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## FOLLOW UP INFORMATION

### RE: CCM Member and CCM Family Quarterly Calls: 10/18/2023 and 10/24/2023

#### AGENDA

Topic	Time
Updates on All CSN Service Delivery Enhancements	10/18 – 11:00 - 11:30 a.m. 10/24 – 5:30 - 6:00 p.m.
MassHealth Listening Session for CCM Members and CCM Families	10/18 – 11:30 a.m. - 12:30 p.m. 10/24 – 6:00 - 7:00 p.m.

#### CCM Member and CCM Family Feedback and Follow Up

##### 1. CCM families asked questions about complex care assistant (CCA) services.

- a. Is MassHealth tracking data of people who have decided to do the CCA program but are only doing so because they can't get enough nursing coverage?
  - **OLTSS Response:** MassHealth is updating multiple reporting measures to get a better idea of who is accessing CCA services and what are the effects, if any, on other services that the member is eligible for. The number of CSN hours that a member qualifies for through their LTSS assessment will continue to be tracked through their service record.
- b. Is MassHealth tracking data of families who are unable to complete the hiring/onboarding process and in-house training at CSN agencies?
  - **OLTSS Response:** Agencies are not currently reporting to MassHealth data about CCAs that they are not able to hire. MassHealth can only track this if families report this information to their CCM clinical manager. MassHealth will consider potential next steps for this process, such as the feasibility of sending a survey to families regarding CCA services.
- c. Training seems to vary from agency to agency. The lack of consistency may be a barrier to some families using this service.
  - **OLTSS Response:** MassHealth has established training and competency requirements for CCA services. As long as agencies comply with these requirements, they may choose how to run their training program. If any families are concerned that an agency is not following the requirements established by MassHealth, please let us know.
- d. Did MassHealth expect more families to be interested in CCA? Given that there are approximately 800 families in CCM, do you feel that everyone is aware of this program? Is there active outreach to members? Or do you feel that 75% of families are not interested?
  - **OLTSS Response:** The number of interested families has grown weekly since CCA was unveiled and we expect continued growth. CCM is including information about CCA in quarterly calls with members and families, as well as at the annual assessment. MassHealth will continue to monitor the number of families interested in CCA to determine if additional outreach is needed.

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- **CCM Family Feedback:** It might be good to do a mailing or newsletter advertising CCM services, including CCA, to try and reach more families.
    - **OLTSS Response:** MassHealth is considering additional communication channels to reach CCM members and families.
- e. Is MassHealth tracking how many CCAs are parents and how many CCAs are non-family members?
  - **OLTSS Response:** This is not data that is being collected specifically. CCM is aware, however, of PCAs and other non-family members expressing interest in becoming CCAs. MassHealth has asked CSN agencies providing CCA services to track how many of their CCA employees are family members.
- f. Is there a cap of 90 minutes per week for driving to medical appointments and pharmacy for CCA?
  - **OLTSS Response:** There is no cap on time spent driving to medical appointments and pharmacies; this is evaluated on an individual basis. CCM is talking to families about the average amount of time spent weekly on these tasks. CCM encourages families to reach out to their clinical managers to discuss their concerns about assessed hours.
- g. Is time stuck in traffic taken into account for time spent driving to medical appointments and to the pharmacy?
  - **OLTSS Response:** CCM has been using Google Maps to try to help estimate travel time for members and families on an individual basis.
- h. Has further consideration been given to having a nursing/CCA flex option as there is with the PCA program?
  - **OLTSS Response:** MassHealth has been, and will continue to look into, ways to establish a tracking system to allow families to easily change hours between CCA and CSN.
- i. What supports have CCM clinical managers been given to take on the role of communicating about and completing assessments for the CCA program?
  - **OLTSS Response:** MassHealth has worked closely with CCM to develop the CCA assessment tool and outreach plans. Clinical managers are discussing CCA services with all members and families during their biannual or quarterly calls. MassHealth and CCM have also been discussing additional supports for CCM to be able to continue providing this level of support and assistance.
- j. Have more CCM clinical managers been hired to offset the additional workload?
  - **OLTSS Response:** MassHealth is actively working on amending the contract with CCM to add additional resources to support these efforts and reduce caseloads for clinical managers.
- k. Have clinical managers been told that additional resources are being hired to support them?
  - **OLTSS Response:** CCM has communicated to clinical managers that MassHealth is pursuing additional resources to provide support to the program.

