



## Accessing Complex Care Assistant Services for Community Case Management Enrolled Members

### Are you interested in learning about CCA services?

<input type="checkbox"/> Would you like to have a CCA evaluation?	<div style="background-color: #2e7d32; color: white; padding: 10px; display: inline-block; border-radius: 5px;">YES</div>		<p><b>Contact your CCM CM</b></p> <p>Your CM will explain what CCA services are, how they compare to HHA and PCA services, who can become a CCA, and how to apply to become a CCA.</p>
<input type="checkbox"/> Would you like to learn more about CCA Services?			

### Who can become a CCA?

**A CCA is an employee of a CSN Agency.** You or another identified caregiver can pursue employment by a CSN Agency, or you can request that a CSN Agency provide a CCA for you.

<input type="checkbox"/> Would you and/or another identified caregiver(s) like to become a CCA?	<div style="background-color: #2e7d32; color: white; padding: 10px; display: inline-block; border-radius: 5px;">YES</div>		<p><b>Talk to your CM about your current providers</b></p> <p>Your CM can share a list of CSN Agencies who offer CCA services.</p>
<input type="checkbox"/> Or are you interested in having a CSN Agency provide a CCA for you?			

### Are you currently filling CSN hours with an agency who offers CCA services?

**YES.** Reach out to your CSN Agency to let them know you are interested in accessing CCA Services. Let the agency know if you would like to be hired as the CCA or have them provide a CCA to you.

**NO.** That's ok. Some CSN Agencies will hire and/or offer CCA services even if they are not currently providing your CSN services. Your CM can help you identify other agencies to contact.

- If you or another identified caregiver are interested in becoming a CCA, you will work directly with the CSN agency. You will follow their hiring, on-boarding, and training requirements.
- Let your CM know once the hiring, on-boarding, and training process is completed.

If you are having a hard time finding a CSN Agency to hire you or your identified caregiver(s), reach out to your CM and they can direct you to other agencies.



# CCA Evaluation Process

## How to get started?

**Contact your CCM CM.** They will explain what CCA services include and how to proceed with an evaluation.

CCA Services include all HHA and some PCA tasks, as well as Enhanced Care Tasks which may or may not already be authorized on your existing assessments.



## Have you had a recent PCA and or HHA evaluation?

**YES.** Your CM can pull your ADL tasks from your evaluation.

**NO.** Your CM will make a referral to a CCM OT who will conduct an HHA evaluation to determine your ADL tasks for CCA services.

**Once your ADLs have been determined,** your CM will talk with you about scheduling a CCA evaluation to review what qualifying ADL and Enhanced Care tasks you would like to include in your CCA services.

**Tell your CM when** the CSN Agency has hired you or your identified caregiver(s), all agency requirements for training and on-boarding are finished, OR the agency has identified a CCA for you, AND you/they are ready to begin work.



**Your CM will write a PA for CCA Services with your identified CCA provider and CCA services can begin!**

Reach out to your CM to request PA modifications if you would like to move qualifying personal care and/or CSN tasks to/from your CCA services.



### Abbreviations

ADL: Activities of daily living

CCA: Complex care assistant

CCM: Community Case Management

CM: Clinical manager

CSN: Continuous skilled nursing

HHA: Home health aide

OT: Occupational therapist

PA: Prior authorization

PCA: Personal care attendant



For more information on the CCA Evaluation Process, go to [mass.gov/info-details/complex-care-assistant-services](https://mass.gov/info-details/complex-care-assistant-services)



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If you have any questions or need assistance, please contact your CCM Clinical Manager at **1-800-863-6068** or email [commcase@umassmed.edu](mailto:commcase@umassmed.edu)