



## Patients First:

# Principles of Consumer-Centered Medicaid Reform

1. Better health is the bottom line.
2. Consumer engagement is essential.
3. Effective consumer outreach includes education and assistance.
4. Successful managed care treats the whole person.
5. Special needs require special accommodation.
6. Expanding home- and community-based long-term care can improve outcomes and save money but takes time.
7. Accessible managed care requires a robust provider network.
8. Quality and accountability bring Medicaid reform full circle.