

Community Case Management

Frequently Asked Questions (FAQ)



What is Community Case Management (CCM)?

Community Case Management (CCM) is a service provided by ForHealth Consulting® at UMass Chan Medical School. CCM provides coordination of MassHealth (Massachusetts Medicaid) long-term services and supports (LTSS) to MassHealth Members with complex medical needs and their caregivers. UMass Chan hires Clinical Managers, who are registered nurses, to be your single point of contact and to coordinate and approve services on behalf of MassHealth.

Who is eligible to have their MassHealth services coordinated and approved by CCM?

CCM coordinates and approves services for MassHealth Standard or CommonHealth Members who qualify for MassHealth continuous skilled nursing (CSN) services.

What are CSN services?

CSN services are nurse visits of more than two hours of nursing services per day.

Who provides CSN services?

There are two types of providers who provide CSN services. CSN agencies are MassHealth-enrolled agencies that hire registered nurses (RN) or licensed practical nurses (LPN) to provide CSN services. CSN agencies are responsible for supervising the RN or LPN, as well as managing your nursing care plan and all prescribing provider orders related to the care they provide.

The other type of CSN provider is an Independent Nurse. The Independent Nurse is a self-employed RN or LPN who manages your nursing care plan and is responsible for obtaining all prescribing provider orders related to the care they provide.

With both provider types, if a parent, spouse, legal guardian, or other family member is also an RN or LPN in the state of Massachusetts, they can be paid to provide care to you as an RN or an LPN if they enroll as a MassHealth Independent Nurse or become employed by a MassHealth enrolled CSN agency.

What is the CCM Clinical Manager's role?

The CCM Clinical Manager's role is to complete an in-person assessment (a review of your care needs) to determine if you qualify for MassHealth CSN services. If you are eligible for CSN services, then the Clinical Manager will develop a plan based on your needs (a service record). The CCM Clinical Manager will authorize and coordinate other MassHealth services you may qualify for. These services may include a personal care attendant (PCA), a home health aide (HHA), a complex care assistant (CCA), durable medical equipment (DME), oxygen and respiratory equipment, medical supplies, and therapy services. The Clinical Manager works with other CCM clinicians, who include physical, occupational, respiratory, and speech therapists, as well as pharmacists, and social workers.

What is a PCA?

A PCA is a person who can help you with the daily activities that you need support with because of your condition or illness. For example, a PCA can provide help with bathing, dressing, and eating. They may also be able to help you with other household services. These may include laundry, shopping, and housekeeping. PCA services require a separate assessment by CCM and must follow MassHealth regulations. The MassHealth PCA Consumer Handbook, available through your Clinical Manager, can provide you with more information about the PCA program.

What is an HHA?

An HHA is a person who works for a Home Health Agency to help you with your care needs. These may include bathing, eating, changing simple wound dressings, and other tasks or activities that do not require a nurse or therapist. HHA services are provided under a plan of care from the Home Health Agency and your physician. A nurse from the Home Health Agency supervises the home health aide activities. A parent, spouse, or legal guardian can also be hired as an HHA to perform your care needs.

What is a CCA?

Similar to an HHA, a CCA is a person who works for a CSN Agency to help you with your care needs. CCA services can include all of the same services that an HHA can perform. In addition, they can provide enhanced care services, which include: enteral G-tube/J-tube feedings, skin care including application of OTC products or routine G-tube/J-tube care, oxygen therapy, oral (dental) suction to remove superficial oral secretions, ostomy and catheter care, modified meal preparation, equipment management and maintenance (wheelchair, CPAP/BiPAP, oxygen and respiratory care equipment) and paperwork, braces, splints, and/or pressure stockings, and transportation to medical providers/pharmacy. A parent, spouse, or legal guardian can also be hired as a CCA to perform your care needs.

Will the CCM Clinical Manager have a relationship with the nursing provider(s) in my home?

Yes. Your CCM Clinical Manager will work closely with the nursing provider(s) in your home. The Clinical Manager will work with any of your other providers as well. An important part of the assessment process is talking with the providers who know your care needs. Most importantly, you—and if appropriate, your caregiver(s)—will be included in the review process that leads to your approved MassHealth services.

I also have a case manager from the Department of Public Health. What will happen to that relationship?

Many families have a case manager from other state agencies or insurance. These may include the Massachusetts Department of Public Health, the Massachusetts Department of Developmental Services, the Massachusetts Commission for the Blind, Early Intervention, MassAbility and/or a private insurance company. These relationships will continue. The CCM Clinical Manager will, if you agree, communicate and work closely with all these other agencies as necessary.

