

BP1 Annual Report
Clinical & Support Options, Inc.
CSO BH-CP
3/29/19

Summary

The first six months of the Community Partner (CP) program showed many successes and provided many opportunities for learning. Challenges included keeping a new program adequately staffed, finding creative ways to identify useful contact information for assigned members, establishing relationships with nine ACOs and MCOs and their affiliated practices, modifying workflows and processes to accommodate lessons learned, and struggling to meet tight deadlines. Successes included fostering strong community and agency relationships so that we could make strong referrals to resources and services, forming a strong team of staff who are committed to providing person-centered, flexible, creative services and supports to members, developing workflows that make it easy for staff to document their work, and helping many members experience progress and success.

Ongoing communication with MassHealth, through monthly (or more frequent) meetings, weekly “office hours” phone calls, and conversations with our contract manager helped us to keep on top of evolving policies and program developments. Although it was sometimes a challenge that things were ever changing, we truly appreciate the willingness of MassHealth to listen to our suggestions, questions and lessons learned, and to advocate at the federal level for important changes.