

At ForHealth Consulting at UMass Chan Medical School, we leverage world-class expertise and deep experience to create transformational solutions across the health and human services system, from payment and financing to clinical practice and information management.

**We believe in diversity and inclusion, and the power of a shared purpose; together, we can make healthcare better.**

**Better for all of us.**

*for*Health<sup>™</sup>  
CONSULTING at UMass Chan  
Medical School

**Community Case Management**

Tel: (800) 863-6068 or (508) 421-6129 (TTY) | Fax: (508) 421-5905

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CONSULTING at UMass Chan  
Medical School



## Community Case Management



# **One person** to call to help with MassHealth Long Term Services and Supports (LTSS).

**MassHealth** Members with serious medical conditions face many challenges. Having **one person to contact** to help with MassHealth LTSS makes it **a little easier**.

CCM helps Members live at home by authorizing and managing the medically necessary LTSS services. CCM builds a MassHealth Service Record for Members who require CSN along with other LTSS. This record is based on each Member's individual complex medical needs and collaboratively with the Member's care team.

CCM is part of ForHealth Consulting at UMass Chan Medical School.



**CCM approves and manages LTSS services for eligible MassHealth Members. The Member calls one person for help. CCM works with the Member to find the LTSS services they need.**



# Community Case Management and ForHealth Consulting

**Community Case Management (CCM)** is a service provided by **ForHealth Consulting at UMass Chan Medical School**.

CCM provides coordination of MassHealth (Massachusetts Medicaid) long-term services and supports (LTSS) to MassHealth Members with complex medical needs and their caregivers.

**One person** to call to help with **MassHealth LTSS**.  
**1-800-863-6068**

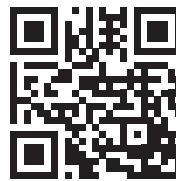


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**Better for all of us.**

Visit the MassHealth CCM webpage:

[www.mass.gov/ccm](http://www.mass.gov/ccm)



Community Case Management  
Tel: 1-800-863- 6068

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CONSULTING at UMass Chan Medical School

# Managing Long-Term Services and Supports for Eligible MassHealth Members



Community Case Management

*forHealth*<sup>TM</sup>  
CONSULTING  
at UMass Chan Medical School



**MassHealth Members with complex medical conditions face many challenges. They may need long-term services and supports (LTSS) to live at home with their family. Having one contact to help with LTSS makes it a little easier.**

Some MassHealth Standard or CommonHealth Members can get MassHealth continuous skilled nursing (CSN) services and be enrolled in Community Case Management (CCM). CCM approves and coordinates the MassHealth LTSS for these Members and builds a MassHealth Service Record based on each Member's complex medical needs. CCM talks to the Member, the Member's family as appropriate, and the Member's care team to do this.

The Member calls one person for help to get medically necessary services. These include continuous skilled nursing, durable medical equipment, oxygen and respiratory equipment, personal care attendant (PCA), home health aide (HHA), complex care assistant (CCA), and rehabilitation services.

## How CCM helps Members with MassHealth LTSS services

**CCM works with the Member to find the LTSS services they need. With CCM, the Member gets:**

### Individual Service Support

Each Member has a Clinical Manager to help them. The CCM Clinical Manager is a registered nurse. They can give the Member information about other MassHealth and community-based services and programs. Clinical Managers can attend hospital and nursing facility discharge planning meetings. They support Members and the people who care for them to coordinate LTSS services as they move back home.



### In-Person Assessments and the Service Record

The Clinical Manager meets with the Member and their care team to learn about the Member's needs. CCM then builds a MassHealth Service Record.



### Health Care Professional Team

The Clinical Manager works with respiratory, physical, occupational and speech therapists, pharmacists, and social workers. Together the team reviews for and determines the medical necessity for requested services and equipment for each Member.



### Multi-Agency Coordination

CCM staff connects the Member with state agencies, community-based services, and MassHealth providers. These include the Massachusetts Department of Developmental Services, the Massachusetts Department of Public Health, the Massachusetts Commission for the Blind, and MassAbility.



### Insurance Identification

Sometimes Members have their own insurance as well as MassHealth. Some of their LTSS may be covered by that insurance. CCM can help figure that out with the insurance company.



### Support in Filling Authorized Services

CCM staff can assist Members by working with MassHealth providers to help fill authorized hours and through the use of the CCM Nurse Directory, an online directory that supports matching CCM members with available CSN providers. CCM is available to help Members access the CCM Nurse Directory. If Members are still having difficulty filling their authorized hours, CCM clinical managers can assist by connecting them with other available services for CCM Members.





## Register today!



**Scan:**

QR Code to access



**Website:**

<https://ccmnursedirectory.org>



**Call CCM for assistance:**

1-800-863-6068

## How the CCM Nurse Directory Can Help

Having a nurse come into your home to provide care for you or a loved one can be life changing. It can also be hard to find the right nurse. The CCM Nurse Directory can help you and your family find MassHealth nursing providers who have the needed nursing skills, meet your scheduling requirements, and other preferences you have for a nurse.



