



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

June 2025

# Agenda

Topic	Time
Introductions, Logistics, and Meeting Guidelines	5:30 – 5:40
CSN Service Delivery Updates on Initiatives	5:40 – 6:10
CCM Member and CCM Family Feedback	6:10 – 6:50
Summary & Action Steps	6:50 – 7:00

# 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



# Follow Up from March 2025 Call

- Request to look into mobile hydration:
  - Currently some home health agencies provide IV hydration when there is a standing prescription, however may not provide emergency, on-call mobile hydration
  - MassHealth's Office of Clinical Affairs is further looking into this issue
- Question if there are any Medicaid programs or states that pay for nursing service while a person is in the hospital
  - MassHealth is unaware of any state that reimburses for CSN while a member is inpatient
  - Many states consider this duplication since the hospital assumes complete care for the patient upon intake and is being paid to provide all care to the patient during their stay
- Question if any agencies are recruiting non-family members as CCAs?
  - MassHealth asked agencies at a recent stakeholder meeting if any recruit non-family members to be CCAs
  - Agencies report that they will recruit for non-family CCAs if asked by the member of their family
    - In 2024, there were 31 CCAs who were not family members

# Complex Care Assistant Services

## STATUS:

### Complex Care Assistant

	September 2023	End of April 2025
Number of families with CCAs hired and PAs in Place	55	438
Number of CCA assessments conducted	112	554
Average number of CCA hours/week	38.7	32.9
Number of agencies actively providing CCA services	10	15

## MassHealth is currently conducting qualitative interviews on CCA services

- Families who indicated on the CCM Member Experience Survey they would be interested in answering additional questions about their experience with CCA may be contacted
- Contacted families will take part in a brief 1:1 interview with a member of the UMASS' Office of Survey Research
- Responses will remain anonymous and will only be reported back to MassHealth in a combined report
- Questions focus on experience accessing, setting up, and using CCA services

As a reminder, CCAs may perform personal care tasks and certain enhanced care tasks and **CCA services are not a replacement of CSN services**



# CSN Training Awards

## CSN Training Awards

**PROJECT:** CSN clinical training programs run by Mass General Hospital Institute for Health Professionals (MGH IHP) and Nightingale Northern Nest, (NNN)

### **STATUS:**

- **MGH IHP completed their final class and have trained a total of 144 nurses**
  - MGH will continue to work with MassHealth through the end of June 2026 to modify the course materials and offer it to nursing schools with direction and mentoring by MGH IHP on how the school can incorporate the materials into their existing course curriculum
- **Nightingale Northern Nest (NNN), has trained and graduated 156 nurses as of April 2025.**
  - The rolling course work continues through June 2025, with an anticipation of training and graduating an additional 44 nurses, totaling graduates at 200 nurses that includes full cycle and partial cycle course graduates.

# CSN Training Awards

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**PROJECT:** CSN clinical training programs run by Mass General Hospital Institute for Health Professionals (MGH IHP) and Nightingale Northern Nest, (NNN)

### **STATUS CONTINUED:**

- MassHealth is actively monitoring program graduates to track how many joined CSN Agencies or MassHealth Independent Nurse network.
- Currently, there are approximately 20 nurses that joined or are in the process of joining the MassHealth network.
- Additionally, another 132 nurses who were already employed by an agency or enrolled as an IN completed a training program. Program directors reported that feedback from this group of nurses is that it was valuable learning to update or refresh skills.

# 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:**

- Bids opened November 1, 2024--Received 5 bidder proposals.
- MassHealth has been working with the Advisory Council and Subject Matter Experts (SMEs) to review bids
- The Advisory Council also participated in final bidder presentations in April/May 2025
- C4M Services will be an “opt-in” option for CCM members.
- We anticipate we will select a bidder by August 2025.

# CSN Program Enhancements

## CCM Nurse Directory

### STATUS:

- The directory launched on April 10<sup>th</sup>, 2023.
- Phase III Release 1 enhancements were completed February 7, 2025
- Phase III Release 2 enhancements released March 2025
- Phase III Release 3 enhancements released by end of June.
- Stakeholder volunteers including member/families assisted with testing prior to releases.

### Recent Updates Include:

- Add Gender as mandatory field marked with **red asterisk \*** including "Prefer a different term" option.
- Displays Member's shift preference in search results and displayed in new column labeled "Schedule".
- Option to add two or more members in the household to the nurse directory by providing ability to add profiles and switch from one to another to review or search.
- Ability to click "Match Exact" or "Match Any" for searching process.
- Updated overall look, feel, and functionality of directory.
- Web Intercept Survey added to request real time feedback from user.

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- *Member/family feedback on user experience welcomed email: [Christina.Andrianopoulos@mass.gov](mailto:Christina.Andrianopoulos@mass.gov)*
  - *Feedback on profile/search or other functions email: [CSNAccessSupport@umassmed.edu](mailto:CSNAccessSupport@umassmed.edu)*

# CCM Nurse Directory

## Ryan Seacrest (Member) Home



### Edit CCM Member Profile

Edit your CCM Member profile information.



### Add an additional CCM Member Profile

Add additional member(s) under the same Parent/Guardian Registration



### View or Switch Member Profile

Edit or perform search for additional member profiles.



