



How Connecticut Eliminated Capitated Managed Care in Medicaid

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How It Started

- ▶ The Promises and Problems
- ▶ Investigation
- ▶ Litigation
- ▶ Media Response
- ▶ FOIA Requests
- ▶ Secret Shopper Survey
- ▶ Temporary Victory
- ▶ The Power of Audits
- ▶ Publicizing Coverage Misrepresentations

Where We Are Now

- ▶ Cost reductions between 2012 and 2018
- ▶ 3.5% Administrative Costs (Medical Loss Ratio of 96.5%)
- ▶ Patient Centered-Medical Homes
- ▶ Data on Quality
- ▶ Meaningful Managed Care
 - ▶ Intensive Care Management
 - ▶ ER Usage
- ▶ Cost Reduction

Lessons Learned

- ▶ Awareness
- ▶ Laying the Foundation
- ▶ Provider Support
- ▶ Public Officials Willing to Demand Accountability
- ▶ Offering a Realistic Alternative: *Managed Fee for Service*
- ▶ Media, Media, Media

More Information?

- ▶ For the more complete story, read [How Connecticut Eliminated Capitated Managed Care in Connecticut](#)
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