



# Community Case Management (CCM) Member and CCM Family Member Quarterly Call

October 2024

# Agenda

Topic	Time
Introductions, Logistics, and Meeting Guidelines	2:00 – 2:10
CSN Service Delivery Updates on Initiatives	2:10 – 2:40
CCM Member and CCM Family Feedback	2:40 – 3:20
Summary & Action Steps	3:20 – 3:30

# Quarterly Call Format



The CCM Member and CCM Family Quarterly Calls are intended to be a space for MassHealth to provide updates to Members and families, and for MassHealth to hear feedback and questions from Members and families.

MassHealth aims to use the first half of the meeting to provide updates, reserving the second half of the meeting to hear from Members and families.

# Quarterly Call Guidelines

- **Mute your phone/computer audio when not speaking.** If you are calling in using your phone you may use \*6 to either mute or unmute. Everyone has been muted upon entry.
- **Please only join using one method** (computer audio or phone audio) to prevent feedback noise which can be disruptive.
- **Speak up, “raise hand” when you would like to speak during the listening session.** Please lower your “raised hand” after. If you have joined using your phone, you will need to unmute yourself. If you are calling in using your phone, you may use \*9 to raise hand or lower hand.
- **You may also use the “chat” feature** to type comments in.
- You will be able to view the full **“Live Transcription”** during the call. In the ZOOM meeting window first click on the **CC button** and select **view full transcription**. This meeting also has a separate Zoom channel with Spanish interpreter services.
- **MassHealth will share a summary** with all individuals invited.
- Please be advised that recording meetings, by any means, **including the use of any A.I. applications**, without prior permission is **strictly prohibited**.

# Quarterly Call Guidelines



- Feedback is welcomed following the presentation on CSN Service Delivery Updates on Initiatives.
- Please keep comments, respectful, constructive, and concise.
- To be able to provide an equitable amount of time to everyone participating, please limit comments to under 2 minutes.

# Continuous Skilled Nursing Delivery Updates on Initiatives



# Complex Care Assistant Services

## Complex Care Assistant

### STATUS:

	September 2023	End of August 2024
Number of families with CCAs hired and PAs in Place	55	364
Number of CCA assessments conducted	112	429
Average number of CCA hours/week	38.7	31.4
Number of agencies actively providing CCA services	10	12

### Data Collection:

- MassHealth has incorporated questions into the next CCM Member Experience Survey regarding CCA services
  - If funding is available, MassHealth will be conducting qualitative interviews on CCA as well
- Additionally, MassHealth will be collecting data from agencies on the number of CCAs who serve as family members in the CSN Annual Staffing Report, due February 1<sup>st</sup>, 2025

### Recent Feedback regarding Basic Life Support (BLS) Requirements

- We recently heard from the CSN Advisory Council that completing BLS requirements can be a challenge for families who are seeking employment as CCAs
- We understand from agency providers that these requirements are universal for all their direct-care employees and are often related to requirements from their accrediting bodies
- Several agencies offer BLS training at no cost to their employees; however, this is not universal
- MassHealth is working on developing a list of BLS resources for families, which will be included on the CCM member webpage

# Complex Care Assistant Services – Evaluation

**Complex Care Assistant (CCA) services are not a replacement for CSN Services.** CCA services are made up of two different types of tasks:

- Personal Care Services: Includes all the same tasks that a home health aide can perform.
  - Activities of Daily Living (ADLs): activities related to personal care, specifically bathing, grooming, dressing, toileting/continence, transferring/ambulation, and eating.
  - Incidental Services: Additional services that may be needed when ADLs are performed (for example, light cleaning, preparing a meal, removing trash).
- Enhanced Care Services: Additional tasks that a CCA can perform that do not require the skills, judgement, or assessment of a nurse.
  - Include tasks such as oxygen therapy, G-tube/J-tube feedings, ostomy and catheter care, driving to and from medical appointments/pharmacy, etc.

CCA hours are determined through an evaluation process, identifying the time each member needs for any personal care services and enhanced care services.

There may be some overlap with services that can be provided by a CSN nurse; in these cases, it is up to the family to decide whether they want those hours to sit on their CCA authorization, their CSN authorization, or divided between the two.



# CSN Program Enhancements

## CCM Nurse Directory

### **STATUS:**

- The directory launched on April 10<sup>th</sup>, 2023
- Phase II of the directory launched on September 5<sup>th</sup>
- We are already actively working on further improvements for Phase III

### **Recent updates include:**

- Making the profile approval process more efficient
- Allowing enrollees to save their profile and go back to update if not completed
- Work on overall look, feel, and functionality of directory
- Allowing updates to preferred contact method, including an alternate contact method
- Allowing text message alerts for directory messages
  - Indicate as preferred communication method
- Displaying only most up to date CSN skills
- Improving search function to search by CSN skills, location, and or hours needed
- Adding “height and weight” as optional fields to member profile

# CCM Nurse Directory

An official website of the MassHealth Community Case Management (CCM) program

Select Language

Ryan Seacrest

Log off



## CCM Nurse Directory

User Acceptance Test

HOME

CONTACT

### Ryan Seacrest (Member) Home



#### Edit CCM Member Profile

Edit your current CCM Member profile information.



#### Access Messages

View your messages and send messages to other users.



#### Search Function

Search for job openings within your specified service area.



#### Change Password

Update/change your current password.

