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FOLLOW UP INFORMATION RE: CCM Member and CCM Family Quarterly Calls: April 23rd and May 2nd, 2024

AGENDA

Topic	Time
Updates on all CSN Service Delivery Enhancements	4/23 – 10 – 10:40 a.m. 5/2 – 5:00 – 5:40 p.m.
MassHealth Listening Session for CCM Members and CCM Families	4/23 – 10:40 – 11:30 a.m. 5/2 – 5:40 – 6:30 p.m.

CCM Member and CCM Family Feedback and Follow-up

1. CCM families asked questions about CSN Workforce Initiatives.

- a. CCM families asked about data collection and measuring success for the retention bonus program and loan repayment program.
 - i. **OLTSS Response:** It is too early to fully understand the impact of the CSN retention bonus and loan reimbursement initiatives. At this point in time, MassHealth can report that 154 nurses applied and qualified for a student loan reimbursement. MassHealth is currently working to finalize individual contracts with qualified nurse applicants and will continue to monitor nurse service commitments. The CSN retention bonus program has paid out 3,257 retention bonuses across 37 CSN agencies and 204 independent nurses. MassHealth does not have readily available data to determine how many agency nurses have received a retention bonus but can say the number of CSN hours provided per quarter increased on average by 5.8% and the number of INs actively providing CSN services increased by 91.
- b. CCM families asked about changes to the eligibility requirements for the loan repayment program and how these changes were communicated to families?
 - i. **OLTSS Response:** MassHealth sent emails to all agency providers, independent nurses, and CCM members and families regarding the eligibility changes for the loan repayment program. The last email to CCM families was sent on February 28th, 2024. Additionally, MassHealth had the Department of Public Health send an email to all nurses on their listserv in the state.
- c. CCM families asked why the retention bonus and loan repayment programs are ending.
 - i. **OLTSS Response:** The CSN retention bonus program and the loan repayment program were both initiatives funded through the American Rescue Plan Act (ARPA). ARPA funds have very specific timeframes in which they need to be spent, which impacted the timelines of both the retention bonus and loan repayment programs.
- d. CCM families asked whether the loan repayment program could be extended or whether it could be relaunched at a later time?

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- i. **OLTSS Response:** The loan reimbursement program cannot be extended because the federal funds supporting the program are temporary and no longer available.
 - e. CCM families asked how the three tiers for the CSN retention bonus program were determined?
 - i. **OLTSS Response:** MassHealth developed the tiers for the CSN retention bonus program by engaging with stakeholders including families and CSN providers. CCM families were first to suggest providing a lower tier to capture per diem and part time nurses. When MassHealth initially considered having a 36 hour tier as the top tier, CSN agencies suggested bumping the number to 40, in order to capture nurses who worked beyond 36 hours and to also encourage other nurses to pick up additional hours to meet the threshold for the highest tier.
 - f. CCM families asked whether agency nurses could be surveyed regarding their experiences with the CSN retention bonus and CSN loan repayment programs.
 - i. **OLTSS Response:** MassHealth appreciates this suggestion and is considering a survey for these two programs. MassHealth does not have email addresses or other means to contact agency nurses
 - g. CCM families asked about who would be attending the MGH IHP job fairs?
 - i. **OLTSS Response:** There will be representatives from CSN agencies, members from the MassHealth CSN team, and representatives from the MassHealth provider enrollment team who can speak to the process for becoming an independent nurse.
- 2. **CCM families asked questions about and provided feedback on Complex Care Assistant (CCA) Services**
 - a. OLTSS asked about how to collect qualitative data from families about CCA experiences, to which families shared feedback, including the importance of protecting anonymity of survey responses and the idea of conducting focus groups.
 - i. **OLTSS Response:** MassHealth appreciates this feedback and is planning to add questions about CCA services to the CCM Member Experience Survey, which will be implemented in early 2025. These survey responses are anonymous. MassHealth will continue to consider other ways to collect qualitative feedback about CCA services, such as through focus groups.
 - b. CCM families asked about reimbursing for CCA services for providing care while a member is in the hospital.
 - i. **OLTSS Response:** At this time, MassHealth is not able to reimburse for CCA services once a hospital or other institution assumes care of the member. This would be considered a duplication of services as the hospital or other institution is being reimbursed to provide this level of care.
 - c. CCM families asked about how MassHealth is marketing CCA services to families who are not currently using it.
 - i. **OLTSS Response:** CCM clinical managers are asking families during their quarterly or biannual calls about CCA services, and whether families would be

interested in adding this service. Additionally, MassHealth has created a page on the CCM member webpage at mass.gov/ccm, which contains information about CCA services.

- d. CCA families asked that MassHealth consider authorizing documentation time for CCA services.
 - i. **OLTSS Response:** MassHealth will consider this feedback. Currently, the CCA assessments completed by CCM does not include time for documentation.
- e. CCM families asked how many CCAs are family members vs. nonfamily members and whether CCM has this information.
 - i. **OLTSS Response:** MassHealth will be collecting this information from agency providers; however, the cadence with which these reports will be required has not yet been determined. CCM clinical managers may be aware in many cases of whether the CCA services are being provided by a family member, however, some families have not made that determination by the time they complete their CCA assessment and have the prior authorization issued. Additionally, there are members who have multiple CCAs filling their hours, which could include some family members and non-family members.
- f. CCM families asked if CCM could collect information on why family members are choosing to become CCAs.
 - i. **OLTSS Response:** MassHealth will be incorporating questions about CCA services into the CCM member experience survey, which will be opened in early 2025. MassHealth will consider how this type of information could be gathered through the survey.
- g. CCM families asked about whether a CCA flex option, similar to the PCA option, could be instituted.
 - i. **OLTSS Response:** MassHealth is working currently on a process that would allow a CCA flex option, and once this can be achieved, MassHealth may consider adding this type of flexibility to CCA services.

