

**COMMONWEALTH OF MASSACHUSETTS**  
**EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES**



**DELIVERY SYSTEM REFORM INCENTIVE PAYMENT (DSRIP) FLEXIBLE SERVICES PROGRAM**

**ACCOUNTABLE CARE ORGANIZATION (ACO)**

**FLEXIBLE SERVICES PROGRAM PUBLIC LIST**

**LAST REVISED ON: 7/17/2020**

## Flexible Services Program

### Flexible Services Program List as of 7/17/2020

The following list contains a summary of the Flexible Services (FS) programs currently offered\* by participating Accountable Care Organizations (ACOs) and their social service organization (SSO) partners. This table will be updated as needed to include all new FS programs approved by EOHHS, and can also be found on Mass.gov using the following link: <https://www.mass.gov/info-details/massachusetts-delivery-system-reform-incentive-payment-program#flexible-services->.

In response to the COVID-19 state of emergency, MassHealth has allowed ACOs to use FS funding to meet urgent needs of their members. To be eligible for a COVID-19 Flexible Services program, members must still satisfy the same eligibility requirements as a standard FS program (i.e., be enrolled in a MassHealth ACO, meet one of the five Health Needs-Based Criteria, and meet one of the three risk factors). ACOs are not required to have a COVID-19 FS program. FS programs intended to address eligible members' needs related to the COVID-19 will be time limited and may only be implemented until December 31, 2020. Accordingly, COVID-19 FS programs are included in this list for ACOs that are providing them.

ACO Name and Contact Information	Program Domain	Program Sub-Domain	SSO Partner(s)
<b>ACO Name:</b> Atrius Health, Inc  <b>Phone:</b> 781-292-7677  <b>Email:</b> <a href="mailto:Midge_Belyea@atriushealth.org">Midge_Belyea@atriushealth.org</a>	Nutrition	Nutrition Sustaining Support	Community Servings
<b>ACO Name:</b> BeHealthy Partnership (HNE-Baystate)  <b>Phone:</b> 413-750-8170  <b>Email:</b> <a href="mailto:Lesly.Guerin@baystatehealth.org">Lesly.Guerin@baystatehealth.org</a>	Housing	Home Modification	Revitalize CDC
(BeHealthy Partnership (HNE-Baystate))	Housing	<ul style="list-style-type: none"> <li>• Pre-Tenancy – Individual</li> <li>• Pre-Tenancy – Transitional</li> </ul>	Mental Health Association (MHA)
<b>ACO Name:</b> Berkshire Fallon Health Collaborative  <b>Phone:</b> 413-553-9090  <b>Email:</b> <a href="mailto:flexibleservices@bhs1.org">flexibleservices@bhs1.org</a>	Housing	<ul style="list-style-type: none"> <li>• Pre-Tenancy – Individual</li> <li>• Pre-Tenancy – Transitional</li> <li>• Tenancy Sustaining – Individual</li> <li>• Home Modification</li> </ul>	Berkshire County Regional Housing Authority
(Berkshire Fallon Health Collaborative)	Housing	<ul style="list-style-type: none"> <li>• Pre-Tenancy – Individual</li> <li>• Pre-Tenancy – Transitional</li> <li>• Tenancy Sustaining – Individual</li> </ul>	ServiceNet Inc