## 2. CCM families asked questions about the CCM Nurse Directory.

- a. How many registered members are actively using the directory? Is MassHealth collecting that data?
  - **OLTSS Response:** Previously, the development team did not have the ability to get these reports quickly. MassHealth is now working with the development team at ForHealth Consulting to add this feature as part of the phase II developments. We have included information on the latest report in the PowerPoint that was presented during the October quarterly call, which is posted on the CCM member webpage at <https://www.mass.gov/info-details/ccm-member-and-family-stakeholder-meetings#ccm-member-and-family-stakeholder-meeting-summaries>.
- b. What did agencies say were the barriers and reservations to filling out or having their nurses fill out profiles?
  - **OLTSS Response:** The main barrier that agencies have identified in creating individual nurse profiles on the directory is the amount of time needed to create the profiles. We have provided agencies with two methods for creating profiles – they can either have an administrator create each profile or they can have their staff nurses complete their own individual profile and attach their profile to the agency. MassHealth is continuing to work with agencies to encourage them to create these nurse profiles in order to improve both the functionality of the directory and the user experience for members and families.
- c. How many CCM members work with Independent Nurses?
  - **OLTSS Response:** About 20% of all MassHealth CSN expenditures are for CSN services provided by Independent Nurses.
- d. If a family searches for an agency nurse on the directory, what will they see in the search results?
  - **OLTSS Response:** Agencies are the administrator of nurse profiles so they will see when families are messaging their nurses. When members or families search on the directory, an agency nurse profile will show the first name and last initial of the nurse, along with the name of their agency.

## 3. CCM families asked questions about the C4M RFI.

- a. How is MassHealth collecting input from members and families for the RFI?
  - **OLTSS response:** The RFI is broken down into two sections. The first asks for feedback from members and families on the care/case management services that would be most helpful to them. The second section asks potential providers what care/case management services they could provide. The RFI information will be emailed to all CCM members and families. Members and families can give their feedback by email to the MassHealth procurement coordinator. These instructions will be included in the email with the RFI information.

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- b. Does connecting families to resources mean actually taking an active role in filling families authorized hours?

- **OLTSS Response:** MassHealth envisions that this provider would help recruit and screen workforce staff. This includes considering existing workforce staff, and also identifying caregivers (such as nurses) who are not already a part of the LTSS workforce and recruiting them. MassHealth is also seeking family input on this through the RFI.

#### 4. CCM families asked questions about authorizing training and documentation time.

- a. Can you describe the process of having the changes regarding the training and documentation times put into place?

- **OLTSS Response:** MassHealth leadership has approved these policy changes, and MassHealth is working with CCM to determine how best to implement them. MassHealth does not have a current starting date; however, once a timeframe has been established, MassHealth will share this update with members and families. These program changes will initially be made through sub-regulatory guidance, which involves issuing a provider bulletin. MassHealth will ultimately amend the CSN regulations with these changes.

- b. Does the training time have its own billing code and is it the agencies who can bill for that time?

- **OLTSS Response:** MassHealth is still working on the training time billing details. MassHealth expects that there will be a specific billing process with its own procedure code and modifier for training time.

- c. Is there agency, family, and nurse involvement in thinking through how these processes will work?

- **OLTSS Response:** As MassHealth and CCM continue to discuss how to add training time and documentation time into the CSN assessment process and set up billing procedures, we will be sure to include member, family, and provider feedback throughout the process.

- d. Does this include time for nurses transitioning between shifts and handing off if a parent isn't home to communicate to the next nurse coming on shift?

- **OLTSS Response:** The addition of authorized hours for documentation time and training time currently does not include time for reporting between nursing shifts. MassHealth will take this suggestion back to discuss internally.

#### 5. CCM families ask questions about Independent Nurse oversight and support.

- a. Is the only way for members and families to track Independent Nurse hours to call or email the CCM clinical manager?

- **OLTSS Response:** MassHealth has heard concerns from families that it is challenging to keep track of hours that nurses are actually in the home and the hours they are billing for. If members and families are concerned that an Independent Nurse is billing for more hours than they are working, they may

reach out to their CCM clinical manager for guidance and escalation as necessary.

