

Narrator:

Focus area number two is about high quality service. The goal is for providers to give person-centered care based on best practices and focused on safety, happiness, and outcomes. The division will do this by working on the following objectives. By 2030, there will be enough well-trained providers to serve all members. Beginning in 2026, the division will review provider plans every three years to make sure care is the best it can be. By 2030, the division will create a training program for health plan providers that focuses on the whole person to give complete care for individuals with intellectual and developmental disabilities. By 2030, members will be able to see how well providers are doing so they can make choices about their services.