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ACO Name and Contact Information	Program Domain	Program Sub-Domain	SSO Partner(s)
		<ul style="list-style-type: none"> <li>• Home Modification</li> </ul>	
(Berkshire Fallon Health Collaborative)	Nutrition	Nutrition Sustaining Support	N/A
(Berkshire Fallon Health Collaborative)	Nutrition	<b>COVID-19</b> Nutrition Sustaining Support	N/A
(Berkshire Fallon Health Collaborative)	Nutrition	<b>COVID-19</b> Nutrition Sustaining Support	N/A
<b>ACO Name:</b> Boston Children’s Accountable Care Organization in partnership with Tufts Health Public Plans  <b>Phone:</b> 617-919-1606  <b>Email:</b> <a href="mailto:BCHACO.FlexServices@childrens.harvard.edu">BCHACO.FlexServices@childrens.harvard.edu</a>	Nutrition	Nutrition Sustaining Support	Just Roots
(Boston Children’s Accountable Care Organization in partnership with Tufts Health Public Plans)	Nutrition	Nutrition Sustaining Support	Daily Table
(Boston Children’s Accountable Care Organization in partnership with Tufts Health Public Plans)	Housing	<ul style="list-style-type: none"> <li>• Pre-Tenancy – Individual</li> <li>• Tenancy Sustaining – Individual</li> <li>• Pre-Tenancy – Transitional</li> </ul>	Project Hope
(Boston Children’s Accountable Care Organization in partnership with Tufts Health Public Plans)	Housing	<ul style="list-style-type: none"> <li>• Pre-Tenancy – Individual</li> <li>• Tenancy Sustaining – Individual</li> <li>• Pre-Tenancy – Transitional</li> </ul>	Family Aid Boston
<b>ACO Name:</b> Boston Medical Center Health Plan in partnership with Boston Accountable Care Organization, Mercy Health ACO, and Southcoast  <b>Phone:</b> N/A  <b>Email:</b> <a href="mailto:Ambrozone.Wells@BMC.org">Ambrozone.Wells@BMC.org</a>	N/A	Note: No programs currently serving members	N/A
<b>ACO Name:</b> Tufts Health Together with BIDCO  <b>Phone:</b> N/A  <b>Email:</b> <a href="mailto:BIDCOFlexServices@bidmc.harvard.edu">BIDCOFlexServices@bidmc.harvard.edu</a>	Nutrition	Nutrition Sustaining Support	Community Servings
<b>ACO Name:</b> Community Care Cooperative	Nutrition	Nutrition Sustaining Support	Western Massachusetts Food Partnership

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ACO Name and Contact Information	Program Domain	Program Sub-Domain	SSO Partner(s)
<b>Phone:</b> 617-456-7656 <b>Email:</b> <a href="mailto:FlexibleServices@c3aco.org">FlexibleServices@c3aco.org</a>			
(Community Care Cooperative)	Nutrition	Nutrition Sustaining Support	<b>Project Bread</b>
(Community Care Cooperative)	Nutrition	Nutrition Sustaining Support	Community Servings
(Community Care Cooperative)	Nutrition	Nutrition Sustaining Support	Elder Services of Worcester Area
(Community Care Cooperative)	Nutrition	<b>COVID-19</b> Nutrition Sustaining Support	N/A
(Community Care Cooperative)	Housing	<ul style="list-style-type: none"> <li>• Pre-Tenancy – Individual</li> <li>• Pre-Tenancy – Transitional</li> </ul>	Father Bill’s and Mainspring
(Community Care Cooperative)	Housing	<ul style="list-style-type: none"> <li>• Pre-Tenancy – Individual</li> <li>• Pre-Tenancy – Transitional</li> <li>• Tenancy Sustaining – Individual</li> <li>• Home Modification</li> </ul>	Metro Housing Boston
(Community Care Cooperative)	Housing	<ul style="list-style-type: none"> <li>• Home Modification</li> <li>• Tenancy Sustaining – Individual</li> </ul>	Massachusetts Coalition for the Homeless
(Community Care Cooperative)	Housing	<ul style="list-style-type: none"> <li>• Home Modification</li> <li>• Pre-Tenancy – Transitional</li> <li>• Pre-Tenancy – Individual</li> <li>• Tenancy Sustaining – Individual</li> </ul>	Southern Middlesex Opportunity Council (SMOC)
(Community Care Cooperative)	Housing	<ul style="list-style-type: none"> <li>• Home Modification</li> <li>• Pre-Tenancy – Transitional</li> <li>• Pre-Tenancy – Individual</li> <li>• Tenancy Sustaining – Individual</li> </ul>	Community Action Pioneer Valley
(Community Care Cooperative)	Housing	<ul style="list-style-type: none"> <li>• Home Modification</li> <li>• Pre-Tenancy – Transitional</li> <li>• Pre-Tenancy – Individual</li> <li>• Tenancy Sustaining – Individual</li> </ul>	Making Opportunities Count
<b>ACO Name:</b> Cambridge Public Health Commission d/b/a Cambridge Health Alliance  <b>Phone:</b> 781-338-0359  <b>Email:</b> <a href="mailto:Flexibleservices@challiance.org">Flexibleservices@challiance.org</a>	Nutrition	Nutrition Sustaining Support	Community Servings
(Cambridge Public Health Commission d/b/a Cambridge Health Alliance)	Nutrition	<b>COVID-19</b> Nutrition Sustaining Support	N/A

