

New Resources Available

Brief | State Approaches to Developing and Operating Ombudsman Programs for Demonstrations under the Financial Alignment Initiative

Ombudsman programs can offer beneficiary protections as part of Medicaid managed care programs. This technical assistance brief compares approaches that states have taken in structuring ombudsman programs for the demonstrations under the Financial Alignment Initiative. It also examines the services offered by ombudsman programs and the value these programs have brought to the demonstrations. This brief could help state Medicaid agencies that are developing beneficiary support systems or implementing new integrated care programs to better understand the full range of beneficiary needs within their dually eligible populations and how ombudsman programs or similar support systems could bring value to their efforts.

- Read the [Brief](#)

Webinar | Perspectives on Ombudsman Programs Serving Dually Eligible Individuals: Services Offered and Value Added

On March 9, 2021, ICRC hosted a webinar “Perspectives on Ombudsman Programs Serving Dually Eligible Individuals: Services Offered and Value Added.” Using the ombudsman programs developed for the demonstrations under the Financial Alignment Initiative as an example, the webinar examines ways that states have structured these programs, the types of supports that they can offer, and the value they provide to both consumers and state Medicaid agencies. The webinar features ombudsman from the demonstrations in California and Ohio and state Medicaid agency staff from Massachusetts and South Carolina.

- Access the webinar [Recording](#) and [Slides](#)
- Complete the webinar evaluation [Survey](#)

ABOUT THE INTEGRATED CARE RESOURCE CENTER

The Integrated Care Resource Center is a national initiative of the Centers for Medicare & Medicaid Services to help states improve the quality and cost-effectiveness of care for individuals dually eligible for Medicare and Medicaid. The state technical assistance activities are coordinated by Mathematica and the Center for Health Care Strategies. For more information, visit www.integratedcareresourcecenter.com.

[Subscribe](#) for updates from the Integrated Care Resource Center.
Send queries to: ICRC@chcs.org

To unsubscribe, send an e-mail with “Unsubscribe ICRC” in the subject line to ICRC@chcs.org

