cocob@consumerdirectcare.com
(406) 532-2008

Consumer Direct Care Network (CDCN) is a trusted partner for Association Members seeking expert support in self-directed home care services. Serving over 150,000 members and workers across nine states and partnering with 33 MCOs, CDCN emphasizes a person-centered philosophy that shapes our technology, customer service, and overall experience. Our in-state staff, trained through a robust curriculum, ensures meaningful member interactions. Purpose-built technology offers flexibility and reliability, while our 30-year legacy reflects a deep commitment to empowering Medicaid participants with choice and control in their care.

"Working with the Consumer Direct Care Network has allowed us to introduce a high-quality, user-friendly solution to supporting individuals with disabilities and their families to self-direct their home and community-based services. Their team comes to every new opportunity with passion, creativity, and a willingness to innovate in real time to support new solutions often informed by people with lived expertise." MCO LTSS Senior Director



Elligint Health

343 Thornall Street, Suite #630
Edison, NJ 08837
Elliginthealth.com

For more information:

Sue Powers, Chief Growth Officer
sue.powers@elliginthealth.com
(425) 941-3627

Elligint Health empowers payers, ACOs, and value-based care providers with cutting-edge technology and expert guidance. Our Helios® platform delivers real-time insights, predictive analytics, and seamless integration—helping organizations reduce costs, improve outcomes, and succeed in value-based care. We serve large Medicare and Medicaid payors, community health plans, and specialty care and home health providers nationwide.



EVOLVE

Enable Health & Independence

Evolve Emod, LLC (Evolve)

5965 S 900 Suite 255
Salt Lake City, UT 84121
evolve-emod.com

For more information:

Spike Cheever, President
spike@evolve-emod.com
(801)-879-0851

Evolve is the premier benefit manager for home and community based services. We provide aging in place solutions for Medicaid and Medicare plans to take care management out of construction. The best medicine starts with a safer home so our focus is the member's living environment. Through our delegated suite of services, plans have a compliant and transparent program and a singular solution for Clinical Home Assessments, Home Modifications, Vehicle Modifications, Asthma Remediation, Pest Control, Assistive Technology, Home Power Backup, Lawn Care, Memory Care Security, and PERS. We drive down the cost of institutionalized living, ED visits, hospitalizations, and costs of other related services.



GT Independence

215 Broadus St.
Sturgis, MI 49091
gtindependence.com

For more information:

Kirsten Capeless, National Director of
Business Development
kcapeless@gtindependence.com
(877) 659-4500

GT Independence, a family-owned, national financial management service provider that is on a mission to help people live life according to their choosing regardless of age or ability. We support people in directing their own home and community-based services by administering the financial, technical, and legal aspects of hiring and managing their own staff. The Carmichaels founded GT Independence in 2004 after personally experiencing the rewards and challenges of helping a family member with self-directed services. GT Independence has expanded from its home state of Michigan to serve more than 50,000 individuals across 17 states and the District of Columbia.



HHAeXchange

Homecare Management Software

HHAeXchange

130 West 42nd Street, 2nd Floor

New York, NY 10036

hhaexchange.com

For more information:

Lisa Dugan, Senior Director, Government
Relations and Channel Partnering

ldugan@hhaexchange.com

(717) 580-2443

HHAeXchange is the leading technology platform for homecare and self-direction program management. Developed specifically for Medicaid home and community-based services (HCBS), the HHAeXchange platform connects state agencies, managed care payers, providers, and caregivers through one easy-to-use, intuitive web-based platform for unparalleled communication, transparency, efficiency, and compliance.



Homestyle Direct

Your Health. Your Meals. Your Choice.

Homestyle Direct

2032 Highland Ave E

Twin Falls, ID 83301

homstyledirect.com

For more information:

Bradd Williams

Chief Development Officer

bradd@homstyledirect.com

Homestyle Direct crafts dietitian approved, medically tailored meals, delivered direct to members' homes around the United States. Homestyle meals are approved to help manage chronic disease while also delivering great taste. Plus, we provide ongoing support to enhance the member and partner experience.



