



Empowering More Individuals Through Long-Term Services and Supports

At Centene, we are driven by a singular purpose: **to transform the health of the community one person at a time**. Our unwavering commitment to whole health, with a focus on individuals and a local approach, helps us make sure each person receives the most appropriate support and services for their unique needs.

Build Stronger Connections With Our Leading Network

As the largest Medicaid managed care organization in the country, Centene is a national leader in managed long-term services and supports (LTSS). With an

expansive portfolio of innovative healthcare solutions and key community partnerships, our approach focuses on integrating physical, social, and behavioral health — all while empowering our members through additional resources and supports.

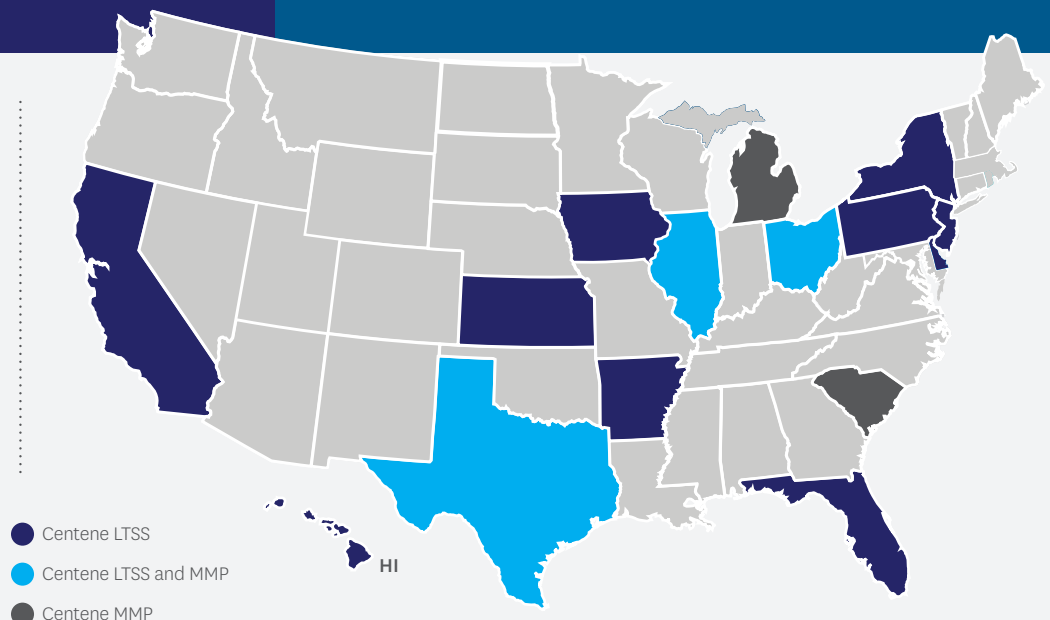
We understand the complexities of coordinating across Medicaid and Medicare benefits. We provide holistic support to our dual eligible members who are enrolled in separate Medicare and LTSS programs as well as those in fully integrated Medicare - Medicaid dual demonstration programs (MMPs).

338K+ Members across 15 states rely on Centene for LTSS as of January 2025

28K+ Employees trained in Person-Centered Thinking since 2016

LTSS IS PROVIDED FOR A RANGE OF POPULATIONS, INCLUDING:

- > Older Adults
- > People with physical disabilities
- > Individuals with acquired or traumatic brain injuries
- > People living with HIV/AIDS
- > People with serious and persistent mental illness
- > People with intellectual and developmental disabilities
- > Children with special healthcare needs





How Local
Partnerships
Drive Better
Care

“ We train our staff and providers to help address **unique barriers** that make community living challenging for many. ”



High-Touch Integrated Supports for Individuals

We tailor care to each member, recognizing that one size doesn't fit all. Our person-centered approach puts individuals in charge of their care decisions. Using advanced technology, we give care teams a complete view of each member's medical, social, and functional needs—helping connect fragmented services and link members to both clinical and community resources. Above all, we prioritize dignity, respect, and independence to help members thrive in the setting of their choice.



Local Approach and Partnerships for Better Outcomes

We understand that the best support is close to home. That's why each of our health plans is developed and staffed locally, with local members and providers serving as our chief advisors.

We partner closely with advocacy groups and providers, such as centers for independent living and area agencies on aging, to implement innovative programs and improve the overall quality of care delivered to our members. Local care managers assist members with access to care, coordinate referrals to health and social services, and address member concerns and questions.

We also have a National Disability Advisory Council and partner with trade associations and advocacy groups to advance best practices in managed LTSS.

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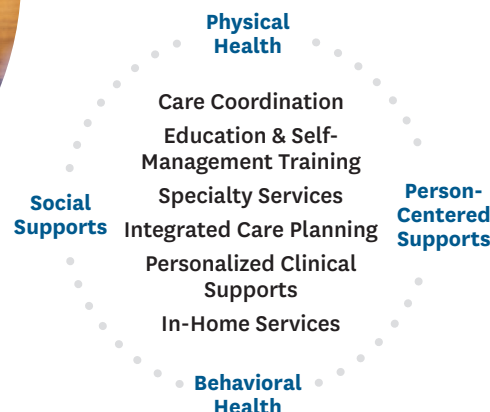
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*Transforming the health
of the communities we serve,
one person at a time.*

Tailored Support Through Personal Understanding

Getting to know members personally helps us tailor our portfolio of supports to their circumstances and serve their needs better.



Supporting Members at Home and Beyond

Centene's long-term services and supports include both home and community-based services and institutional and residential care.

- Culturally sensitive, person-centered planning driven by the member and their chosen circle of support
- Integrated care management/service coordination teams
- Transition, employment, and housing supports
- Health and wellness programs including preventative care
- Assistive technology and home modifications to increase independence and quality of life
- Family and caregiver education and supports

