



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

February 2025

Agenda

Topic	Time
Introductions, Logistics, and Meeting Guidelines	12:30– 12:40
CSN Service Delivery Updates on Initiatives	12:40 – 1:10
CCM Member and CCM Family Feedback	1:10 – 1:50
Summary & Action Steps	1:50 – 2:00

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



Complex Care Assistant Services

Complex Care Assistant

STATUS:

	September 2023	End of December 2024
Number of families with CCAs hired and PAs in Place	55	423
Number of CCA assessments conducted	112	509
Average number of CCA hours/week	38.7	32
Number of agencies actively providing CCA services	10	15

Data Collection:

- MassHealth has incorporated questions into the next CCM Member Experience Survey regarding CCA services
 - MassHealth will be conducting qualitative interviews on CCA as well
 - We are anticipating we will begin this work Summer 2025
- In 2024, CSN agencies report employing 415 CCAs who are family members, and 19 CCAs who are not family members

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 Documentation Time

CSN Documentation Time

PROJECT:

- Update CCM members' service records to add time for documentation

AIM: Provide additional CSN time to account for nurse documentation that takes place during a nursing shift

STATUS:

- CSN Documentation Time launched on December 15th, 2024
 - CCM began updating service records on July 1st, adding 5% administrative increase to all CCM member service records
 - All families have access to these additional units now
 - All CSN providers have been notified
 - Families can choose how they would like to assign the additional units to CSN providers
 - Families could choose to ask a CSN provider if they can fill the additional hours, in which case, CCM would update the provider's prior authorization
 - Families could choose to recruit a new provider to fill these hours
 - Families could choose to wait and decide at a later time how to use these hours

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 140 nurses as of January 2025.**
 - The rolling course work continues through June 2025, with an anticipation of training and graduating an additional 60 nurses, totaling graduates at 200 nurses.
- 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 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

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:

- Following extensive review and member/family feedback an updated RFR was posted on August 6, 2024, due to a lack of bids from the original posting.
- Bids opened November 1, 2024--Received 5 bidder proposals.
- MassHealth met with the Advisory Council to review responses and their feedback
- Planning to invite RFR Bidder finalists to present in March. Inviting Advisory Council to attend.
- C4M Services will be an “opt-in” option for CCM members.

CSN Program Enhancements

CCM Nurse Directory

STATUS:

- The directory launched on April 10th, 2023.
- Phase II enhancements were completed on September 5, 2024.
- Phase III Release 1 enhancements were completed February 7, 2025, and working on Release 2 with stake holders' feedback.
- There will be one more enhancement released by end of June.

Recent updates include:

- Add overnight indicator next to shifts.
 - Add Per Diem as option for shift preferences.
 - Updated overall look, feel, and functionality of directory.
 - Show **Red *** to indicate at least one CSN required skill be added to profile.
 - "Other" not required to be checked off for CSN required skills to save.
 - Web Intercept Survey added to request real time feedback from user.
 - Hide member from search results for nurse if the member has hidden that nurse.
 - Display Agency Name when viewing Agency Nurse profile
-
- *Member/family feedback on user experience welcomed email: Christina.Andrianopoulos@mass.gov*
 - *Feedback on profile/search or other functions email: CSNAccessSupport@umassmed.edu*

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.

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%

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 Advisory Council

Status:

- Current Council will end in March 2025, and new Council will first meet beginning of June
- MassHealth will continue to meet and work with the Council's subcommittee on workforce this spring

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 changes needed for the program

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 will focus on benefits of working in the field, supports/training provided, and clear actions nurses may take to seek employment
- Targeting a pilot presentation April 2025 at MGH IHP

CCM Member Survey



- CCM families were sent a link to complete this year's CCM Member Survey
- The survey came from an email **with a “us.confirmit.com” address**
- Participation is completely voluntary and will not affect your healthcare benefits
 - Your responses will also remain anonymous and only reported in combination with other responses
- We strongly encourage you to complete this survey so your feedback may be heard
- Please reach out to the Office of Survey Research at UMass Chan Medical School at 1-888-378-7157 or by email at SurveyResponse@umassmed.edu if you have any questions

BLS and CPR Information

- Some agencies that employ CCAs directly provide their CCA staff BLS and/or CPR training.
- We have heard reports that some agencies require CCAs to acquire their BLS and/or CPR certification independently
 - For those CCAs, MassHealth added some information on BLS and/or CPR trainings, as well as a few class options
 - The information may be found here: [Other Resources for CCM Members and Families | Mass.gov](#)
 - If you identify a BLS and/or CPR certification course, please check with your agency employer they will accept the certification before signing up

CCM Member and CCM Family Feedback



Summary & Action Steps