ImpruvonHealth

Impruvon Health

2101 E Biddle Street
Baltimore, MD, 21213
impruvonhealth.com

For more information:

Justin Amoyal, Founder & CEO
justin@impruvonhealth.com
(410) 818-7272

Impruvon Health empowers MLTSS plans to deliver safer, more person-centered care for individuals with complex needs, specializing in IDD. Our platform reduces medication errors by 48% and increases care plan alignment by 69%. Designed for use across settings, it equips individuals, care teams, and loved ones with intuitive, role-based tools that support independence, streamline documentation, and automate compliance. We capture real-time, previously unavailable member data and deliver it in real time — enabling smarter, data-driven decisions for members. Trusted by federal, state, and IDD agencies, Impruvon advances independence, reduces hospitalizations, and improves care while meeting compliance and operational goals.

condition.

Jukebox Health

Jukebox Health

228 Park Ave S
New York, NY 10003
jukeboxhealth.com

For more information:

Tim Conroy, VP Advocacy & Growth
tim@jukeboxhealth.com
(212) 321-5113

Jukebox Health is redefining how states and MCOs manage long-term care costs by transforming home environments into powerful tools for independence. Through a tech-enabled platform, Jukebox connects clinical expertise, data-driven decision support, and a national network of vetted providers to deliver high-impact home modifications that reduce personal care hours and prevent institutionalization. With proven ROI and over 1,500 projects completed across 42 states, Jukebox helps Medicaid LTSS plans unlock existing HCBS spend for better outcomes. As demand grows for value-based, community-based care, Jukebox is the premier partner for payers looking to modernize benefits and scale aging-in-place solutions.



MedScope, a Medical Guardian company

1818 Market Street, Suite 1200
Philadelphia, PA 19103
medscope.org

For more information:

Alex Prough
Chief Commercial Officer
alex.prough@medicalguardian.com
248-568-9015

Since 1999, **MedScope** has supported care managers from the nation's leading managed care organizations, including D-SNP and Medicaid Waiver Agencies. We offer a full-service customizable PERS program, account management tools, and unmatched transparency. Our partner-first approach, award-winning customer service, and robust, scalable platform result in a dynamic offering and an unparalleled partner/member experience. MedScope, together with our parent company, Medical Guardian, serves over 600,000 PERS members and works with over 900 payer and provider partners.



Mom's Meals

3210 SE Corporate Woods Drive
Ankeny, IA 50021
momsmeals.com

For more information:

Nathan Jensen, Senior VP,
Sales & Business Development
nathan.jensen@momsmeals.com
(515) 963-7011

Mom's Meals is a leading provider of nutritious, refrigerated meals delivered direct to any address. Our mission is to improve life through better nutrition at home and is at the forefront of all we do. Our programs meaningfully address social determinants and support those recovering from a hospital stay or managing a chronic condition.



Netsmart

Netsmart

11100 Nall Ave
Overland Park, KS 66211
ntst.com

For more information:

Hannah Patterson, VP & GM, Workforce
Management Solutions
hpatterson@ntst.com
(417) 459-7084

Netsmart is a leading technology vendor of Software as a Service (SaaS) software for Medicaid payers and providers. Netsmart supports value-based care through services & software that assist MLTSS organizations with advancing their missions. Netsmart solutions are used by over 25,000 organizations and impact over 126 million lives. Integrated technologies provide real-time data through care coordination, population health management and electronic visit verification to improve outcomes and lower cost.



Palco, Inc

PO Box 13260
Maumelle, AR 72113-0260
www.palcofirst.com

For more information:

Mark Prussin, VP of Sales
mark.prussin@palcofirst.com
(201) 286-2087

Palco, Inc. is a nationally recognized provider of Financial Management Services (FMS), specializing in support for self-directed and long-term care Medicaid programs. With over 25 years of experience, Palco has been a trusted partner since the early days of self-direction, delivering comprehensive solutions to states and managed care organizations across the country. Serving more than 20 programs nationwide, we help people live independently through expert payroll, customer service, and training solutions. As a 100% CPA- and women-owned company, Palco specializes in both self-direction and co-employment models, with deep expertise in Medicaid program implementation, payroll systems, billing, and tax compliance.

PointClickCare®

PointClickCare

8 Spadina Avenue
Suite 1400
Toronto ON,
M5V 2H6
pointclickcare.com

For more information:

Jake Campbell, Sr. Marketing Manager,
Associations
jake.Campbell@pointclickcare.com
(647) 355-6538

With the largest care collaboration platform in North America, **PointClickCare** empowers health plans and managed care organizations (MCOs) to drive real-time care coordination between acute, ambulatory and network providers to influence cost-effective care, close quality gaps, and improve overall outcomes.