I cannot get my approved nursing hours filled. What do I do?

First, talk with your CCM Clinical Manager—they may have ideas. These may include working with multiple MassHealth nursing providers and making direct outreach calls to providers on your behalf to help fill those nursing hours or using other MassHealth services (CSN/PCA option, skilled nursing visits, HHA, CCA) until a nurse can be found. Your Clinical Manager can also assist and support you with enrollment in the CCM Nurse Directory, an online directory that supports matching CCM Members with available CSN providers.

What is the CCM Nurse Directory?

The CCM Nurse Directory can help you find a CSN provider to provide you with nursing care. You can create an account on the CCM Nurse Directory. First, you will need to register for an account. Once your registration is approved, you can create your profile, which includes completing information about your nursing care needs and other preferences you have for your nursing provider. Once your profile is complete, you'll be able to search for available MassHealth CSN providers who match your preferences and clinical needs.

For more information about the CCM Nurse Directory, please visit ccmnursedirectory.org or talk with your CCM Clinical Manager.

I want to use the CCM Nurse Directory but I don't have the time to create a profile. Can I get help?

Yes. Talk with your CCM Clinical Manager and they will assist you with creating a profile and managing your searches in the CCM Nurse Directory.

What can I expect from the nursing provider(s) in my home?

Your nursing provider(s) will obtain physician orders and provide hands-on skilled nursing care, as approved by your CCM Clinical Manager. Any care provided by the nurses should be documented and left in the home for review by you, your caregiver(s), and other nursing providers.

I am concerned that the CCM Clinical Manager will perform a MassHealth LTSS assessment on a day when I do not appear to be sick.

The CCM Clinical Managers are nurses who have experience with individuals who have special healthcare needs. They are very aware that your condition may change from day to day. The CCM Clinical Manager will review nursing/medical records, and talk with you, your nursing providers, and, if necessary, your physician.

How often will the CCM Clinical Manager come to my home and contact me?

The CCM Clinical Manager will provide an in-person assessment in your home at least once per year. You may request a visit at any time if you feel it would be helpful. During the first year, the CCM Clinical Manager will call you every three months to talk about whether your approved MassHealth services are meeting your needs. After the first year, you can decide how often you would like to hear from your CCM Clinical Manager, though they will reach out to you a minimum of twice per year. Of course, you may call your Clinical Manager at any time with questions or concerns regarding your MassHealth services.

What happens if I do not use all my nursing hours?

Approved nursing hours can be used only during your Prior Authorization (PA) period. When a PA ends, any remaining hours are no longer available. It is important to keep track of your unfilled nursing hours.

Can I use my nurse if I am in the hospital or nursing facility?

No. A nursing provider cannot provide services for you if you are in a hospital or nursing facility.

What should I do with unused PCA hours? Can they be saved?

Unused PCA hours cannot be saved. PCAs cannot work more than the approved number of hours per week.

Can I use my PCA hours if I am in the hospital or nursing facility or while I am in a day or foster care program?

A PCA cannot be paid to work for you if you are in a hospital or nursing facility or during the time you are in a MassHealth-funded adult day health, day habilitation, adult foster care, or group adult foster care program.

How does the nursing care I receive at school or at a day program affect my MassHealth services?

Many CCM Members receive nursing services in school or at a day program. The CCM Clinical Manager will ask during the assessment process what other services you are receiving and the payment source. For example, if you are in school, the Clinical Manager will request a copy of your Individualized Education Plan (IEP). The Clinical Manager will review the IEP to see what services the school has agreed to provide when you are in school and adjust your CSN authorization if there is any duplication in nursing services provided during school or day habilitation.

How can CCM help me get the equipment I need?

CCM Clinicians will review the DME and supply requests submitted to MassHealth by your providers. CCM Clinical Managers and therapists understand your care needs and MassHealth regulations. CCM therapists will work directly with your CCM Clinical Manager to review DME and supply requests whenever necessary. They can discuss the PA process with you and work with your healthcare providers and equipment vendors to support your equipment needs.

How long does it take to obtain a PA decision for equipment or supplies from CCM?

A decision will be made within 14 days as long as all required information is included with the request.

If you have any further questions, please call **CCM** at **(800) 863-6068** or **TTY** available through **MassRelay 711** or **e-mail us** at commcase@umassmed.edu.

Please visit the **MassHealth CCM webpage** at www.mass.gov/ccm.

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