



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

August 2024

Agenda

Topic	Time
Introductions, Logistics, and Meeting Guidelines	5:00 – 5:10
CSN Service Delivery Updates on Initiatives	5:10 – 5:40
CCM Member and CCM Family Feedback	5:40 – 6:20
Summary & Action Steps	6:20 – 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 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.

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



CSN Retention Bonuses

PROJECT: MassHealth is providing CSN Retention Bonuses for CSN nurses who meet service commitments each quarter, with the first service quarter beginning the 2nd quarter of calendar year 2023.

AIM: Increase retention of CSN nurses, including both agency and independent nurses. Encourage CSN nurses to work more hours each month to meet higher retention bonus amounts.

STATUS:

- We have had 5 service quarters thus far; the latest service quarter ended on June 30th, with billing beginning on July 1st.
- As of August 1st, MassHealth has paid out 3,485 retention bonuses across 38 agencies and 210 independent nurses.

	Oct – Dec 2022	Jan – March 2023	April – June 2023	July – September 2023	September – December 2023	Jan – March 2024
Hours Provided	442,201	445,496	474,212	471,780	468,306	467,612
% Increase over FY23 Q3	-0.7%	NA	6.4%	5.9%	5.1%	5%
Total Members enrolled in CCM	864	881	901	909	923	933
Total # of Billing IN Providers	323	310	326	335	346	354

CSN Loan Repayment

PROJECT: MassHealth is providing loan repayment for new nurse graduates who commit to provide CSN services to MassHealth members.

AIM: Incentivize new nurse graduates to join the CSN workforce and extend their tenure.

STATUS:

- Application launched on September 20th, 2023 and was open through April 19th, 2024
- We updated the eligibility criteria based on lessons learned about the CSN workforce to include:
 - Nurses who graduated on or after January 1st, 2018
 - Nurses in current programs who will graduate before July 1st, 2024
 - Added a third, per-diem tier (12-19 hours/week)
- 325 submitted applications, 138 contracts were finalized for a total of \$3.12M projected awards
- We will be better able to assess the effectiveness of this program 2 and 3 years down the line, when we can confirm whether nurses completed their service commitments.
- Award Breakdowns:

RNs	115	LPNs	23
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Agency Nurses	112	Independent Nurses	23	Both	3
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Full Time	94	Part Time	35	Per Diem	9
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2-Year	102	3-Year	36
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CSN Clinical Training Programs

PROJECT: MassHealth is funding two CSN clinical training programs for current CSN nurses and nurses interested in providing CSN services.

AIM: Enhance the skills of the current CSN workforce and recruit new nurses to the CSN workforce.

STATUS:

	MGH IHP	Nightingale's Northern Nest
# of Graduates to date	69	44
# of Total Enrollees	144	118
% Agency Nurses	14%	33%
% Independent Nurses	35%	29%
% Previously Unaffiliated Nurses	51%	38%

Both training programs are contracted to conduct follow up to nurses after graduation.

Complex Care Assistant Services

Complex-Care Assistant

STATUS:

- Regulations were published on July 21st, 2023
- Services began in September/October of 2023
- Current #s:

	September 2023	End of June 2024
Number of families with CCAs hired and PAs in Place	55	302
Number of CCA assessments conducted	112	397
CCA pursuing employment with CCA agency	99	84
Average number of CCA hours/week	38.7	32.9
Number of agencies actively providing CCA services	10	12

MassHealth also began reimbursing agencies for intake visits for complex care assistant services, starting July 2nd.

MassHealth is also considering ways to collect qualitative feedback regarding the Complex Care Assistant program. We will be incorporating questions into the next CCM Member Experience Survey, which will be launched in early 2025. We are working with the CSN Advisory Council on developing these questions.

Member and Family Supports/Initiatives

Relief Payments for CCM Families

PROJECTS:

1. Allocate ARPA funds to CCM natural caregivers through a one-time stipend to use for relief.
2. Secure further funding for additional relief payments to CCM Natural Caregivers.

AIM: Provide relief payments to CCM natural caregivers as a bridge to development of a paid family caregiver model.

STATUS:

- The relief funds project has officially ended
- First relief fund was initiated in November 2022 with initial ARPA funds (\$2.8M)
- We received additional ARPA funding to do three additional rounds of relief funds (\$9.5M)
 - Round two was launched in June 2023
 - Round three was launched on October 17th, 2023
 - The fourth and final round was launched in February 2024
- CCM and UHealthSolutions conducted outreach to members and families who had not submitted attestations for any of the prior rounds in May and June.
- By the end of the project, 98% of all eligible payments had been made for a total of \$13.1 million.

Member and Family Supports/Initiatives

CSN Advisory Council

PROJECT: MassHealth procured a CSN Advisory Council, which began in March of 2023. The Council includes 10 CCM member/family representatives, 4 health professionals who serve the CCM population, 4 CSN agency providers, and 2 Independent Nurses.

- The council meets bimonthly for 90 minutes
- Topics have included: CCM member experiences in the hospital, complex care assistant services, CCM member experiences with DME, and CSN workforce delivery initiatives.
- Council members have also assisted in reviewing materials including the CCM member webpage and for the case management procurement
- Council members were asked to serve for 2-year terms
- We also recently started a subcommittee, dedicated to working on a proposal for a CSN workforce initiative, which meets monthly

STATUS:

- MassHealth re-opened the application for the advisory council on June 24th
- The application will remain open through September 13th
- Current council members are eligible to re-apply for a maximum of a one-year term
- The new council will begin in March 2025

CSN Program Enhancements

CCM Nurse Directory

STATUS:

- The directory launched on April 10th, 2023
- We are currently in the process of making Phase II updates, based on feedback from providers, members, and families

Those 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
- 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

Question for families: Would it be helpful for nurses to be able to indicate on their profiles that they are willing to work “per diem”?

