



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

May 2026

# Agenda

Topic	Time
Introductions, Logistics, and Meeting Guidelines	5:00 – 5:05
MassHealth will provide any other updates on CSN services	5:05 – 5:40
CCM Member and Family Feedback	5:40 – 6:30

# 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 answer questions 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 “Q&A” feature** to type questions or comments in. The live chat feature is disabled.
- 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 Continued



- 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.

# MassHealth Updates



# Implementation of Federal OB3 – MassHealth Impact and Resources

In July 2025, President Trump signed the One Big Beautiful Bill Act (OB3) into law. This law includes several major changes to Medicaid across the country. MassHealth, Massachusetts' combined Medicaid and Children's Health Insurance Program (CHIP) program, is legally required to carry out these changes.

Some of these impacts include “community engagement” requirements for some member's eligibility, eligibility for a limited group of non-citizens, and limiting MassHealth's access to critical federal funds.

For more information on specific impacts, please visit the Mass.Gov webpage on the bill: <https://www.mass.gov/info-details/masshealth-federal-updates-and-impact>



# GY27 Governor's Budget

- At our last Quarterly Call in January, the FY27 Governor's Budget had just been released for the Executive Office of Health and Human Services (EOHHS), which includes funding for MassHealth.
- The budget included a moratorium on all provider rates or program expansions that are not required by federal law.
- The budget included additional measures to address budget challenges, specifically related to the PCA, adult foster care, adult day habilitation, and pharmacy programs.
- At this time, MassHealth is anticipating a challenging budget climate for the next few years.
- MassHealth is also continuing to expand program integrity initiatives across provider types.

For more information on the FY27 EOHHS Budget, please view the slide deck on Mass.Gov: [FY27 EOHHS Budget Presentation](#)

# Independent Nurse Oversight and Program Integrity

MassHealth has recently increased our program integrity and oversight activity for independent nurse providers to ensure providers are in compliance with program regulations. These activities include:

- Increased audits
  - MassHealth conducts standard audits of INs every month
  - INs are flagged for audit for various reasons – including when MassHealth receives complaints from CCM families
- Claim Edits/Detections to prevent INs from overbilling/noncompliance with regulations
  - Examples: Weekly limit of hours, appropriate use of overtime, duplicate billing
- Documentation checks/review
  - In January of 2026, MassHealth began requiring INs who were working with a MassHealth member for the first time to submit their signed POC to CCM before receiving their prior authorization
  - MassHealth is currently working on a process with the MassHealth clinical team to review documentation for new INs during their first few months of working with MassHealth members
    - These reviews will be focused on completeness of documentation based on MassHealth regulations and quality based on available information
- Enrollment Process
  - MassHealth is developing a supplemental form INs will need to complete upon enrollment, which details their work experience, skill set, and which patient populations they serve. These forms will be available to families who are considering working with an IN.

# PCA Program Changes – July 3<sup>rd</sup>, 2027

The PCA program is in the process of implementing several program changes which will be effective as of July 3<sup>rd</sup>, 2026. These changes have been developed by the PCA Sustainability Work Group, which was legislatively mandated in the Governor's Budget for FY27. The changes include:

1. Time for meal preparation may be authorized up to a maximum of 7 hours per week. Authorization of any time beyond 7 hours per week will require a demonstration of medical necessity to support the request. To qualify for time beyond 7 hours per week, Consumers must meet the following qualifications:
  1. **Have a diagnosis of dysphagia AND need for mechanically altered meals**
  2. **CCM will review a member's most recent LTSS assessment to confirm if a member meets this criteria if they have greater than 7 hours per week authorized for a PCA to perform this task**
2. Reduce PCA limit of hours from 66 hrs per week to 60 hrs per week
  1. This limit is per PCA, not per member

# Updates on Care Coordination/Case Management Program



- We are unable to move forward with the C4M launch as planned, due to the current budget climate, and a pause on expanding or creating MassHealth programs. We had hoped for a different outcome.
- CCM remains available to members experiencing issues getting MassHealth services and products. MassHealth CARES for Kids may be available to support the care coordination needs for members under 21.
- We have posted an update on CommBuys for the vendor applicants.