



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

Continuous Skilled Nursing Agency Bulletin 20

DATE: July 2024

TO: Continuous Skilled Nursing Agencies Participating in MassHealth

FROM: Mike Levine, Assistant Secretary for MassHealth

RE: **Reimbursement for Complex Care Assistant Intake Visits**

Introduction

As of July 2, 2024, the Executive Office of Health and Human Services (EOHHS) will reimburse continuous skilled nursing (CSN) agencies for complex care assistant (CCA) intake visits conducted by a registered nurse (RN) or other appropriate skilled professional at the start of CCA services.

Complex Care Assistant Intake Visits Reimbursement Rules

CSN agencies may submit claims for CCA intake visits when a MassHealth member begins to receive CCA services from the agency. MassHealth will authorize up to two hours (8 units) for CCA intake visits at the beginning of a new prior authorization period. In addition, CSN agencies may not request more units for CCA intake visits. CSN agencies may not submit claims for CCA intake visits that take place after a member has already begun to receive CCA services.

Billing Procedures and Codes

The billing procedure code and associate rate for CCA intake visits will be the same as the procedure code and rate for the CCA 60-day supervisory visit: T1002 U5.

Documentation Requirements and Noncompliance

CSN agencies are required to document in the member's medical record when a CCA intake visit takes place by following the recordkeeping requirements in the Continuous Skilled Nursing Agency Agency Manual and at [130 CMR 438.000: Continuous Skilled Nursing Agency](#).

Agencies that do not follow the requirements in this bulletin may be subject to sanction per the overpayment and sanctions sections in [130 CMR 450.000: Administrative and Billing Regulations](#).

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