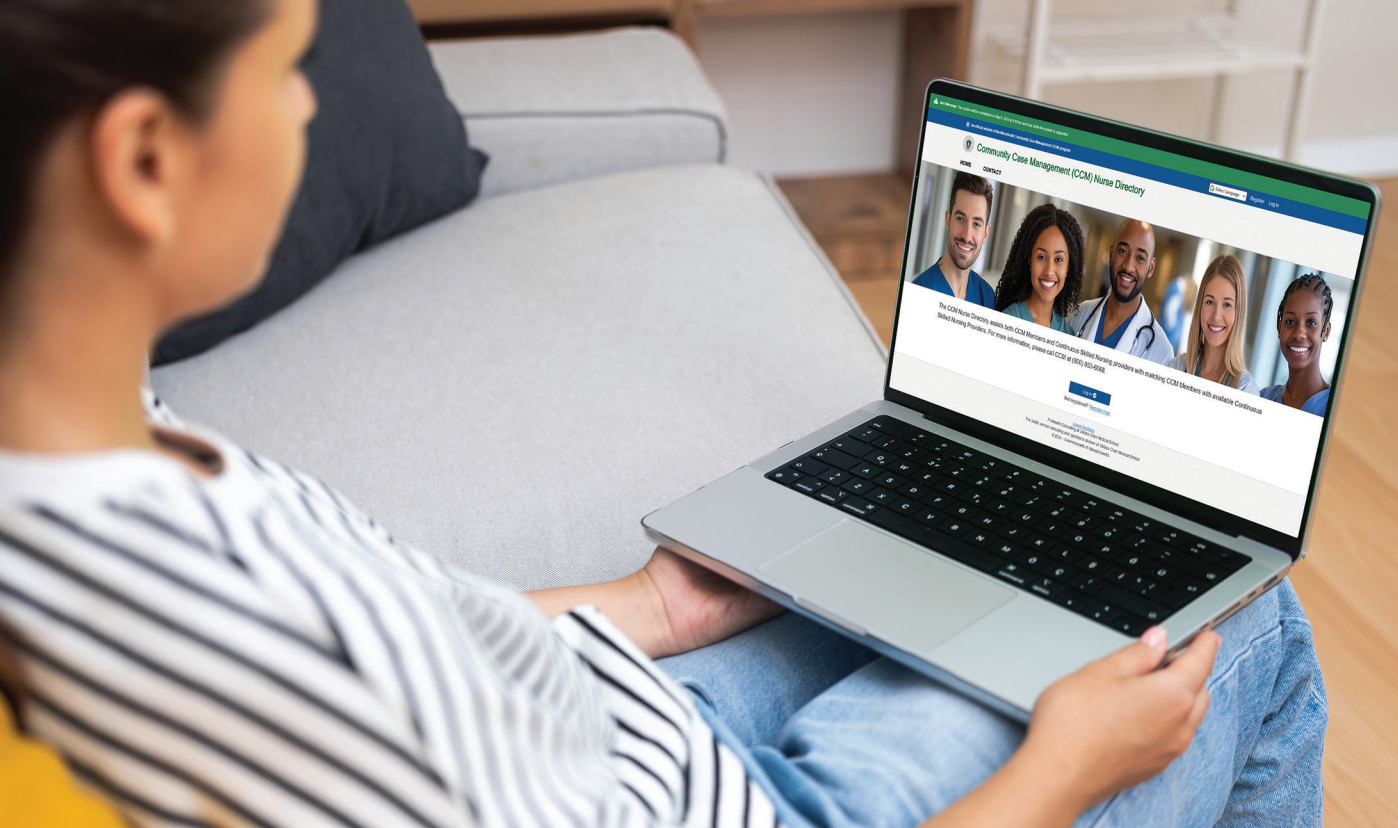
# Do You Need Help Finding a Nurse?



**The CCM Nurse Directory  
can help.**







## What is the CCM Nurse Directory?

The CCM Nurse Directory is an online resource that helps MassHealth Members who are part of the Community Case Management (CCM) Program, and Members' families and caregivers find nurses. Using your identified preferences and needs, the CCM Nurse Directory is designed to match MassHealth CCM Members with MassHealth nursing providers. Any MassHealth Members enrolled in the CCM Program can use the CCM Nurse Directory. If a Member needs help accessing the CCM Nurse Directory, CCM Members' families can use the CCM Nurse Directory on behalf of the CCM Member or a Project Coordinator at CCM can assist you.

## How Does the CCM Nurse Directory Work?

CCM Members or their families create a profile in the CCM Nurse Directory. You identify your nursing schedule, nursing care needs, and other preferences unique to your needs. MassHealth nursing providers also create profiles, noting their skill sets, towns, or cities they work in, and their availability.

Once your profile is complete, CCM Members and families can search for available MassHealth nursing providers who match their preferences. Once a MassHealth nursing provider creates their profile, they can search for CCM Members who are looking for a nurse. CCM Members and families and CSN Providers can communicate directly through the online portal.

## More Information on Getting Started

### How long does it take to set up a profile?

- Most CCM Members report it takes about 15 minutes to set up a profile.
- If you don't have time to finish your profile, save it and complete it later.

### How do I connect with a potential provider?

- You may use the CCM Nurse Directory to search for available MassHealth nursing providers, and once you have found a potential match, you can send them a message through the CCM Nurse Directory.
- Additionally, MassHealth nursing providers can search for CCM Members using the CCM Nurse Directory and send messages to potential matches. When you have matched with a potential provider, you will receive an email letting you know you have a message and directing you to log in to your CCM Nurse Directory account.

### Is the CCM Nurse Directory only available during certain times?

- The CCM Nurse Directory is available 24/7, allowing you to access it based on your availability.

### How do I access the CCM Nurse Directory?

- You can access the CCM Nurse Directory by going to the following website: <https://ccmnursedirectory.org> or scan the QR Code.
- If you need help, talk with your CCM Clinical Manager, or call 1-800-863-6068.



