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Community Case Management Member and Community Case Management Family Quarterly Call: February 27th, 2025

AGENDA

Topic	Time
Updates on all CSN Service Delivery Enhancements	12:30 – 1:00 pm
Feedback from CCM Members and CCM Families	1:00 – 2:00 pm

CCM Member and CCM Family Feedback and Follow-up

1. Complex Care Assistant (CCA) program

CCM families asked if MassHealth has data about why most CCA's are family members, and whether this is by choice or due to not having a nurse available. CCM families expressed concern that if the reasoning is due to lack of nursing, then the program is long-term shifting the burden of care to parents and taking away focus from getting more nurses into homes.

OLTSS Response: MassHealth does not currently have data that explains why most CCAs are family members. Starting Summer 2025, MassHealth will be collecting qualitative data through family interviews to better understand how families are experiencing CCA services. CCA services do not replace CSN services, there is minimal overlap between the two services.

CCM families asked about training requirements for CCA's and whether the 85-hour unpaid training requirements may be a reason that there aren't more non-family CCA's. Families asked if there is any tool to track what different agencies are requiring for training to make the process easier for families and potential CCA's.

OLTSS Response: While establishing CCA services in the summer of 2023, many CSN agencies reported they do pay the CCA while they complete the required 85-hour training. MassHealth is aware that some providers allow family members to take a competency evaluation in lieu of the 85-hour training. MassHealth will look into creating a tracking tool for agency training requirements.

CCM families asked about the status of a CSN to CCA flex option.

OLTSS Response: At this time, MassHealth is not looking to replicate the PCA option for CCA but is looking into an option through a legacy platform. MassHealth continues to look for a way to better track utilization across services. Tracking CSN and PCA option has been challenging because we need to work through the PCA Fiscal Intermediary, Tempus, and the timeline keeps getting pushed back due to PCA resources. Currently this work has been pushed back until the end of this year. Once a process is determined, we will need buy-in from senior leadership to pursue a CCA flex option.

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CCM families asked about whether parents can bill as CCA's or home health aides while their child is in the hospital and whether we can consider options to allow this.

OLTSS Response: Federal rule prevents MassHealth from reimbursing for home health aide and CCA in an inpatient setting.

CCM families asked if there is an effort to connect nursing students with families unable to fill nursing hours and if they could start working in family homes as CCA's while they are still in school.

OLTSS Response: MassHealth is actively working on engaging with nursing students through presentations at nursing schools and can consider letting students know about CCA opportunities. MassHealth is not able to connect nursing students directly with CCM families.

CCM families asked if any agencies are recruiting for non-family member CCA's?

OLTSS Response: MassHealth can ask CSN agencies if they recruit for non-family CCAs.

CCM families asked if a member gets 14 PCA hours/week for overnights (2 hours/night), why can't those hours be converted to CCA.

OLTSS Response: When the nighttime PCA hours are authorized, the assessor is looking for any tasks that take place between midnight and 6am and if less than two hours of tasks are identified overnight, a minimum of two hours are authorized. The PCA program rounds up to a minimum of two hours and the CCA program does not have this same flexibility.

CCM families asked if there is a way to connect Nightingale nurse graduates with families who are accessing CSN services.

OLTSS Response: Nightingale's Northern Nest (NNN) is currently working with nurse training graduates to help them secure employment with a CSN agency or enroll as an Independent Nurse. This will continue until the training program ends, on June 30, 2025. NNN is willing to connect with families and has shared their contact information to have families reach out directly to them, NNN contact: info@nightingalesnorthernnest.com and asked that the family share their location when reaching out.

2. CSN program budget

CCM families asked about how money is budgeted for authorized hours in the CSN program.

OLTSS Response: MassHealth spending for all services is primarily driven by enrollment (number of members, acuity), utilization, and rates. Projections are developed based on historical experience, adjusted for upcoming rate and policy changes. MassHealth is currently developing a budget fact sheet to share with CCM members and families to explain the state budget process.

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CCM families asked about potential impacts of the new federal administration and proposed Medicaid cuts on the MassHealth and CSN budgets.

OLTSS Response: MassHealth is closely monitoring changes in the federal government. At this time, MassHealth has not received specific directives regarding programs or services. If MassHealth receives any directives, we will carefully analyze them and communicate impacts to our members.

3. CCM Nurse Directory

CCM families shared challenges with using the directory including nurses having incomplete profiles, checking all or no items on the CSN nurse skills list, and over-messaging families.

OLTSS Response: MassHealth encourages families to continue sharing feedback about the CCM Nurse Directory. If you encounter an issue with a nurse or nurse profile in the Directory, please reach out to CCM at CSNAccessSupport@umassmed.edu so they can look into the issue and address it with the nurse. MassHealth is working closely with the CCM Digital Solutions Team to make improvements to the Directory, including making the CSN nurse skills section mandatory. Going forward, if an Independent or Agency Nurse does not complete any mandatory sections of the nurse profile, their profile will not be approved. MassHealth encourages that families that are not registered on the nurse directory to do so. There is a feature to activate or inactivate your profile giving you the flexibility to search whenever needed.

4. Mobile IV Hydration

CCM families asked if MassHealth could look into making mobile IV hydration accessible to CCM members. It would be helpful to have a system in place where PRN IV's can be administered when members are sick or dehydrated to avoid ER visits. Members currently pay out of pocket for these services.

OLTSS Response: MassHealth is internally reviewing potential solutions to this issue with physician colleagues.

5. Durable Medical Equipment

CCM families asked where families can get enfit syringes and liquid bottle adaptors from and shared challenges accessing these supplies from the pharmacy and needing to pay out of pocket for additional supplies.

OLTSS Response: Families should reach out to their CCM Clinical Manager for assistance with accessing these supplies.

6. CSN rates

CCM families asked if there has been any more discussion on including a wage pass-through related to recent CSN rate increases

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OLTSS Response: MassHealth will begin its rate review of CSN services in May 2025, with any rate adjustments scheduled to go into effect no earlier than August 2026. MassHealth is currently reviewing nurse wage data and will soon be collaborating with the Advisory Council and other relevant stakeholders to determine a need for a CSN wage pass-through.

CCM families shared that hosting nurses in the home puts financial strain on families due to increased use in household supplies, utilities, wear and tear on the home, etc. Families asked if there could be some sort of stipend made available to families to offset this.

OLTSS Response: MassHealth is unable to make these types of payments. MassHealth is currently compiling other financial resources that may be available to families, and will be posting those resources on the CCM webpage on mass.gov. We will notify families when these resources have been posted.