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 will be posted in the first week of August
- Service will be an “opt-in” option for CCM members

Comprehensive Care Coordination/Case Management

Communication	<ul style="list-style-type: none">- Single point of contact for case management services- Offering a range of communication methods (phone, email, mail, text, in person visits) tailored to family preferences on method and frequency
Care Coordination	<ul style="list-style-type: none">- Collaboration between new case management entity and CCM- Support families coordinating services across systems (such as DDS and other insurances)- Require a Care Resource Team made up of experts in different fields, to assist with questions members/families may have
Transition Supports	<ul style="list-style-type: none">- Serve in a liaison role to help with hospital transition and discharge- Dedicated support for members transitioning from pediatric to adult services, including transitioning to DDS services

Comprehensive Care Coordination/Case Management

Workforce Finding	<ul style="list-style-type: none">- Including non CSN provider types such as PCA for recruitment.
Phased-In Approach	<ul style="list-style-type: none">- Opportunity for bidders to offer a phased-in approach, in which some services are offered initially and others are offered overtime.- Prioritized services for phase one include: Support with DME and pharmacy issues, assistance with insurance and benefits, transitions of care, collaboration with other community supports, and LTSS workforce finding

CSN Training Time and Documentation Time

CSN Training and Documentation Time

PROJECT:

- Update CCM members' service records to add time for documentation
- 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 nurse documentation and time needed to train nurses onboarding to a member's care.

STATUS:

- CSN Training Time launched on June 25th
 - 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
 - Available for agencies and independent nurses ([CSN Agency Bulletin 19](#) and [Independent Nurse Bulletin 19](#))
- CSN Documentation Time anticipated to launch on December 15th, 2024
 - CCM began updating service records on July 1st, adding 5% administrative increase
 - All families will have access to these additional units starting December 15th

CCM Member and Family Communication

Enhancements in the last two years:

- **CCM Member Webpage** launched in the Spring of 2023, which includes:
 - CCM resources such as the onboarding guide
 - Catalogue of recent MassHealth email communications
 - Meeting minutes and slides from CCM Quarterly Calls
 - Site specific pages on services including Complex Care Assistant and durable medical equipment
 - Currently working with our Publications department on reviewing language and content to improve user experience
- **Ongoing Email Communication** about MassHealth changes and upcoming meetings/public hearings
 - We try to schedule emails with CCM to not send multiple emails on the same day or back-to-back days when avoidable
 - Increased translation services to cover the top 6 languages spoken by CCM members and families starting in December of 2023
 - Recently updated the format for the subject of emails based on family feedback, to have the date at the end of the subject
- **Durable Medical Equipment Office Hours** hosted every Tuesday at 4:30pm (started in the Fall of 2023)
 - Email notification goes out to all members and families every Monday
- **Text Alerts** for members/families who have consented to receive them (started in the Spring of 2024)
 - Based on member and family feedback

CSN Regulation Amendments

CSN, IN Regulation Amendments

PROJECT: Propose amendments CSN Agency and Independent Nurse program regulations and to the CSN rate regulations, anticipated effective date of August 30th, 2024.

STATUS:

- Public hearings held on March 8th for the CSN rate regulations and on May 17th for the program regulations
- Received significant testimony on all three regulations
- In particular, we received a lot of testimony about the proposed CSN high-tech rate, which proposed a rate add-on for members with tracheotomy, ventilator, and or central line care needs. The main concerns raised included:
 - Opposition to a high-technology rate because it did not adequately account for a member's acuity. Preference voiced to consider acuity beyond technology needs.
 - Concern that high-technology needs do not always require higher skilled nursing.
 - Concern that establishing an enhanced rate for some members of the CCM population would lead to nurses leaving some members for others.
- In response to the feedback received, MassHealth explored ways to establish a high-acuity rate add-on, rather than a high-tech rate add-on; this process included meetings with physicians, including physicians who work predominately with the CCM population.

CSN Regulation Amendments

STATUS:

- Based on the significant amount of concerns raised at the public hearing, the updated CSN rate regulation does not include the originally proposed CSN High-Tech Rate Add-On.
 - MassHealth was in particular concerned that the addition of the high-tech rate as originally proposed could lead to nurses leaving some member cases in pursuit of others, causing nurse shifting within the CCM population.
- The proposed regulations do not include a high-acuity rate add-on or any other type of enhanced rate for a subpopulation of CCM members.
 - Consensus could not be reached on clear criteria for a high-acuity rate add-on.
 - Additionally, a 2nd public hearing would be required to receive public comment about a high-acuity rate add-on. To avoid delaying the rate increase for all RNs and LPNs, MassHealth moved forward to finalize the parts of the regulation that received significant support.
 - MassHealth may consider adding a high acuity or other type of enhanced rate at a later time, with input from stakeholders including CCM members and families.
- The final amended rate regulations include the standard rate increases that were proposed and discussed during the public hearing.
 - This includes an average 33% increase for rates for registered nurses and an average 11% increase for rates for licensed practical nurses.
- The final rate regulations were published on August 1st.

CCM Member and CCM Family Feedback



Summary & Action Steps