# Community Case Management

## Frequently Asked Questions (FAQ)



### **What is Community Case Management (CCM)?**

Community Case Management (CCM) is a service provided by ForHealth Consulting at UMass Chan Medical School. CCM provides coordination of MassHealth (Massachusetts Medicaid) long-term services and supports (LTSS) to MassHealth Members with complex medical needs and their caregivers. UMass Chan hires Clinical Managers, who are registered nurses, to be your single point of contact and to coordinate and approve services on behalf of MassHealth.

### **Who is eligible to have their MassHealth services coordinated and approved by CCM?**

CCM coordinates and approves services for MassHealth Standard or CommonHealth Members who qualify for MassHealth continuous skilled nursing (CSN) services.

### **What are CSN services?**

CSN services are nurse visits of more than two hours of nursing services per day.

### **Who provides CSN services?**

There are two types of providers who provide CSN services. CSN agencies are MassHealth-enrolled agencies that hire registered nurses (RN) or licensed practical nurses (LPN) to provide CSN services. CSN agencies are responsible for supervising the RN or LPN, as well as managing your nursing care plan and all prescribing provider orders related to the care they provide.

The other type of CSN provider is an Independent Nurse. The Independent Nurse is a self-employed RN or LPN who manages your nursing care plan and is responsible for obtaining all prescribing provider orders related to the care they provide.

With both provider types, if a parent, spouse, legal guardian, or other family member is also an RN or LPN in the state of Massachusetts, they can be paid to provide care to you as an RN or an LPN if they enroll as a MassHealth Independent Nurse or become employed by a MassHealth enrolled CSN agency.

### **What is the CCM Clinical Manager's role?**

The CCM Clinical Manager's role is to complete an in-person assessment (a review of your care needs) to determine if you qualify for MassHealth CSN services. If you are eligible for CSN services, then the Clinical Manager will develop a plan based on your needs (a service record). The CCM Clinical Manager will authorize and coordinate other MassHealth services you may qualify for. These services may include a personal care attendant (PCA), a home health aide (HHA), a complex care assistant (CCA), durable medical equipment (DME), oxygen and respiratory equipment, medical supplies, and therapy services. The Clinical Manager works with other CCM clinicians, who include physical, occupational, respiratory, and speech therapists, as well as pharmacists, and social workers.

## **What is a PCA?**

A PCA is a person who can help you with the daily activities that you need support with because of your condition or illness. For example, a PCA can provide help with bathing, dressing, and eating. They may also be able to help you with other household services. These may include laundry, shopping, and housekeeping. PCA services require a separate assessment by CCM and must follow MassHealth regulations. The MassHealth PCA Consumer Handbook, available through your Clinical Manager, can provide you with more information about the PCA program.

## **What is an HHA?**

An HHA is a person who works for a Home Health Agency to help you with your care needs. These may include bathing, eating, changing simple wound dressings, and other tasks or activities that do not require a nurse or therapist. HHA services are provided under a plan of care from the Home Health Agency and your physician. A nurse from the Home Health Agency supervises the home health aide activities. A parent, spouse, or legal guardian can also be hired as an HHA to perform your care needs.

## **What is a CCA?**

Similar to an HHA, a CCA is a person who works for a CSN Agency to help you with your care needs. CCA services can include all of the same services that an HHA can perform. In addition, they can provide enhanced care services, which include: enteral G-tube/J-tube feedings, skin care including application of OTC products or routine G-tube/J-tube care, oxygen therapy, oral (dental) suction to remove superficial oral secretions, ostomy and catheter care, modified meal preparation, equipment management and maintenance (wheelchair, CPAP/BiPAP, oxygen and respiratory care equipment) and paperwork, braces, splints, and/or pressure stockings, and transportation to medical providers/pharmacy. A parent, spouse, or legal guardian can also be hired as a CCA to perform your care needs.

## **Will the CCM Clinical Manager have a relationship with the nursing provider(s) in my home?**

Yes. Your CCM Clinical Manager will work closely with the nursing provider(s) in your home. The Clinical Manager will work with any of your other providers as well. An important part of the assessment process is talking with the providers who know your care needs. Most importantly, you—and if appropriate, your caregiver(s)—will be included in the review process that leads to your approved MassHealth services.

## **I also have a case manager from the Department of Public Health. What will happen to that relationship?**

Many families have a case manager from other state agencies or insurance. These may include the Massachusetts Department of Public Health, the Massachusetts Department of Developmental Services, the Massachusetts Commission for the Blind, Early Intervention, MassAbility and/or a private insurance company. These relationships will continue. The CCM Clinical Manager will, if you agree, communicate and work closely with all these other agencies as necessary.



## **I cannot get my approved nursing hours filled. What do I do?**

First, talk with your CCM Clinical Manager—they may have ideas. These may include working with multiple MassHealth nursing providers and making direct outreach calls to providers on your behalf to help fill those nursing hours or using other MassHealth services (CSN/PCA option, skilled nursing visits, HHA, CCA) until a nurse can be found. Your Clinical Manager can also assist and support you with enrollment in the CCM Nurse Directory, an online directory that supports matching CCM Members with available CSN providers.

## **What is the CCM Nurse Directory?**

The CCM Nurse Directory can help you find a CSN provider to provide you with nursing care. You can create an account on the CCM Nurse Directory. First, you will need to register for an account. Once your registration is approved, you can create your profile, which includes completing information about your nursing care needs and other preferences you have for your nursing provider. Once your profile is complete, you'll be able to search for available MassHealth CSN providers who match your preferences and clinical needs.

