

# ACC Provider & Community Experience Subcommittee



Thursday, October 12 2023

---

# Introductions



Laura Gerard  
*She/Her*  
Consultant, JSI Research &  
Training Institute

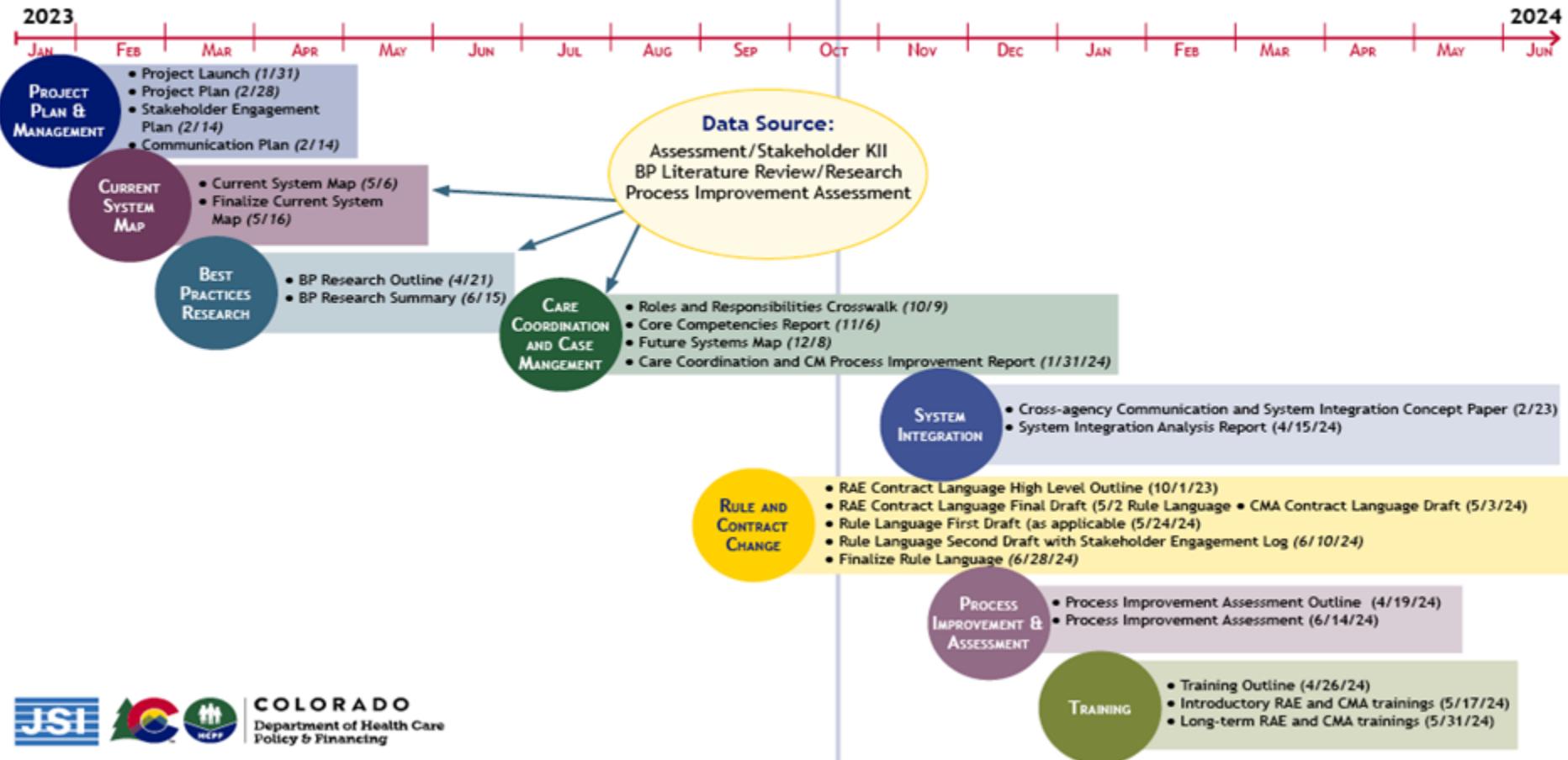


Amy Downs  
*She/Her*  
Consultant, Results Count



Laurel Karabatsos  
*She/Her/Ella*  
Consultant, Parago  
Consulting LLC

# ARPA Care - Case Management Best Practices Project Timeline



# Stakeholder Input

---

- Conducted key informant interviews with:
  - State employees
  - Members and members' families
  - RAEs
  - CMAs
  - National organizations and other states
- Facilitated discussion in public forums with stakeholder advisory groups

## Domains

---

1. Intra-/inter-agency alignment and coordination
2. RAE and CMA role clarification, collaboration and coordination
3. Data sharing and technology
4. Payment and performance
5. Regulations and oversight

**CENTRAL THEME: Improve member experience**

# Questions?

