

# Payment and Care Delivery Innovation

COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services



## FACT SHEET: Community Partners

### What are Community Partners?

Behavioral Health (BH) and Long-Term Services and Supports (LTSS) Community Partners (CPs) are **community-based entities** that work with Accountable Care Organizations (ACOs) and Managed Care Organizations (MCOs) to provide **care management and coordination** to certain members identified by MassHealth, ACOs, and MCOs. BH CPs provide supports to certain members with **significant behavioral health needs**, including serious mental illness and addiction. LTSS CPs provide supports to certain members with **complex LTSS needs**, such as children and adults with physical and developmental disabilities and brain injuries.

**MassHealth members enrolled in an ACO or MCO may be eligible to participate in the CP Program.** CPs are not available to members enrolled in the Primary Care Clinician (PCC) Plan or in MassHealth’s Fee-For-Service (FFS) Program, unless the member is affiliated with the Department of Mental Health’s Adult Community Clinical Supports Program. When members have other state agency or provider supports, CPs supplement and coordinate with those supports but do not duplicate the functions provided by them.

Throughout the program demonstration

- BH CPs may support approximately **35,000** MassHealth members at any one time; and
- LTSS CPs may support approximately **20,000–24,000** MassHealth members at any one time.

### BH CP Supports

BH CPs are experts who perform comprehensive care coordination and care management, including

- *Outreach and engagement*
- *Comprehensive assessment and ongoing person-centered treatment planning*
- *Care coordination and care management across services including medical, behavioral health, long-term services and supports, and other state agency services*
- *Support for transitions of care*
- *Medication reconciliation support*
- *Health and wellness coaching*
- *Connection to social services and community resources*

### LTSS CP Supports

LTSS CPs are experts who perform LTSS care coordination, including

- *Outreach and engagement*
- *LTSS care planning that includes providing information to support informed choice of services and providers by members*
- *Care team participation*
- *LTSS care coordination, including other state agency services*
- *Support for transitions of care*
- *Health and wellness coaching*
- *Connection to social services and community resources*

## Information on Member Assignment to a CP

- MassHealth, ACOs, and MCOs identify members for the program based on their service history. These members may be assigned to a CP in their area.
- Each assigned member is contacted by CP staff who explain the program. Letters are mailed on an ongoing basis to newly assigned members.
- Members may request a different CP in their area or may decline to participate in the program at any time.

## Care Plans for Members Assigned to a CP

A member's care plan functions as a key tool for integrating care across the care continuum. Every member assigned to a CP will have a care plan. All care plans must be signed by the member and the member's primary care provider (PCP) or PCP designee. MassHealth expects PCPs to collaborate with CPs to ensure timely sign-off for member care plans.

## Service Authorizations for Members Assigned to a CP

CPs do not authorize services for members. Service authorizations follow the same processes as those already in place for members enrolled in an ACO or MCO, the PCC Plan, or in the FFS Program. Providers of services that require prior authorization should submit authorization requests to ACOs, MCOs, the MassHealth behavioral health vendor, and MassHealth, as applicable.

## What this Means for Providers

- Providers of MassHealth services and programs should deliver services in accordance with all applicable regulations, program or service specifications, agency guidance, and contracts with ACOs, MCOs, and the MassHealth behavioral health vendor. Community Partners coordinate with providers, and supplement but not duplicate functions performed by providers.
- CPs are a resource and support for coordinating with members' providers and with their ACO or MCO. For example, a CP may support integration to ensure that ACOs, MCOs, PCPs, and other providers share the right information and coordinate services, including additional social services, through a single care plan.
- Providers who believe a member they serve might benefit from CP supports should contact the member's PCP, ACO, or MCO to discuss participation in the CP Program. A resource for locating ACO and MCO contact information follows.

## Resources for Providers

- For more information about the CP program, visit the CP homepage at [www.mass.gov/guides/masshealth-community-partners-cp-program-information-for-providers](http://www.mass.gov/guides/masshealth-community-partners-cp-program-information-for-providers)
- For provider training event schedules and other Payment and Care Delivery Innovation (PCDI) information, visit the MassHealth Provider PCDI Resources web page at [www.mass.gov/lists/provider-pcdi-resources](http://www.mass.gov/lists/provider-pcdi-resources)
- Learn more by contacting a member's ACO or MCO. Find contact information here. [www.mass.gov/service-details/masshealth-health-plans](http://www.mass.gov/service-details/masshealth-health-plans)
- Email questions about the CP program to [CPinfo@State.MA.US](mailto:CPinfo@State.MA.US)