**For more information about the CCM Nurse Directory, please visit [ccmnursedirectory.org](https://ccmnursedirectory.org) or talk with your CCM Clinical Manager.**

## **I want to use the CCM Nurse Directory but I don't have the time to create a profile. Can I get help?**

Yes. Talk with your CCM Clinical Manager and they will assist you with creating a profile and managing your searches in the CCM Nurse Directory.

## **What can I expect from the nursing provider(s) in my home?**

Your nursing provider(s) will obtain physician orders and provide hands-on skilled nursing care, as approved by your CCM Clinical Manager. Any care provided by the nurses should be documented and left in the home for review by you, your caregiver(s), and other nursing providers.

## **I am concerned that the CCM Clinical Manager will perform a MassHealth LTSS assessment on a day when I do not appear to be sick.**

The CCM Clinical Managers are nurses who have experience with individuals who have special healthcare needs. They are very aware that your condition may change from day to day. The CCM Clinical Manager will review nursing/medical records, and talk with you, your nursing providers, and, if necessary, your physician.

## **How often will the CCM Clinical Manager come to my home and contact me?**

The CCM Clinical Manager will provide an in-person assessment in your home at least once per year. You may request a visit at any time if you feel it would be helpful. During the first year, the CCM Clinical Manager will call you every three months to talk about whether your approved MassHealth services are meeting your needs. After the first year, you can decide how often you would like to hear from your CCM Clinical Manager, though they will reach out to you a minimum of twice per year. Of course, you may call your Clinical Manager at any time with questions or concerns regarding your MassHealth services.

### **What happens if I do not use all my nursing hours?**

Approved nursing hours can be used only during your Prior Authorization (PA) period. When a PA ends, any remaining hours are no longer available. It is important to keep track of your unfilled nursing hours.

### **Can I use my nurse if I am in the hospital or nursing facility?**

No. A nursing provider cannot provide services for you if you are in a hospital or nursing facility.

### **What should I do with unused PCA hours? Can they be saved?**

Unused PCA hours cannot be saved. PCAs cannot work more than the approved number of hours per week.

### **Can I use my PCA hours if I am in the hospital or nursing facility or while I am in a day or foster care program?**

A PCA cannot be paid to work for you if you are in a hospital or nursing facility or during the time you are in a MassHealth-funded adult day health, day habilitation, adult foster care, or group adult foster care program.

### **How does the nursing care I receive at school or at a day program affect my MassHealth services?**

Many CCM Members receive nursing services in school or at a day program. The CCM Clinical Manager will ask during the assessment process what other services you are receiving and the payment source. For example, if you are in school, the Clinical Manager will request a copy of your Individualized Education Plan (IEP). The Clinical Manager will review the IEP to see what services the school has agreed to provide when you are in school and adjust your CSN authorization if there is any duplication in nursing services provided during school or day habilitation.

### **How can CCM help me get the equipment I need?**

CCM Clinicians will review the DME and supply requests submitted to MassHealth by your providers. CCM Clinical Managers and therapists understand your care needs and MassHealth regulations. CCM therapists will work directly with your CCM Clinical Manager to review DME and supply requests whenever necessary. They can discuss the PA process with you and work with your healthcare providers and equipment vendors to support your equipment needs.

### **How long does it take to obtain a PA decision for equipment or supplies from CCM?**

A decision will be made within 14 days as long as all required information is included with the request.

If you have any further questions, please call **CCM** at **(800) 863-6068** or **TTY** at **(508) 421-6129** or e-mail us at [commcase@umassmed.edu](mailto:commcase@umassmed.edu).

Please visit the **MassHealth CCM webpage** at [www.mass.gov/ccm](http://www.mass.gov/ccm).

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# CCM Specialist Roles

## Supporting Community Case Management Members

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**The Community Case Management (CCM) Specialists** are available to help CCM Members, MassHealth providers, and CCM staff. The team includes licensed Occupational, Physical, Respiratory, and Speech Therapists, as well as Social Workers and Pharmacy Consultants.

Our team of specialists can help you better understand your medical and community service needs. They can:

- Attend your annual assessment visit with your CCM Clinical Manager
- Talk with you about equipment concerns or needs and/or other community supports you may need
- Assist your CCM Clinical Manager in evaluating your personal care needs
- Explain to you and those who help you how the prior authorization (PA) process works
- Help you understand the MassHealth system
- Work with your providers and other community partners to get the services and equipment you need so you can live safely at home



### THE SPECIALISTS THAT MAY HELP YOU INCLUDE:

#### Occupational Therapists (OT)

The CCM OTs can answer questions about PAs for some durable medical equipment (DME). These include bathing systems, car seats, and occupational therapy services. The CCM OTs also work with the CCM Clinical Manager and may come to your home to complete a personal care attendant (PCA) evaluation or Home Health Aide (HHA) Evaluation.

#### Physical Therapists (PT)

The CCM PTs can answer questions about PAs for other DME needs, such as wheelchairs and other mobility/seating systems, hospital beds, lift systems, and physical therapy services.

#### Respiratory Therapists (RT)

The CCM RTs help with PA requests for breathing supports. This includes oxygen and respiratory equipment such as suction machines, ventilators, tracheostomy tubes and supplies.

#### Speech-Language Pathologist or Speech Therapist (ST)

The CCM ST helps with PA requests for communication devices and accessories, and speech and language therapy services.

