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

Preferred Vendors

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Abby Care is a clinically-led, AI-powered home care provider. Our industry-leading model helps patients with complex, chronic conditions get the care they need in the most comfortable, lowest-cost setting: the home. Abby Care improves patient outcomes, prevents avoidable hospitalizations, maintains or reduces total cost of care, reduces fraud, waste, and abuse, and delivers exceptional patient retention. We do this by training and employing family members as certified caregivers and pairing them with a licensed RN who provides a personalized care plan and clinical oversight. Our caregivers and clinicians use our custom-built platform to capture real-time data and support teams in delivering excellent preventative care.

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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

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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.

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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
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carebridgehealth.com

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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.

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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®

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Connect America is a proactive, intelligent care platform that helps health plans, providers, and caregivers prevent avoidable emergency department visits and enable safe, independent living at home for aging adults and vulnerable populations. Our platform combines Personal Emergency Response Systems (PERS), Remote Patient Monitoring, Medication Management, and CareCompass — a real-time triage and routing service that connects members to the right level of care the moment a need arises — with 24/7 human support to identify risk early and activate timely interventions. Backed by more than 50 years of experience and currently supporting 2.5+ million individuals and caregivers, Connect America partners with MLTSS and integrated health plans to reduce avoidable ED and inpatient utilization, lower total cost of care, and extend independence at home.

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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

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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.

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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.

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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.

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HealthEdge® is trusted to provide the technology and services that power health plans' most important value streams. With an integrated platform of solutions spanning claims administration, quality improvement, prospective payment accuracy, provider network management, care management, member engagement and risk adjustment, HealthEdge enables health plans to converge their data so they can harness automation and the promise of AI. Combining this next-gen technology with services and expertise gives health plans unmatched capabilities to deliver a future of frictionless and cost-effective healthcare experiences. For more information, visit HealthEdge.com.

HHAeXchange
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For more information:
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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.

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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.

Jukebox Health

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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
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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.

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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
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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.

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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.

Parachute Health

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Parachute Health powers digital DME benefit management for health plans by offering unprecedented visibility into the ecosystem of over 3,000 supplier locations and 270,000 clinicians on the Parachute Platform. With real-time visibility, in-network routing, and embedded coverage criteria, Parachute helps payors manage cost, improve member experience, and reduce administrative burden.

PointClickCare®

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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.

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Public Partnerships LLC (PPL) is the leading innovator of Medicaid solutions for self-directed home care, empowering individuals to live independently and choose how, where, and by whom their care is delivered. Partnering with states, Medicaid agencies, and health plans, PPL expands access to self-directed care, supporting over 500,000 participants across 50 programs in 20 states. Its proprietary financial technology platform enables accurate, real-time caregiver payments, automated payroll management, seamless electronic visit verification, and a real-time fintech solution that validates timesheet submissions against Medicaid, labor, and program rules.

Probari
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Probari is a software enabled, virtually delivered model that improves post-acute and LTSS performance, through nurse-led clinical records review to identify issues at transitions of care and drive quality outcomes. This RN driven model impacts quality of care and cost of care for members by placing insights directly into the hands of front-line staff who put them into action. Probari's proven track record demonstrates impact on hospital transfer rates and quality of care in nursing homes.

QCSS Health
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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.

Real Time Medical Systems
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Real Time Medical Systems is the KLAS Rated Interventional Analytics solution that turns post-acute EHR data into actionable insights. Serving healthcare organizations nationwide, Real Time improves value-based outcomes by reducing hospital utilization, detecting early signs of infectious disease, advancing care coordination, and generating cost savings through post-acute data transparency.

Compatible with all major post-acute EHRs, the HITRUST Certified cloud-based solution generates a live-sync with both structured and unstructured data within the EHR. By identifying subtle changes in condition as they occur, the platform prioritizes high-risk patients by clinical need and enables facilities to share live EHR data with healthcare partners.

SafeinHome
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www.safeinhome.com

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312-882-8922

SafeinHome delivers Remote Supports services that enable people with intellectual and developmental disabilities (I/DD) and older adults to live more independently at home and in their communities. By combining assistive technology with trained Remote Supports Specialists, we provide support tailored to each person's goals, routines, and preferences.

Available day and night, Remote Supports promote autonomy and self-determination while extending the reach of existing supports. The service strengthens stability, supports daily living skills, and enables individuals to remain safely connected to their communities in the least restrictive way possible.

TenderHeart Health Outcomes
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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
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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

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Trualta 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. Trualta is driving outcomes with payers, providers, states, and CBOs in 27 states.

VRI
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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.