

Community Case Management and Commonwealth Medicine

Community Case Management (CCM) approves and manages MassHealth Long Term Services and Supports. CCM is part of Commonwealth Medicine, a division of the University of Massachusetts Medical School.

For more information about CCM, please contact us by calling **1-800-863-6068** or **(508) 421-6129** (TTY).

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Commonwealth Medicine

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Community Case Management

333 South Street, Shrewsbury, MA 01545

Tel: (800) 863-6068 or (508) 421-6129 (TTY)

Fax: (508) 421-5905

Email: commcase@umassmed.edu



Commonwealth Medicine



MANAGING LONG TERM
SERVICES & SUPPORTS
FOR MASSHEALTH
MEMBERS

Community Case
Management

Managing Long Term Services and Supports for eligible MassHealth Members.

MassHealth Members with complex medical conditions face many challenges. They may need Long Term Services and Supports (LTSS) to live at home with their family. Having one contact to help with LTSS makes it a little easier.

Some MassHealth Standard or CommonHealth Members can get MassHealth continuous skilled nursing services. Community Case Management (CCM) approves and manages the MassHealth LTSS services for them.

The Member calls one person for help to get medically necessary services. These include continuous skilled nursing, durable medical equipment, oxygen and respiratory equipment, personal care attendant, and rehabilitation services.

Members who need continuous skilled nursing along with other LTSS are given MassHealth Service Records. CCM builds this Record based on each Member's medical needs. CCM talks to the Member's care team to do this.

One person to call to help with **MassHealth Long Term Services and Supports (LTSS).**

How CCM helps Members with MassHealth LTSS services.

CCM works with the Member to find the LTSS services they need. With CCM, the Member gets:

- **Individual Care Coordination** – Each member has a Clinical Manager to help them. The CCM Clinical Manager is a nurse. The Clinical Manager can give the Member information about other MassHealth and community-based services and programs. Clinical Managers can be at hospital and nursing facility discharge planning meetings. They support Members and the people who care for them as they move back home.
- **In-Person Assessments and the Service Record** – The Clinical Manager meets with the Member and their care team to learn about the Member's needs. CCM then builds a MassHealth Service Record.
- **Health Care Professional Team** – The Clinical Manager works with respiratory, physical, occupational and speech therapists, pharmacists, and social workers. Together the team decides what medically necessary services and equipment the Member needs.
- **Multi-Agency Coordination** – CCM staff connects the Member with state agencies, community-based services and MassHealth providers. These include the Department of Disability Services (DDS), Department of Public Health (DPH), Massachusetts Commission for the Blind (MCB), and Massachusetts Rehabilitation Commission (MRC).
- **Insurance Identification** – Sometimes Members have their own insurance as well as MassHealth. Some of their LTSS may be covered by that insurance. CCM can help figure that out with the insurance company.
- **Resource Materials** – Members are given materials to help them find providers for their LTSS needs.

