

What is MLTSS?

Medicaid Managed Long Term Services and Supports (MLTSS) allows Members to access their traditional Medicare (medical) benefits while receiving their Medicaid covered benefits through NextLevel Health.

Members who are enrolled in both Medicare and Medicaid are known as Dual Eligible. If you receive Home and Community Based Waiver services or reside in a Nursing Home, you may choose to receive care for covered services through the Medicare and Medicaid Alignment Initiative (MMAI) or MLTSS program.

Medicare Benefits & Options

Medical benefits are provided by Medicare as the primary payer. Participants must be enrolled in a Medicare A, B and/or D plan.

Depending on the Medicare covered benefits, premiums and deductibles are covered by Medicaid Fee-for-Service and/or by one's enrollment in a Medicare Advantage Plan – Part C.



Learn more about becoming a NextLevel Health Member

Phone:

Call us 24/7 at 1-844-807-9734.
If you are hearing impaired,
call TTY: Illinois Relay at 711.

Online:

NextLevelHealthIL.com
or info@nlhpartners.com.

[f](#) [t](#) [i](#) [in](#) @NextLevelIL

Illinois Client Enrollment Services will send you information about your health plan choices, when it's time to make that choice and during your Open Enrollment period.

NextLevel Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. | ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-844-807-9734 (TTY: 711). | ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-807-9734 (TTY: 711). | UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-844-807-9734 (TTY: 711)

A photograph of a healthcare professional, a woman with dark hair in a bun, wearing blue scrubs and a stethoscope, smiling and talking to an elderly man with glasses wearing a light blue button-down shirt. The background is a blurred indoor setting. The image is set against a purple and teal geometric pattern background.

Managed Long Term Services & Supports (MLTSS)

The logo for NextLevel Health features a stylized 'N' icon composed of three interlocking geometric shapes in purple, teal, and blue. To the right of the icon, the text 'NextLevelHealth' is written in a bold, sans-serif font, with 'NextLevel' in purple and 'Health' in teal. Below this, the tagline 'A healthier you. A healthier community.' is written in a smaller, teal font.

Who Qualifies for MLTSS?

Have you been approved for both Medicare and Medicaid? Do you currently live in a nursing home or long term care facility? Or are you receiving Home and Community Based Services through one of the State's Waiver programs? You may qualify for NextLevel Health's MLTSS program.

Illinois Waiver Programs provide assistance and services to allow you to remain in the community:

- Persons on the Elderly Waiver
- Persons with Disabilities Waiver
- Persons with HIV/AIDS Waiver
- Persons with Brain Injury Waiver
- Persons living in a Supportive Living Facility

For more information or to apply for Waiver services contact:

Age 19-59:

Contact Illinois Department of Human Services -Division of Rehabilitation Services: 1-800-843-6154

Age 60 and over:

Contact Illinois Department on Aging: 1-800-252-8966



MLTSS Covered Services:

As an MLTSS participant, you will have access to a variety of covered services through NextLevel Health, based on your needs and eligibility. These services include:

- Free 24 hour Nurse Advice Line: Call our Nurse Advice line at 1-844-807-9734 any time
- Free non-emergency Transportation for medical and pharmacy appointments
- Behavioral Health Services like: Group and Individual Therapy, Counseling, Community Treatment, Medication Monitoring and more
- Alcohol and substance use services like: Group and Individual therapy, Counseling, Rehabilitation, Methadone services, Medication Monitoring and more
- Long Term Care services in your nursing home
- Home and Community Based Waiver Services, based on eligibility, like: homemaker, adult day services, personal assistant, home delivered meals

All other non-Medicare services covered by Medicaid must be billed to Medicaid unless covered under a long term care facility.

MLTSS Enrollment

When a beneficiary is eligible for automatic enrollment in both MMAI and MLTSS, Illinois Client Enrollment Services will mail them an MMAI automatic enrollment notice. Beneficiaries who opt-out of MMAI will be required to enroll in MLTSS if they live in a nursing facility or receive waiver services.

Dual eligible (Medicare and Medicaid) individuals who reside in a nursing facility or receive Waiver services, must enroll in either an MMAI program or the MLTSS program.

During the enrollment period, members may call the Illinois Client Enrollment Broker at 1-877-912-8880 to change their plan.

After enrollment, MLTSS enrollees have a 90-day switch period and then are "locked in" for one year.

