



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

Continuous Skilled Nursing Agency Bulletin 18

DATE: February 2024

TO: Continuous Skilled Nursing Agencies Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth *Mike Levine*

RE: **Amended: Continuous Skilled Nursing Agency Retention Bonuses for Nurses**

Introduction

The Executive Office of Health and Human Services (EOHHS) is establishing a continuous skilled nursing (CSN) Retention Bonus Program, available to licensed nurses who work for MassHealth-enrolled CSN agencies and provide CSN services in accordance with the service commitment requirements in this bulletin. Retention bonuses will be paid directly to CSN agency employers each service quarter (every three months). The full amount of the bonus, as outlined in this bulletin, must be paid to the qualifying CSN nurse as soon as reasonably possible. In addition to retention bonus amounts and service commitment requirements, this bulletin describes agency billing procedures and requirements applicable to participating agencies.

This bulletin supersedes and replaces [Continuous Skilled Nursing Agency Bulletin 11](#) and extends the dates of service for which the Retention Bonus program will be accessible. The Retention Bonus Program will now be accessible to CSN nurses for dates of service from April 2023 through June 2024.

Retention Bonus Amounts and Service Commitment Requirements

CSN nurses serving eligible MassHealth members will receive a retention bonus every three months for the duration of this program as long as they meet the following service commitment requirements.

Service Commitment	Retention Bonus Amount
480 hours during a designated service quarter	\$3,250
360 hours during a designated service quarter	\$2,000
260 hours during a designated service quarter	\$1,200

To meet the service commitment requirements, nurses must provide CSN services directly to MassHealth members enrolled in the Community Case Management (CCM) program. Nurses providing services to members in this program may also count the following toward the service commitment requirements.

- CSN services provided to MassHealth members enrolled in a OneCare or Senior Care Options plan or MassHealth's Special Kids Special Care Program;
- CSN services provided to CCM members that are included in their individualized education programs; and
- CSN hours provided to CCM members and reimbursed by a commercial healthcare insurance plan.

A nurse is eligible for one retention bonus per service quarter, even if they also work as an independent nurse. Hours worked for multiple agencies, or as an independent nurse and an agency nurse, cannot be combined to meet service commitment requirements.

Billing Procedures, Codes, and Payment Schedule

Payment Schedule

CSN agencies must submit claims for retention bonuses to MassHealth each service quarter, during the calendar month immediately after the applicable service quarter. Please see billing schedule here.

Service Quarter	Billing Month
April 2023–June 2023	July 2023
July 2023–September 2023	October 2023
October 2023–December 2023	January 2024
January 2024–March 2024	April 2024
April 2024 – June 2024	July 2024

Procedure Codes

CSN agencies must use the following procedure codes and modifiers when billing for CSN retention bonuses.

- T1030 U1: Nursing care, in the home, by registered nurse, per diem (CSN nurse retention bonus for 480 hours) (use for RN and LPN) (per nurse)
- T1030 U2: Nursing care, in the home, by registered nurse, per diem (CSN nurse retention bonus for 360 hours) (use for RN and LPN) (per nurse)
- T1030 U3: Nursing care, in the home, by registered nurse, per diem (CSN nurse retention bonus for 260 hours) (use for RN and LPN) (per nurse)

Each unit billed will include a 10% rate add-on, above the retention bonus amounts in this bulletin, to help offset agency administrative costs associated with the Retention Bonus Program.

Billing Procedures

A CSN agency must ensure that each claim submission is attached to a CCM member whom the qualifying CSN nurse has served, even if the nurse also qualifies for the retention bonus by having served other CCM members.

The claim submission must include a completed “Retention Bonus Claim Attachment Form for Continuous Skilled Nursing” demonstrating that the qualifying CSN nurse has met the service commitment for which the agency is billing. The attachment must be completed in its entirety and must be specific to the qualifying CSN nurse and dates of service for which the agency is requesting the bonus. Claims submitted without an attachment will be automatically denied.

Documentation Requirements and Noncompliance

In accordance with 130 CMR 438.417, CSN agencies must participate in any quality management and program integrity processes requested by MassHealth.

Accordingly, a CSN agency must maintain a record of all CSN nurses who met the service commitment requirements and for whom the agency has submitted a retention bonus claim. This record must sufficiently demonstrate that each qualifying CSN nurse has met the service commitment requirements in this bulletin. It must also prove that the entire retention bonus amount was paid to the qualifying CSN nurse. Any payments in the form of a credit, gift certificate, etc., are not reimbursable as a part of the Retention Bonus Program.

Agencies that do not adhere to the requirements in this bulletin, including those that accept payments for nurses who do not meet service commitment requirements or do not pay the entire retention bonus amount directly to qualifying nurses, may be subject to sanction in accordance with 130 CMR 450.238 or overpayment provisions in 130 CMR 450.235.

MassHealth Website

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Questions

If you have questions about the information in this bulletin, please contact:

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