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ACO Name and Contact Information	Program Domain	Program Sub-Domain	SSO Partner(s)
(Cambridge Public Health Commission d/b/a Cambridge Health Alliance)	Nutrition	<b>COVID-19</b> Nutrition Sustaining Support	N/A
<b>ACO Name:</b> Lahey MassHealth ACO  <b>Phone:</b> 978-712-1666  <b>Email:</b> <a href="mailto:Melissa.Griswold@lahey.org">Melissa.Griswold@lahey.org</a>	Nutrition	Nutrition Sustaining Support	Merrimack Valley Community Partner
(Lahey MassHealth ACO)	Housing	<ul style="list-style-type: none"> <li>• Pre-Tenancy – Individual</li> <li>• Pre-Tenancy – Transitional</li> <li>• Tenancy Sustaining – Individual</li> <li>• Home Modification</li> </ul>	Eliot Community Human Services Inc
<b>ACO Name:</b> Merrimack Valley Accountable Care Organization (MVACO)  <b>Phone:</b> 978-780-3061  <b>Email:</b> <a href="mailto:Laura.solari@lawrencegeneral.org">Laura.solari@lawrencegeneral.org</a>	Nutrition / Housing	<ul style="list-style-type: none"> <li>• Nutrition Sustaining Support</li> <li>• Tenancy Sustaining – Individual</li> <li>• Home Modification</li> </ul>	Merrimack Valley Community Partner
(Merrimack Valley Accountable Care Organization (MVACO))	Nutrition	<b>COVID-19</b> Nutrition Sustaining Support	Merrimack Valley Community Partner
<b>ACO Name:</b> Partners HealthCare Choice ACO  <b>Phone:</b> 1-800-231-2722  <b>Email:</b> N/A	Nutrition	Nutrition Sustaining Support	Community Servings, Western Massachusetts Food Partnership, and Fresh Truck
(Partners HealthCare Choice ACO)	Nutrition	Nutrition Sustaining Support	N/A
(Partners HealthCare Choice ACO)	Nutrition	<b>COVID-19</b> Nutrition Sustaining Support	N/A
(Partners HealthCare Choice ACO)	Nutrition	Nutrition Sustaining Support	Community Servings, Western Massachusetts Food Partnership, Southern Middlesex Opportunity Council
(Partners HealthCare Choice ACO)	Housing	Tenancy Sustaining – Individual	N/A
<b>ACO Name:</b> Fallon 365 Care (Reliant Medical Group in partnership with Fallon Health)  <b>Phone:</b> 1-855-508-3390	Nutrition	Nutrition Sustaining Support	Elder Services of Worcester Area

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ACO Name and Contact Information	Program Domain	Program Sub-Domain	SSO Partner(s)
<b>Email:</b> N/A			
<b>ACO Name:</b> Signature Healthcare in partnership with Boston Medical Center Health Plan  <b>Phone:</b> 508-941-0400  <b>Email:</b> N/A	Nutrition	Nutrition Sustaining Support	Old Colony YMCA
<b>ACO Name:</b> Steward Medicaid Care Network, Inc.  <b>Phone:</b> 781-493-7996  <b>Email:</b> <a href="mailto:SHCNCareManagement@steward.org">SHCNCareManagement@steward.org</a>	Nutrition	Nutrition Sustaining Support	Community Counseling of Bristol County and Father Bill's and Mainspring
(Steward Medicaid Care Network, Inc.)	Nutrition	<b>COVID-19</b> Nutrition Sustaining Support	Community Servings
(Steward Medicaid Care Network, Inc.)	Housing	Tenancy Sustaining – Individual	Medical-Legal Partnership   Boston, Father Bill's and Mainspring, and Community Counseling of Bristol County
(Steward Medicaid Care Network, Inc.)	Housing	<ul style="list-style-type: none"> <li>• Pre-Tenancy – Individual</li> <li>• Pre-Tenancy – Transitional</li> </ul>	Medical-Legal Partnership   Boston, Father Bill's and Mainspring, and Community Counseling of Bristol County
<b>ACO Name:</b> WellForce ACO  <b>Phone:</b> 978-807-6897  <b>Email:</b> <a href="mailto:lori.uzdarwin@lowellgeneral.org">lori.uzdarwin@lowellgeneral.org</a>	Housing	<ul style="list-style-type: none"> <li>• Pre-Tenancy – Individual</li> <li>• Tenancy Sustaining – Individual</li> <li>• Pre-Tenancy – Transitional</li> </ul>	South Middlesex Opportunity Council (SMOC) in partnership with Lowell Transitional Living Center

*\*Disclaimer: The Flexible Services Program is not an entitlement program nor a covered service. Not all eligible members will receive FS and should contact their ACOs for more information.*