

Frequently Asked Questions (FAQ)

About Community Case Management



What is Community Case Management (CCM)?

Community Case Management (CCM) is a service provided by the University of Massachusetts Medical School (UMMS). CCM provides coordination of MassHealth community long term services and supports (LTSS) to MassHealth Members with complex medical needs and their caregivers. UMMS hires Clinical Managers, who are registered nurses, to be your single point of contact and 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 Continuous Skilled Nursing (CSN) Services?

A continuous skilled nursing (CSN) service is a nurse visit of more than two hours of nursing services.

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 coordinate and approve other MassHealth services. These services may include personal care attendant (PCA), home health aide (HHA), durable medical equipment (DME), oxygen and respiratory equipment, medical supplies and therapy services. The Clinical Manager works with other CCM clinicians, which include physical, occupational, respiratory, and speech therapists, pharmacists, and social workers.

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

Yes. Your CCM Clinical Manager will work closely with the nursing provider in your home. The Clinical Manager will work with any other of your providers. 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 insurances. These may include the Department of Public Health (DPH), the Department of Developmental Services (DDS), the Massachusetts Commission for the Blind (MCB), Early Intervention, the Massachusetts Rehabilitation Commission (MRC) and/or a private insurance company. These relationships will continue. The CCM Clinical Manager will, if you agree, communicate and work closely with all of these other agencies as necessary.

What is a Personal Care Attendant (PCA)?

A Personal Care Attendant (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 a Home Health Aide (HHA)?

A Home Health Aide (HHA) is a person who works for a Home Health Agency to help you with your care needs. These may include bathing, eating, changing a wound dressing, providing medications that do not require a nurse, or therapy exercises. Home health aide 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.

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

First, talk with your CCM Clinical Manager. The Clinical Manager may have ideas. These may include working with many MassHealth nursing providers to help fill those nursing hours or using other MassHealth services (CSN/PCA Option, skilled nursing visits, HHA) until a nurse can be found.

What is the CSN/PCA Option?

The CSN/PCA Option is another service that may be offered if you are unable to fill your approved nursing hours because nursing is not available. A PCA may be used for the number of unfilled nursing hours when appropriate and as approved by the Clinical Manager. These services are only approved until nursing can be found. A separate assessment will not be needed.

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

Your nursing provider(s) will get 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), or 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 health care 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 every 3 months to talk about whether your approved MassHealth services are meeting your needs. 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.

If you have any further questions, please call CCM at (800) 863-6068 or TTY at (508) 421-6129, or e-mail us at commcase@umassmed.edu. Also, please visit the MassHealth website at www.mass.gov/masshealth.

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 or per night.

Can I use my PCA hours if I am in the hospital or nursing facility or during the time 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.

How can CCM help me get the equipment I need?

Your CCM Clinical Manager, along with CCM's therapists review the equipment requests submitted to MassHealth by your providers. CCM Clinical Managers and therapists understand your care needs, and MassHealth regulations. They can discuss the PA process with you and work with your health care providers and equipment vendors for your equipment needs.

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

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

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