Providing high-quality and efficient coordination of home and community-based services to individuals across the aging services network throughout Massachusetts and beyond.

Care Coordinate

- Serves as a single point-of-entry for statewide home and community-based services delivery including case management, care transitions, provider contracting and management, billing, and claims processing.

- Leverages the Aging Services Access Points (ASAP) network’s 45+ years of experience in the care management of at-risk individuals who need support and assistance to live independently in their homes and communities.

- Improves healthcare outcomes and reduces health disparities by identifying and addressing the social determinants of health (SDOH) to reduce costs and improve quality of life.

- Promotes an integrated care model that provides long-term services and supports (LTSS) and home and community-based services (HCBS) together with healthcare services.

THE GATEWAY TO OUR ROBUST AGING SERVICES NETWORK

<table>
<thead>
<tr>
<th>Leverages Our Experience</th>
<th>Promotes Efficiency</th>
<th>Enhances Care Coordination</th>
<th>Improves Health Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Represents 45+ years of experience in managing LTSS and community-based services and supports.</td>
<td>Offers payers, providers, and Accountable Care Organizations (ACOs) access to the entire ASAP network and more than 450 direct service providers for improved efficiency and scalability.</td>
<td>Connects consumers with core services in their community. Leverages best practices and eliminates costly inefficiencies.</td>
<td>Provides services responsive to SDOH, including housing, in-home services and supports, nutrition, etc.</td>
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</table>
What does this mean for ASAPs?
- Offers seamless contracting across the statewide ASAP network.
- Increases negotiating power and reduces regional and statewide competitor threats.
- Highlights ASAP expertise in SDOH and their impact on health outcomes and cost.
- Consolidates administrative processes.
- Supports collaboration and consistent service delivery.
- Creates a more coordinated, effective, and efficient ASAP network.

What does it mean for the individuals and families we serve?
- Ensures standardized care for all individuals regardless of location or income.
- Applies best practices and quality measures consistently.
- Improves health outcomes and satisfaction with care.
- Provides standardized services regardless of payor – ACOs, skilled nursing facilities, and HCBS providers.

What does it mean for our community-based partners and providers?
- Improves administrative coordination with one single point-of-entry and centralized intake, provider contracting and management, billing, and claims processing.
- Addresses national trend focused on integration with healthcare providers and community-based organizations by providing a single point-of-entry for contracts.
- Offers case management services for those partners and providers unable to provide this critical service.