#### Social Work (SW)

The CCM SWs help CCM Members and their families understand what state agency/community programs and services are available. They can also help CCM Members access behavioral health support, learn how to access public benefits, and share other supports that may pay for items or services not covered by MassHealth.

#### Pharmacy Consultants

Pharmacists are available to support CCM Members who may be having difficulty obtaining MassHealth-covered medications from their local pharmacy. CCM Pharmacists are also available to review medications and consult with a Member's care team (physicians, nurse practitioners, nurses, etc.) on recommendations, including medication changes or medication administration improvements.

## About Us

CCM approves and manages MassHealth long-term services and supports. CCM is part of ForHealth Consulting at UMass Chan Medical School. **For more information, visit the MassHealth CCM webpage at [www.mass.gov/ccm](http://www.mass.gov/ccm).**

## Premium Assistance

For MassHealth members, having both private insurance and MassHealth may mean access to a larger selection of providers and benefits.

ECOB Health Benefit Coordinators help identify available coverage, and work with the MassHealth Premium Assistance Program to reimburse eligible MassHealth members for the cost of private group health insurance.

When you or a family member is facing a serious medical situation, the cost of care can be a major concern — even if you have comprehensive health insurance. Certain complex medical conditions may qualify you or your family for assistance through MassHealth.

The Enhanced Coordination of Benefits Program can help you **maximize your health benefits** while **minimizing your out-of-pocket costs**.



**The ECOB Program is a FREE service provided by Massachusetts for eligible MassHealth members.**

**Contact the ECOB Program to learn more.**

For more information, contact us:

**(833) 886-3262**

[ECOB@umassmed.edu](mailto:ECOB@umassmed.edu)



at UMass Chan  
Medical School

**Enhanced  
Coordination  
of Benefits**

**Helping  
MassHealth members  
make the most of their  
health insurance  
benefits**





## Who We Are

The Enhanced Coordination of Benefits Unit (ECOB), a specialized UMass Chan Medical School program, works with Massachusetts Medicaid Program (MassHealth) members to ensure they receive the most comprehensive insurance coverage available.

MassHealth members may have access to additional insurance benefits through an employer, spouse, parent, or COBRA.

We help members and their families get or maintain private health insurance.



## How We Can Help

Our ECOB Health Benefit Coordinators are available to:

- Act as your direct contact to MassHealth
- Investigate private and public benefits to which you may be eligible
- Advocate for health insurance benefits that you are entitled to, and help resolve any coverage issues you may have with your employer, insurer, or MassHealth

## Eligibility

We work with families and individuals dealing with:

- Catastrophic Illness
- Chronic Disease
- Complex Prescription Needs
- Lengthy or Repeated Hospitalizations

The ECOB Program is a **FREE** service provided by Massachusetts for eligible MassHealth members.



## Contact us if you are:

- ✓ Under Age 65  
and
- ✓ A MassHealth member or awaiting a decision on your MassHealth eligibility



We can investigate your eligibility and options.



Every situation is different.

Կարևոր է. Այս ծանուցումը վերաբերում է «MassHealth»-ի կողմից Ձեզ մատուցվող ծառայություններին և պետք է անմիջապես ի կատար ածվի: Եթե Ձեզ օգնություն է հարկավոր այս ծանուցումը թարգմանելու համար, կամ եթե հարցեր ունեք, խնդրում ենք դիմել Գործերի կարգավորման համայնքային գրասենյակին (Community Case Management)՝ 800-863-6068 հեռախոսահամարով:

Данное извещение содержит информацию о предлагаемых вам организацией MassHealth услуг и требует немедленного рассмотрения. По всем возникнувшим к содержанию вопросам и справкам просьба обращаться в управление по делам населения (Community Case Management) по телефону 800 – 863 – 6068.

**Σημαντικό!** Αυτή η ανακοίνωση αφορά τις υπηρεσίες ΜασΧέλθ (MassHealth) και απαιτεί άμεση προσοχή. Αν χρειάζεστε βοήθεια με την μετάφραση αυτής της ανακοίνωσης ή αν έχετε ερωτήσεις, παρακαλείσθε να επικοινωνήσετε με την υπηρεσία Διαχείρισης Υποθέσεων της Κοινότητας (Community Case Management) στο 800-863-6068.

**Znacajno!** Ova obavijest je o vashim MassHealth uslugama i zahtijeva neodložnu pozornost. Ako trebate pomoc kod prijevoda ove obavijesti ili imate pitanja, molimo kontaktirajte Community Case Management na broj 800-863-6068.

**Importante!** Questo avviso riguarda i servizi MassHealth e richiede un’immediata attenzione. Se si desidera ricevere ulteriori informazioni per comprendere questo avviso, rivolgersi al Community Case Management al numero 800-863-6068.

**Enpòtan!** Avi sa a konsène Sèvis MassHealth ou epi li mande atansyon ou touswit. Si ou bezwen èd pou entèprete avi sa a oubyen si ou gen kesyon, souple kontakte Community Case Management (biwo jesyon ka kominotè) a 800-863-6068.

**¡Importante!** Este aviso es sobre sus servicios de SaludGlobal (MassHealth) y requieren de su atención inmediata. Si necesita ayuda interpretando este aviso o tiene preguntas, favor de comunicarse con el Community Case Management al teléfono 800-863-6068.

**Importante!** Este aviso é relativo ao MassHealth Services (Serviços de MassHealth) e requer a sua atenção imediata. Caso precise de ajuda para interpretar este aviso ou caso tenha dúvidas, é favor contactar Community Case Management através do telefone 800-863-6068.