- b. Would a time sheet for Independent Nurses be something that families would fill out, or something that Independent Nurses would complete and that members/families would sign off on?
  - **OLTSS Response:** The format for the time sheet has not been fully developed yet and MassHealth is working on it based on family feedback. MassHealth will be looking into whether there is a way to notify families automatically of the hours a provider bills for each week.
- c. Do Independent Nurses receive benefits, such as unemployment, that protect their employment if a member that they are working with is hospitalized?
  - **OLTSS Response:** MassHealth is not an employer of Independent Nurses. They are independent contractors, so Independent Nurses are not eligible for unemployment through the state.

**6. CCM families ask questions about CSN regulation amendments.**

- a. Is there more information that can be shared about the expected changes to the CSN agency regulation, the Independent Nurse regulation, and the CSN rate regulation?
  - **OLTSS Response:** MassHealth cannot share information about potential changes at this point. The proposed changes will be posted online during the public notice period. MassHealth will notify all CCM members and families when the public notice period starts.
- b. Will members and families be allowed to provide feedback about these proposed changes?
  - **OLTSS Response:** There will be public hearings about the proposed changes to the CSN agency regulation, the Independent Nurse regulation, and the CSN rate regulation. CCM members, families, and other members of the public and stakeholders are able to provide feedback either live during the public hearing or by emailing or mailing written testimony. MassHealth will share information about the dates of the public hearing and how all CCM members and families can provide their feedback as soon as the public hearings have been scheduled.

**7. CCM families ask questions about the LTSS assessment process.**

- a. How does the CCM assessment for nursing hours account for the additional treatments and interventions our kids require when they are sick?
  - **OLTSS Response:** CCM has two ways CCM can account for member sick time. The first is to review any periods of illness the member had during the previous year, and add appropriate time to account for those periods of illness during their next LTSS assessment. Alternatively, CCM can account for member sick time through a temporary medical necessity increase. If a member is actively sick and requires increased nursing interventions above and beyond what has already been included in their LTSS assessment, CCM can review the

member's clinical needs and add more time based on the member's medical necessity.

- b. Why does the PCA authorization consider how many hours of CSN services are being filled?

- **OLTSS Response:** During the assessment process for any service, CCM is required to review existing services and identify any possible duplication in services. For CSN and PCA authorizations, there are some activities of daily living (ADL) tasks that may come up during a nursing shift – such as if a member requires help with toileting – in which a nurse would be expected to support the member. In situations like this, some time for toileting would not be included on the PCA evaluation. That said, MassHealth is reviewing this policy based on family feedback and will provide an update to members and families at a future CCM meeting.

- c. For members who attend school, are their out-of-school assessed hours supposed to be higher than their in-school assessed hours? Why would some members have a different number of assessed hours, while others have the same?

- **OLTSS Response:** Every case is reviewed individually. In-school and out-of-school hours are based on the presence of 1:1 nursing while a member is in school, identified in a member's Individualized Education Program (IEP) and when nursing interventions take place during the day and based on the member's school nursing supports. If there is an indication that there may be duplication of services based on the services the member receives while in school, CCM reviews what services are provided in the school setting and removes any duplication from the CSN in school assessed hours. If there is no duplication of services between in-school nursing support and the total CSN assessed hours, then in-school/out-of-school hours would not be differentiated and the member would only have one set of authorized hours.

8. **CCM families ask questions about MassHealth Premium Assistance.**

- a. What are the "minimum credible criteria" for premium assistance for primary insurance, and is there someone at MassHealth who can help members and families figure this out?

- **OLTSS Response:** MassHealth can work on finding this information for CCM members and families and will share it once identified. Additional information about Premium Assistance can be found at <https://www.mass.gov/info-details/masshealth-premium-assistance-pa>. Families with questions can reach out to the MassHealth Premium Assistance line at (800) 862-4840 (TTY: (617) 886-8102).

- b. There is a federal tax waiver that comes up every year for children that live at home and would have otherwise been institutionalized. Is there anyone at MassHealth/CCM that could figure out if this is something that CCM members and families are eligible for?

- **OLTSS Response:** MassHealth can work on finding this information for CCM members and families and will share it once identified.

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- c. What is the process for MassHealth to consider feedback that it is received from families in this call?
  - **OLTSS Response:** The process starts with bringing feedback to the MassHealth CSN team for discussion and can also include talks with CCM, MassHealth leadership, other departments within the agency, and other key stakeholders.