### Access Messages

View your messages and send messages to other users.



### Search Function

Search for job openings  
your specific



### Change Password

Update/change your current password.

You can minimize this window for now and come back to it when you're ready to give your feedback on the directory.

How would you rate the CCM Member Profile web form on each of the following?

	Very Easy	Somewhat Easy	Somewhat Difficult	Very Difficult	N/A (Have not tried)
Understanding the requested information	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entering the requested information	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Editing the requested information	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigating the web form	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Next

100%



# CCM Member Experience Survey



## **Status:**

- Recently closed the survey
- Received 481 out of 967 members for a response rate of 50.3%
- This is the third time MassHealth has deployed the CCM Member Experience Survey

## **Next Steps:**

- MassHealth will review the survey findings and identify opportunities for improvement
- MassHealth will plan to bring results of the survey and any next steps MassHealth identifies to a future family call
- As a reminder, family/member responses are kept anonymous and only reported back to MassHealth and CCM in a cumulative report

# CSN Advisory Council



## **Status:**

- MassHealth held its last meeting with the first Advisory Council in March 2025, and new reprocured Council will first meet in July
- MassHealth is continuing to meet and work with the Council's subcommittee on workforce this summer

## **Council Topics Addressed over the past two years:**

- Hospital discharges and ways to ease this process
- DMEPOS issues, including accessing equipment and repair services
- Pharmacy issues
- CCA services and suggestions for changes to the program

# CSN Advisory Council

## **The Council's subcommittee on workforce:**

- Currently working with the subcommittee to develop presentation materials that may be used by the public when presenting CSN/PDN, or complex homecare to nursing schools
- Presentation focuses on benefits of working in the field, supports/training provided, and clear actions nurses may take to seek employment
- Currently piloting the presentation materials with MGH IHP
  - Held the first presentation on April 9th in collaboration with a CSN agency and CCM family member
  - Feedback from nursing students was mostly positive, with students especially motivated by the provider and family contributions
  - Currently working on editing the presentation materials for second presentation at MGH IHP in July



# Independent Nurse Limit of Hours

- The Independent Nurse (IN) program regulations limit the amount of CSN hours an IN can work and bill MassHealth
- Currently, INs may work up to:
  - 12 hours in a 24 hours period (16 hours when certain criteria are met)
  - 60 hours in a consecutive 7-day period
- During the COVID-19 public health emergency, MassHealth extended the limit of hours to allow INs to work up to 16 hours in a 24-hour period and 80 hours in a consecutive 7-day period.
- Now, MassHealth has been asked to consider permanently extending the IN limit of hours to allow INs to work up to 80 hours in a consecutive 7-day period if
  1. The member provides consent to MassHealth/CCM;
  2. The IN does not work for another member of during the same 7-day period; and,
  3. The IN signs an attestation that they will not work or seek alternative employment for the remainder of the 7-day period
- MassHealth is looking for CCM family feedback on this suggestion
- Please consider how extending the limit of hours may help members find additional nursing, and that the American Nursing Association recommends nurses work no more than 60 hours in a week.

# Update to LTSS Assessments for Adults

- As of July 1st, CCM members who are 18 years-old and older will need to complete their assessment with their clinical manager every two years, as opposed to every year.
- All newly enrolled members 18 years or older will receive an initial assessment, 3-month assessment, and then an assessment every 2 years
- For current members 18 years or older:

Month of last assessment visit	Next assessment visit due
Jul-24	Jul-26
Aug-24	Aug-26
Sep-24	Sep-26
Oct-24	Oct-26
Nov-24	Nov-26
Dec-24	Dec-26
Jan-25	Jan-27
Feb-25	Feb-27
Mar-25	Mar-27
Apr-25	Apr-27
May-25	May-27
Jun-25	Jun-27

- If an adult CCM member already has their next assessment scheduled for after July 1st, 2025, they may choose whether to move forward with the scheduled assessment or push their assessment out one more year.
- Example: Your next assessment is scheduled for August 5<sup>th</sup>, 2025. You may continue with this date or push your assessment to August 2026.

# Update to LTSS Assessments for Adults

- CCM will continue quarterly and biannual calls (based on identified preference) and include in this outreach discussion of transitions for members turning 18 and 22, even if the member doesn't have a scheduled assessment to review the transition, and refer to a CCM social worker if needed
- Members under the age of 18 will continue to have an annual LTSS assessment
  - CCM members under the age of 18 who are still going through physical and developmental changes are more likely to have changing needs year over year. Having an annual assessment will help to ensure their unique needs are considered.
  - Members who are turning 18 will need to have an assessment before moving to the 2-year schedule.

# Update to LTSS Assessments for Adults



- All members will continue to receive 1-year PAs
  - Given that CCM members under the age of 18 will continue to have assessments each year, CCM will continue to authorize PAs for a one year maximum for all members.
  - This policy is consistent with other MassHealth programs which have a one year maximum for PAs.
  - For adults, new PAs will be established every year, including years no assessment is conducted.
    - PAs will be created around the member's biannual or quarterly check-in with their clinical manager

# CCM Member and CCM Family Feedback



# Summary & Action Steps