**Important!** Ce message concerne votre MassHealth Service de soins de santi et requiert votre attention immidiate. Si vous avez besoin d’aide pour interpreter ce message ou si vous avez des question, veuillez contacter le Community Case Management au 800-863-6068.

**Điều quan trọng!** Quý vị cần lưu ý đến thông báo này là về Dịch Vụ MassHealth. Nếu có thắc mắc hay cần được giúp đỡ để hiểu bản thông báo này, xin liên lạc với Ban Quản Lý Hồ Sơ Cộng Đồng theo số 800-863-6068.

**注意！** 這通告是有關你的麻州白卡〔MassHealth〕服務和要求立即回覆。如你需要協助把這通告翻譯或有其他問題。請致電 800-863-6068 聯絡社區個案處理組〔Community Case Management〕。

**ສັງ ສຳຄັນ ທ່ານ ຄວນ ຮູ້: ຂໍ ແຈ້ງ ໃຫ້ ທຸກໆ ທ່ານ ຊາບ ວ່າ ທາງ ອັງ ພັດຊະຊູແຊັດ ມີ ປະກັນໃຈ ຮັບໃຊ້ ທາງ ດ້ານ ສຸຂະພາບ ຖ້າ ທ່ານ ຕ້ອງ ການ ນາຍ ພາສາ ຫລື ວ່າ ມີ ຄຳຖາມ ຫຍັງ? ກະລຸນາ ຕິດຕໍ່ ໄປ ຍັງ ຄນະ ບໍລິຫານ ວຽກງານ ສັງຄົມ ເບີ ໂທຣະຊັບທີ: ໘໐໐-໘໖໓-໖໐໘໖.**

សំខាន់ នេះគឺជាប្រកាសទាក់ទងនឹងសេវាកម្មសុខភាពទូទៅរបស់អ្នក ហើយទាមទារនូវការយកចិត្តទុកដាក់ជាបន្ទាន់។ ប្រសិនបើលោកអ្នកត្រូវការជំនួយទាក់ទងការបកប្រែសេចក្តីប្រកាសនេះ ឬ លោកអ្នកមាននូវសំណួរ, សូមទាក់ទង ការគ្រប់គ្រងករណីរបស់សហគម (Community Case Management) តាមរយៈលេខទូរស័ព្ទ ៨០០-៨៦៣-៦០៦៨។



# COMMUNITY CASE MANAGEMENT

\_\_\_\_\_ 'S CALENDAR  
Member Name

Month/Year: _____				Approved Services: _____			
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Weekly Tally
_____	_____	_____	_____	_____	_____	_____	CNS Hours Used: PCA Hours Used: PDN/PCA Hours Used: Unused Hours:
_____	_____	_____	_____	_____	_____	_____	CNS Hours Used: PCA Hours Used: PDN/PCA Hours Used: Unused Hours:
_____	_____	_____	_____	_____	_____	_____	CNS Hours Used: PCA Hours Used: PDN/PCA Hours Used: Unused Hours:
_____	_____	_____	_____	_____	_____	_____	CNS Hours Used: PCA Hours Used: PDN/PCA Hours Used: Unused Hours:
_____	_____	_____	_____	_____	_____	_____	CNS Hours Used: PCA Hours Used: PDN/PCA Hours Used: Unused Hours:

CCM encourages you to use this calendar to track Nursing Hours, Unused Nursing Hours, PDN/PCA Hours, and PCA Hours (if applicable).

## **CSN/PCA Option**

The Continuous Skilled Nursing (CSN)/Personal Care Attendant (PCA) Option provides MassHealth members who are authorized to receive Continuous Skilled Nursing services, but cannot fill the authorized nursing hours, with streamlined access to MassHealth PCA services. Members who elect the CSN/PCA Option will maintain their existing authorization for Continuous Skilled Nursing services and will receive a prior authorization (PA) for PCA services for the same number of hours/week and duration as the Continuous Skilled Nursing authorization. For example, a member is authorized for 50 hours per week of Continuous Skilled Nursing services, with a PA expiration date of December 5, 2008. The PA for PCA services would be for 50 hours per week of PCA with an expiration date of December 5, 2008. The member is unable to fill 25 of the nursing hours in a given week. The member may then use 25 hours of PCA services to fill the unfilled nursing hours. The total number of combined PCA and CSN hours that a member uses in a given week cannot exceed the Continuous Skilled Nursing authorization per week (in this case 50 hours per week).

La Opción de Enfermería Especializada Continua (CSN)/Asistente de Cuidado Personal (PCA) proporciona a los miembros de MassHealth que están autorizados a recibir servicios de Enfermería Especializada Continua, pero no pueden llenar las horas de enfermería autorizadas, con acceso optimizado a los servicios de PCA de MassHealth. Los miembros que elijan la Opción CSN/PCA mantendrán su autorización existente para los servicios de Enfermería Especializada Continua y recibirán una autorización previa (PA) para los servicios de PCA por el mismo número de horas/semana y duración que la autorización de Enfermería Especializada Continua. Por ejemplo, un miembro está autorizado por 50 horas por semana de servicios de Enfermería Especializada Continua, con una fecha de vencimiento de PA del 5 de diciembre de 2008. La PA para los servicios de PCA sería por 50 horas por semana de PCA con una fecha de vencimiento del 5 de diciembre de 2008. El miembro no puede llenar 25 de las horas de enfermería en una semana determinada. El miembro puede entonces utilizar 25 horas de servicios de PCA para llenar las horas de enfermería sin llenar. El número total de horas combinadas de PCA y CSN que un miembro utiliza en una semana determinada no puede exceder la autorización de Enfermería Especializada Continua por semana (en este caso 50 horas por semana).

