



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

Continuous Skilled Nursing Agency Bulletin 19

DATE: June 2024

TO: Continuous Skilled Nursing Agency Providers Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth

RE: **Authorization of In-Home, Member-Specific Training Time for CSN Agency Nurses Newly Assigned to a Member's Care**

Introduction

MassHealth is amending its process for issuing continuous skilled nursing (CSN) prior authorization (PA) determinations for members in the MassHealth Community Case Management (CCM) program to include additional authorized units for CSN training time. CSN training time units may be authorized and used when a nurse employed by a CSN agency is newly assigned to a CCM member and requires training for the member's specific care needs.

All CSN agency services, including those reimbursed for CSN training time, must be delivered in accordance with all applicable program requirements and regulations as set forth in [130 CMR 438.000](#): *Continuous Skilled Nursing Agency*.

Conditions of Payment for CSN Training Time Units

CSN agencies may only use CSN training time units for nurses who are receiving in-home, member-specific training and are new to the member's care. CSN agencies may bill up to eight hours (32 units) of CSN training time units to train the nurse to manage the member's treatment regimen. These units must be applied during the first six weeks after a nurse's first shift working with the member. The member and/or their natural caregiver or legal guardian must provide verbal consent for a new agency nurse to receive in-home, member-specific training. When an agency has a nurse who is new to the member's case and who will serve the member, training may occur in the following ways:

1. another nurse from the same agency providing in-home, member-specific training;
2. the nurse receiving in-home, member-specific training from a nurse who works for another MassHealth-enrolled CSN agency or as a MassHealth-enrolled independent nurse; or
3. the member's natural caregiver and/or family training the nurse on the member's care.

CSN agencies are responsible for ensuring that their nurses demonstrate competency in performing nursing tasks according to relevant technical standards. CSN training time units must only be used for training a nurse to serve a specific member and may not be used for general training education or competency testing for agency nurses.

Prior Authorization of CSN Training Time

MassHealth or its designee will proactively authorize 40 hours (160 units) of CSN training time and will establish the units on the CSN agency's PA. CSN agencies that require additional CSN training time units during the same PA period must request a modification to the PA. CSN agencies may only request additional CSN training time units when the following conditions have been met.

1. They have already appropriately used the allocated 40 hours of CSN training time units for in-home, member-specific training for nurses who are or were new to the member's case and serve the member;
2. the additional units will not be used to provide more than eight hours of CSN training time per nurse; and
3. the additional units will not be used after the first six weeks of a nurse's first shift on a member's case.

CSN agencies may email their request for additional units to commcase@umassmed.edu. The email must include documentation showing that the agency has met all the required conditions for requesting additional CSN training time units. It must also include the number of units the CSN agency needs to have added to each modifier line on the PA, the number of nurses the agency plans to give in-home member specific training, and the rationale for training additional nurses. CSN agencies may request no more than 160 additional training time units at a time. All reimbursement rules established under the [Continuous Skilled Nursing Agency Manual](#) apply.

Rates of Payment and Billing Instructions for In-Home, Member-Specific Training Time

The rates of payment for in-home, member-specific training time for CSN agency nurses will be in accordance with the rates for CSN services established under [101 CMR 361.00: Rates for Continuous Skilled Nursing Agency and Independent Nursing Services](#) and Subchapter 6 of the [Continuous Skilled Nursing Agency Manual](#). CSN agencies must include modifier U6 along with the appropriate procedure code and modifier, if applicable, when submitting claims for in-home, member-specific training.

Documentation Requirements and Noncompliance

CSN agencies are required to document in the member's medical record any in-home, member-specific training time that takes place. The documentation must show that the CSN agency used CSN training time units in accordance with this bulletin.

Agencies that do not follow the requirements in this bulletin may be subject to sanction in accordance with [130 CMR 450.238: Sanctions: General](#) or the overpayment provisions in [130 CMR 450.235: Overpayments](#).

MassHealth Website

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Questions

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

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Phone: (844) 368-5184 (toll free)

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Portal: MassHealthLTSS.com

Mail: MassHealth LTSS
PO Box 159108
Boston, MA 02215

Fax: (888) 832-3006

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