QCSS
HEALTH

QCSS Health

625 Massachusetts Ave,
Suite 200
Cambridge, MA 02139
qcsshhealth.com

For more information:

Matthew King, CEO
matt@qcsshhealth.com
(857) 576-0628

At **QCSS Health**, we are laser-focused on simplifying the complexities of MLTSS service delivery through innovative, data-driven solutions that result in greater cost-efficiencies, more equitable access to care, and improved health outcomes.

Our solutions enhance MLTSS programs in three steps: identifying inconsistencies in assessment data for correction, validating resource allocation and service delivery, and aggregating, analyzing, and forecasting financial performance. This ensures accurate reimbursements, improved utilization management, and reliable financial results. With our streamlined approach, you can better navigate the complexities of MLTSS and integrated care programs, allowing you to focus on what matters most – enhancing outcomes for your members.



ShiftAbility

PO Box 29122
Cincinnati, OH 45229
shiftabilityconsult.com

For more information:

Brian Hart, CEO
brian@shiftabilityconsult.com
(801) 494-7632

ShiftAbility is a transformation consulting group specializing in enabling technology and remote support solutions for I/DD providers. We partner with agencies to design and implement sustainable service models that reduce reliance on traditional staffing and improve outcomes for the people they support. Our services include strategic planning, implementation support, staff training, and access to Heylo—our remote support platform built for I/DD settings. ShiftAbility has helped agencies across the country launch technology-first programs that align with HCBS rules, meet compliance standards, and increase independence. We empower providers to own their remote support future.



TenderHeart Health Outcomes

11310 US-290,
Austin, TX 78737
tenderheart.com

For more information:

Roger Brown, Chief Growth Officer
rbrown@tenderheart.com
(602) 363-1807

For two decades, **TenderHeart** has been improving members' lives with programs that reduce health care costs by improving quality. TenderHeart began as a typical durable medical equipment (DME) provider in 2004 — under the name Longhorn Health Solutions — but since then we've become a national leader in providing high-quality supplies and care management, which enables us to reduce inappropriate utilization and cost. Our programs include:

- [Incontinence management through value-based arrangements](#)
- [Health Rewards](#): Our Health Rewards member engagement programs improve health outcomes for health plan members by providing evidence-based products to target areas such fall risk management, immunizations, diabetes, and many more.

Due to the value-based nature of our incontinence program and improved health outcomes resulting from our programs, managed care organizations (MCOs) realize substantial savings while also improving the health of their patients.



The Helper Bees

4203 Guadalupe St

Austin, TX 78751

thehelperbees.com

For more information:

Teresa Sansone Ferguson, Client

Engagement Specialist

Teresaf@thehelperbees.com

(512) 963-3191

The Helper Bees is a nationwide leader in advanced technology solutions, providing Medicare Advantage plans and Long-Term Care Insurance carriers with access to an innovative, scalable digital ecosystem for the delivery and administration of supplemental benefits in and around the home.

Our homeAlign® platform automates provider credentialing, fulfillment, invoicing, and payment, enabling the seamless administration of supplemental benefits. With the introduction of our flexible spending card, helpful™, we streamline and integrate a wide range of in-home services with over-the-counter products and other covered expenses. Our all-in-one solution empowers plans to allocate funds efficiently while meeting each member's personalized needs.



TRUALTA

Tualta

209 Victoria St
Toronto, ON M5B 1T8, Canada
tualta.com

For more information:

Jonathan Davis, Founder & CEO
Jonathan@tualta.com
(646) 599-5972

Tualta is an innovative, remote training platform built specifically for family caregivers. Our evidence-based solution is designed to help caregivers build skills to manage care at home for their aging loved one, improve confidence, reduce stress and prevent burnout by learning key care skills. Tualta is driving outcomes with payers, providers, states, and CBOs in 27 states.



VRI

209 Victoria St
Toronto, ON M5B 1T8, Canada
www.vricares.com

For more information:

Tim Harrall, Product Marketing
tharrall@vricares.com
(401) 96509681

VRI is leading provider of remote monitoring solutions. As part of a broader ecosystem that merges its assets with Higi, it offers an end-to-end care model that meets people in their communities with Anywhere Care, and in their homes with Care Everyday and PERS. Anywhere Care delivers community-based care access to address population-level needs in rural and underserved settings; Care Everyday delivers in-home virtual care management, 24/7 symptom monitoring, care coordination, and health navigation through our 50-state clinical network to manage chronic conditions and high-risk pregnancies; PERS provides 24/7 emergency response, ongoing safety monitoring, engagement, and aging-in-place support.