This message is available in on the mass.gov website in Spanish ([Español](#)), Brazilian Portuguese ([Português Brasileiro](#)), Haitian Creole ([Kreyòl ayisyen](#)), Vietnamese ([Tiếng Việt](#)), Chinese ([繁體中文](#)), and Cape Verdean Creole ([Kriolu Kabuverdianu](#)).

SUBJECT: New Text Messages for alerts and updates – Response Required

Hello MassHealth Members/Families and Caregivers,

MassHealth has heard feedback from members and families that it would be helpful for MassHealth to send reminders or updates via text messaging. We are happy to announce that we can now send text messages as another communication channel to alert you of an email sent about an upcoming meeting, policy updates, and additions to our website.

If you would like to receive these text message alerts, please fill out the following form to provide your approval and preferred contact information. <https://forms.office.com/g/hYqQX0c17t> If you do not complete the form, MassHealth will not be able to send you text message alerts.

We have added a template of some text messages that you may be sent. These templates must comply with MassHealth privacy standards. As you see in the template, no personal information is referred to and the message simply serves as an alert to make you aware of an email or upcoming meeting.

#### **Text Templates:**

#### **Reminder of upcoming Meeting template**

Reminder: If you are a CCM Member/Family, there is a call on **[Date at Time]**. Details were emailed on **[date]**.

Message and data rates may apply for certain mobile phone carriers.

#### **Update to the CCM Webpage**

If you receive CCM Services, new materials have been posted at [www.mass.gov/ccm](http://www.mass.gov/ccm).

Meeting minutes and Power Point slides from the meeting on **[Date at Time]** have been posted at [www.mass.gov/ccm](http://www.mass.gov/ccm).

Please let us know if you have any questions.

If MassHealth does not receive a <https://forms.office.com/g/hYqQX0c17t> response, your phone number will not be added to the list for text alerts.



## **Community Case Management (CCM) Complaint, Dispute & Appeals Process**

### **Filing a Complaint**

If at any time during your participation in Community Case Management (CCM) you are not happy with the way you were treated or the assistance you received from a CCM staff member, you may file a complaint with the appropriate manager via telephone (please refer to the contact information below) or in writing. Written complaints should be sent to Kerri Ikenberry at the address above. CCM will respond to your complaint within one (1) business day and resolve your issue within seven (7) business days.

### **Requesting a Fair Hearing with the Board of Hearings**

If you disagree with the services authorized on your CCM Service Record during your Community Long Term Care Needs Assessment visit or any CCM prior authorization decision, you can file a request for fair hearing with the Board of Hearings by completing the ***Fair Hearing Request Form*** provided to you, and forwarding it to the address on the form. You must file a request for fair hearing with the Board of Hearings within sixty (60) calendar days of the Service Record date or prior authorization decision notice date (received via mail from MassHealth), if a Service Record wasn't provided. If you need an additional copy of the ***Fair Hearing Request Form*** please contact your Clinical Manager, or you may download the form from the MassHealth website at <https://www.mass.gov/how-to/how-to-appeal-a-masshealth-decision>.

In addition, following your request for a fair hearing, the Associate Director of Appeals & Regulatory Compliance will contact you prior to your scheduled fair hearing to ask if you would like to participate in an informal review.

<b>Community Case Management: Contact Information</b>		
Virdany Ruiz, BS, RRT	Clinical Coordinator, Allied Health Services: Manager - CCM Specialists: Occupational, Physical and Respiratory Therapy	(774) 455-5185
Gianna Hemingway, RN	Associate Director, Care Management: Manager - CCM Nurse Reviewers, Clinical Managers (Nurses) and Clinical Coordinators	(508) 856-5079
Terri Podgorni, RN, BSN	Director, Clinical Services, Disability & Community-based Services (DCS)	(508) 856-3982
Linda Phillips, RN	Associate Director, Appeals & Regulatory Compliance, Disability & Community-based Services (DCS)	(508) 856-1641
Kerri Ikenberry, RN	Executive Director, Clinical Services, Disability & Community-based Services (DCS)	(508) 421-5901

## FAIR HEARING REQUEST FORM

See instructions on back for instructions on how to ask for a fair hearing.

First Name:	Middle Initial:	Last Name:
Mailing Address:		
City:	State:	Zip:
Phone Number:	Member ID:	Date of Birth:

### REASON FOR YOUR APPEAL (Check any reasons that apply.)

- ☐ Income ☐ Citizenship or immigration status ☐ Access to other insurance ☐ Family size ☐ Residency ☐ Incarceration status  
☐ Other \_\_\_\_\_

### WHY ARE YOU APPEALING?

Attach any documents that support your reason.

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### OTHER INFORMATION (Check all that apply.)

- ☐ During the appeal process, I want to keep the benefits that I was receiving before. If I check this line and lose my appeal, I may have to pay back the cost of the benefits I received during my appeal.
- ☐ During the appeal process, I accept the proposed change in my benefits. If I check this line and win my appeal, MassHealth will restore my original level of benefits.
- ☐ I choose prehearing resolution (PHR). PHR is available for eligibility decisions only. See reverse for more details.

