

# Meeting LGBTQ+ Health Care Needs in Medicaid

People in the LGBTQ+ community, including many who are enrolled in Medicaid, face health disparities and inequities, in part due to challenges accessing and receiving quality health care. By prioritizing inclusivity and engagement, Medicaid agencies can advance LGBTQ+ health equity.

## What challenges do LGBTQ+ Medicaid members face?

LGBTQ+ individuals deserve safe, competent care to meet their unique health care needs, yet often don't receive it.



While Medicaid agencies often lead in covering LGBTQ+ care, including gender-affirming treatments, **coverage is inconsistent nationally.**



There are **not enough culturally competent providers** serving LGBTQ+ individuals, and resources to help members find competent care are limited.



Many **Medicaid agency staff lack supports** needed to effectively address the unique health needs of LGBTQ+ individuals.

## How can Medicaid agencies better support LGBTQ+ members?

Medicaid agencies can play a pivotal role in advancing high-quality LGBTQ+ health care by adopting strategies based on the Institute of Medicine's six domains of quality care.



### 1 Train the workforce:

Use state resources to fund LGBTQ+ cultural competency trainings for both providers and Medicaid staff.



### 2 Make access easy:

Create resources for members and providers that explain covered LGBTQ+ services and how to access them.



### 3 Be patient-centered:

Integrate services that address health-related social needs and clinical care to meet whole-person care needs.



### 4 Provide care coordination:

Hire care navigators that can meet the unique needs of LGBTQ+ members seeking care.



### 5 Build efficient partnerships:

Engage managed care health plans to better meet the needs of LGBTQ+ members.



### 6 Design equitable policies:

Work with LGBTQ+ members and providers on policy design and implementation.