3. CCM Families asked questions about the CCM Nurse Directory

- a. CCM families asked about why more families are not using the directory and how it is being marketed.
 - i. **OLTSS Response:** CCM clinical managers are discussing the online directory with members and families during quarterly and biannual calls. Additionally, MassHealth and CCM have been working on a communication plan which will include multi-media communications geared towards members, families, and providers. The first wave of this communication plan will notify members, families, and providers that the updates for Phase II of the directory have been complete.
- b. CCM families asked if MassHealth has data on how many matches between members and nurses have been made through the directory?
 - i. **OLTSS Response:** MassHealth has been working with the directory development team to add a way to track matches, which will be launched in Phase II. CCM

clinical managers will also be asking members and families if they have made any matches on the directory during their quarterly or biannual calls.

- c. CCM families asked if the directory can be used to find other services, like complex care assistants (CCAs) or personal care attendants (PCAs).
 - i. **OLTSS Response:** The CCM Nurse Directory is currently only a platform for finding CSN nurses, including independent nurses and nurses who work for an agency. There is a separate PCA directory which can be found here: <https://www.masspcadirectory.org/>. MassHealth is not currently planning to develop a separate directory for CCA services, but may consider this in the future.

4. CCM families shared feedback about MassHealth communication with CCM members and families

- a. CCM families shared feedback and asked for MassHealth to consider ways to improve communication to CCM members and families.
 - i. **OLTSS Response:** MassHealth appreciates this feedback and always welcomes ideas about how communication can be improved. MassHealth sends emails about new programs and upcoming events to all CCM members and families, and includes copies of these emails on the CCM member webpage at mass.gov/ccm. Based on family feedback, MassHealth also recently instituted text message alerts for certain announcements. In order to receive text message alerts, members and or families must consent to receive these messages through [this form](#).
- b. CCM families asked whether the new case management entity, once procured, could help with communication to families about available programs?
 - i. **OLTSS Response:** Absolutely. The case management entity will be tasked to ensure CCM members and families are aware of all resources and programs available to them.
- c. CCM families asked whether MassHealth quarterly calls with CCM members and families can be recorded and shared with families?
 - i. **OLTSS Response:** MassHealth has reviewed whether these calls can be recorded and shared with families. While MassHealth cannot record live calls with members and families, due to issues around sharing protected health information (PHI), MassHealth can record the presentation of updates on CSN services and the CCM program without any members or families on the call. This recording can then be shared on our webpage. MassHealth will plan to record the next Quarterly Call and share it on the webpage, along with the minutes and slides from the live calls.

5. CCM Families asked questions about the CCM Natural Caregiver Relief Funds

- a. CCM families asked whether families know about relief fund submissions ending June 1st, 2024?
 - i. **OLTSS Response:** MassHealth and CCM sent an email to all families about the end of the relief fund program on April 23rd, 2024. Additionally,

UHealthSolutions and CCM have been actively reaching out to families who are eligible for any rounds of the relief funds but have not yet received payment.

6. CCM Families asked questions about provider complaints

- a. CCM families asked about the complaint, escalation, and investigation process for issues that members and families have with CSN providers, including agencies and independent nurses.
 - i. **OLTSS Response:** MassHealth reviews all escalated concerns regarding CSN providers that are shared by CCM or by CCM members or families directly. Next steps MassHealth may take after receiving a CSN service complaint, pending the severity of the concern, may include: discussions with the agency provider regarding the concern; review of incident or accident reports; review of agency billing history; escalation to other state organizations or licensing boards; and or, site visits, audits, or other audit activities of the agency or independent nurse provider.. When providers are found to not be compliant with CSN regulations, MassHealth may issue sanctions and or terminate the provider's MassHealth enrollment.

7. CCM Families asked questions about the EOHHS health equity data initiative.

- a. CCM families asked whether equity data would include psychosocial information for members' families, such as other caregiving responsibilities.
 - i. **OLTSS Response:** The EOHHS health equity data initiative is focused on collecting data on identifying information for MassHealth members, including race, ethnicity, language, disability, sexual orientation, and gender identity. CCM will only be incorporating questions about a member's race and ethnicity into the CCM assessment and reassessment at this time. Responses to these questions are completely voluntary.

8. CCM Families asked questions about other recent state and federal decisions and impacts on CSN services.

- a. CCM families asked about how the recent CMS Final Rule, announced on April 22nd, 2024, regarding the 80:20 wage passthrough for provider reimbursement will impact CSN services?
 - i. **OLTSS Response:** The CMS Final Rule on provider reimbursement rules and a wage passthrough are not applicable for fee for service programs; this rule is for specific services that are provided through a Medicaid waiver program. Therefore, this ruling does not impact MassHealth CSN services.
- b. CCM families asked about a recent Massachusetts state settlement regarding moving individuals out of long term care facilities and into the community, and whether there will be an impact on CSN services.
 - i. **OLTSS Response:** The Settlement proposes 2,400 transitions over an 8 year period. The majority of these participants will be served through MassHealth home and community based service waivers. Others will be served by programs through the Department of Mental Health, and a small number will likely receive services through other MassHealth services, such as the Program of All-Inclusive

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Care for the Elderly (PACE) or Senior Care Options (SCO). MassHealth does not anticipate that the outcome of this settlement will have a large impact on CSN services.