



## **Continuous Skilled Nursing Agency Bulletin 26**

**DATE:** February 2026

**TO:** Continuous Skilled Nursing Agencies Participating in MassHealth

**FROM:** Mike Levine, Undersecretary for MassHealth

**RE:** **Revision to Complex Care Assistant Service Supervision Requirements**

### **Introduction**

MassHealth is amending the supervision requirements for complex care assistant (CCA) services established at 130 CMR 438.415(C)(5). Continuous skilled nursing (CSN) agencies providing CCA services will no longer be required to complete a biweekly supervisory visit for CCA services, may choose to conduct the 60-day supervisory visit with or without the CCA present, and may allow agency nurses who are licensed practical nurses (LPNs) to conduct the supervisory visits for CCAs.

MassHealth will update the CSN agency provider regulation [130 CMR 438.000](#): *Continuous Skilled Nursing Agency* to amend these supervision requirements. All other rules related to the delivery and payment of CCA services, as established under 130 CMR 438.000, remain in effect.

### **CCA Service Supervision Requirements**

As of February 1, MassHealth will allow LPNs and registered nurses (RNs) to supervise CCA services and conduct CCA supervisory visits.

In addition, MassHealth is amending the frequency and format for CCA supervision and supervisory visits. CSN agencies providing CCA services are subject to the following amended list of supervision requirements.

1. **60-day supervisory visits:** The CCA supervisor must make an onsite visit to the member's home no less frequently than every 60 days to assess the quality and safety of the CCA services provided. The CCA does not need to be present during these supervisory visits. The visits must be documented and maintained in the member's medical record and be clearly identified using CCA supervisory visit notes. The visits may be concurrent with the CSN agency's recertification of the plan of care.
2. If the CCA supervisor notes an area of concern in CCA services during a supervisory visit, then the CCA supervisor must make another onsite visit to observe and assess the CCA while they are providing CCA services to the member.
3. If the CCA supervisor verifies a deficiency in CCA services during an onsite visit with the CCA, then the CSN agency must conduct, and the CCA must complete, reeducation and

training to address the specific deficiency. Documentation of satisfactory completion of reeducation and training must be maintained in the CCA's employment file and in accordance with [130 CMR 438.415\(D\)](#).

4. CCA 12-month evaluation: A 12-month enhanced care evaluation must be conducted by an RN or LPN employed by the CSN agency. The evaluation must review the member-specific enhanced care tasks the CCA performs according to the member's care instructions. The CCA's proficiency must be evaluated and new training provided as necessary. The CSN agency must document the 12-month evaluation and any additional training that demonstrates the CCA's continued proficiency in performing the enhanced care tasks.

## MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](#) web page.

[Sign up](#) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

## Questions?

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

### Long-Term Services and Supports

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

Email: [support@masshealthtss.com](mailto:support@masshealthtss.com)

Portal: [MassHealthLTSS.com](https://www.masshealthltss.com)

Mail: MassHealth LTSS  
PO Box 159108  
Boston, MA 02215

Fax: (888) 832-3006

### All Other Provider Types

Phone: (800) 841-2900, TDD/TTY: 711

Email: [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com)