An official website of the MassHealth Community Case Management (CCM) program

Select Language

Register

Log in



## Community Case Management (CCM) Nurse Directory

User Acceptance Test

HOME

CONTACT



The CCM Nurse Directory assists both CCM Members and Continuous Skilled Nursing providers with matching CCM Members with available Continuous Skilled Nursing Providers. For more information, please call CCM at (800) 863-6068.

Log in

Not registered? [Register now.](#)

# CSN Program Enhancements

## Comprehensive Care Coordination/ Case Management

**PROJECT:** Comprehensive case management for CCM members

**AIM:** Procure an entity to provide comprehensive case management supports to CCM members and families. This new entity would not replace CCM but would work with members and families to provide support, care coordination, help with problem solving, connecting families to resources, and assist with recruiting LTSS workforce staff.

### **STATUS:**

- Issued a Request for Responses (RFR) in the Spring of 2023; however, did not receive any bids
- Issued a Request for Information (RFI) in October 2023
- Hosted four Listening Sessions and an online survey with families to gather additional feedback in January and February
- We incorporated feedback from these sources, as well as from the CSN advisory council into an updated RFR
- RFR was posted on August 6<sup>th</sup>, 2024
- Responses are due on October 25<sup>th</sup>, 2024
- MassHealth will be working with the Advisory Council to review responses
- Service will be an “opt-in” option for CCM members

# CSN Training Time

## CSN Training Time

### PROJECT:

- Authorize additional CSN units for nurse training time, when a new nurse is onboarding to a member

**AIM:** Provide additional CSN time to account for time needed to train nurses onboarding to a member's care.

### STATUS:

- CSN Training Time launched on June 25<sup>th</sup>
  - When a new nurse is assigned to a member's case, MassHealth will reimburse for up to 8 hours of training time for that nurse to orient to the member's specific care needs
    - Hours are available per new nurse training and per member
  - Available for agencies and independent nurses ([CSN Agency Bulletin 22](#) and [Independent Nurse Bulletin 20](#))
- In August, MassHealth encountered several billing issues which impacted CSN Training Time, specifically regarding billing for training time for nighttime hours (3pm – 7am)
- Unfortunately, MassHealth's billing system is not able to support reimbursement for nighttime training time hours with the CSN nighttime rates at this time. MassHealth is working on a solution to this issue; however, there is a system wide blackout period which will delay this process.
- In the meantime, providers are able to be reimbursed for training time at the same daytime, weekend, and holiday rates as established for standard CSN services.

# CSN Documentation Time

## CSN Documentation Time

### **PROJECT:**

- Update CCM members' service records to add time for documentation

**AIM:** Provide additional CSN time to account for nurse documentation that takes place during a nursing shift

### **STATUS:**

- CSN Documentation Time anticipated to launch on December 15<sup>th</sup>, 2024
  - CCM began updating service records on July 1st, adding 5% administrative increase to all CCM member service records
  - All families will have access to these additional units starting December 15<sup>th</sup>
  - All CSN providers have been notified
  - Families can choose how they would like to assign the additional units to CSN providers
    - Families could choose to ask a CSN provider if they can fill the additional hours, in which case, CCM would update the provider's prior authorization
    - Families could choose to recruit a new provider to fill these hours
    - Families could choose to wait and decide at a later time how to use these hours

# Unused Hours During Member Hospitalization



**POLICY CHANGE:** Based on feedback from the CSN Advisory Council, MassHealth has recently revised its policy regarding unused CSN hours that take place while a CCM member is hospitalized.

## **Before the Change**

- If a CCM member were in the hospital, any unused CSN hours that would have been used during their hospitalization could not be used later during the prior authorization period.

## **After the Change**

- For all current and future prior authorizations, any CSN hours that are not used when a CCM member is hospitalized may be used later during the prior authorization period.
- This is true for hospitalizations that have already taken place during current prior authorizations' dates of service.
- The use of these and all other units will end at the end of the prior authorization period.

# Temporary Loss of Caregiver

## Recent Regulation Change

(I) The MassHealth agency or its designee may authorize additional medically necessary CSN services on a temporary three-month basis if the member meets the clinical criteria for nursing services and the primary natural caregiver is temporarily unavailable because they

- (1) have an acute illness, have been hospitalized, or have a suspected illness;
- (2) have abandoned the member or have died within the past 30 days;
- (3) have a high-risk pregnancy that requires significant restrictions;
- (4) have given birth within the four weeks prior to a request for additional services; or
- (5) *require surgery and/or are recovering from surgery in the hospital, in a rehabilitation facility, or at home.*

## Planned Regulation Change in the Future

MassHealth intends to amend the regulations further to allow for other scenarios that might make the primary natural caregiver temporarily unavailable to be included. In the meantime, if your family has a scenario come up that is not captured above, please reach out to your CCM clinical manager to discuss a temporary increase in CSN services.

# Other Reminders

## Working with DME Companies

- MassHealth has recently heard feedback from CCM families regarding DME companies requesting to have credit card information on file, in addition to MassHealth coverage
- Families **do not** have to provide their credit card information to DME companies
- MassHealth will be reminding DME providers that they may not ask MassHealth members for credit card information

\*Reminder, DME Office Hours held the first and third Tuesday of every month at 4:30pm



# CCM Member and CCM Family Feedback



# Summary & Action Steps