### TYPE OF HEARING AND ACCOMMODATIONS (Check all that apply.)

I want my hearing to be held

- ☐ In person
- ☐ By phone. My phone number is \_\_\_\_\_.
- ☐ By video. My email is: \_\_\_\_\_.
- ☐ I need an interpreter. My language is \_\_\_\_\_ (MassHealth will provide the interpreter for the hearing at no cost.)
- ☐ I need an assistive device to communicate at a hearing. Describe the type of device you need. We will provide an assistive device for the hearing.

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☐ I need another accommodation for a disability. Describe the accommodation you need.

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### NAME OF APPEAL REPRESENTATIVE, IF YOU HAVE ONE

Appeal Representative Name:	Phone number:	
Mailing Address:		
City:	State:	Zip:

### SIGNATURE

The information on this form is true and accurate, to the best of my knowledge. For the purpose of this appeal, I authorize MassHealth to provide me and my representative, if I have one, with my individual information, including federal and state tax information used to determine my eligibility.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

First & Last Name (Print): \_\_\_\_\_

If this is signed by someone other than an appellant 18 years of age or older who has authority to file, attach a copy of your authority to file the appeal on behalf of the appellant. Examples include a copy of your power of attorney document or evidence of court appointment as a personal representative.

## HOW TO ASK FOR A FAIR HEARING

**Your Right to Appeal:** You have the right to ask for a hearing before an impartial hearing officer and to appeal an action taken by MassHealth in the following cases:

1. You disagree with an action taken by MassHealth, or
2. MassHealth did not act on your request in a reasonable time.

**How to Appeal:** You may file an appeal in any of the following ways:

- Filling out this hearing request form and sending it with a copy of the notice you are appealing to  
**The Board of Hearings  
Office of Medicaid  
100 Hancock Street, 6th floor  
Quincy, MA 02171**
- Faxing or efaxing these materials to the Board of Hearings at **(617) 887-8797**.
- Calling the MassHealth Customer Service Center at **(800) 841-2900**, **TDD/TTY: 711**, to fill out your request for a fair hearing form by phone.

**Questions:** If you have a question about your hearing, contact the Board of Hearings at (617) 847-1200 or (800) 655-0338.

**Time Restrictions:** The Board of Hearings must receive your completed, signed request within 60 calendar days from the date you received the notice of our action. If you did not receive a written notice of the action, or if MassHealth did not take an action on your application, you must file your request no later than 120 calendar days from the date the action takes place or the date of the application.

**Prehearing Resolution (PHR):** This option is for eligibility appeals only. You may choose this option if you would like to resolve a matter before holding a formal fair hearing. If you select a PHR, MassHealth will contact you. In some situations, the Board of Hearings may schedule you before MassHealth contacts you. You may select a PHR to resolve eligibility-related matters such as incorrect contact information, submission of missing documents or renewal, explanation of income verification, or an eligibility decision. The PHR option is not for non-eligibility related decisions.

**Fair Hearing:** If a matter cannot be resolved by prehearing resolution, you will continue to a full hearing scheduled by the Board of Hearings. A hearing officer will decide if the actions taken by MassHealth were appropriate. You will then be notified of that decision.

**Expedited Hearing:** In limited cases, an expedited hearing may be provided. The Board of Hearings will automatically schedule an expedited hearing when needed.

**If You are Now Getting MassHealth Benefits:** You may be eligible to keep your benefits between the time you appeal and the time that the Board of Hearings makes a decision to approve or deny your appeal. If you decide to keep your benefits while the appeal is pending, and then you lose your appeal, you may have to pay back the cost of the benefits you received. If you do not get benefits, and then you win your appeal, MassHealth will restore your benefits. You will keep your benefits if the hearing form is received either before the benefits stop or within 10 calendar days from the date you receive the MassHealth notice, whichever is later. Please mark your choice in the Other Information section of the form.

**Date of Fair Hearing:** At least 10 days before the hearing, the Board of Hearings will send you a notice telling you the date, time, and place of the hearing. Your hearing may be conducted by phone. You can ask us to reschedule a hearing, but you must have good cause. If you do not reschedule or appear on time to the hearing without documented good cause, your appeal will be dismissed.

**Your Right to Be Helped at the Hearing:** At the hearing, you may have a lawyer or other person represent you, or you may represent yourself. MassHealth will not pay for anyone to represent you. You may contact a local legal aid service or community agency to see if you can receive advice or representation at no cost. A hearing request can also be filed on your behalf by a person authorized to act on your behalf. If someone other than a lawyer is acting on your behalf, please attach a copy of any documents authorizing that person to do so, such as power of attorney, guardian, or invoked health care proxy.

**If You Need an Interpreter, Assistive Device, or Other Accommodation:** If you do not understand English or if you are hearing or sight impaired, MassHealth will provide an interpreter or assistive device at the hearing at no cost to you. We will also make other reasonable accommodations that a person with a disability may need to participate in the hearing. Please tell us what you need in the Type of Hearing and Accommodations section of the form.

**Your Right to Review Your Case File:** You or your representative can review your case file before the hearing. If you wish to review your case file, call the MassHealth Customer Service Center at **(800) 841-2900**, **TDD/TTY: 711**.

**Your Right to Ask to Subpoena Witnesses and Your Right to Question:** You or your representative may write the Board of Hearings to ask that witnesses or documents be subpoenaed to the hearing. You or your representative may present evidence and ask questions of witnesses at the hearing. The hearing officer will make a decision based on all evidence presented at the hearing.

**Impact on Other Household Members:** An appeal decision for one household member may change eligibility for other household members. If that happens, affected household members will receive a new eligibility notice explaining the changes.