

MassHealth Accountable Care Organization Flexible Services

October, 2019

MassHealth may pay for health-related nutrition and housing supports for certain members enrolled in an Accountable Care Organization. Through the Flexible Services Program, MassHealth's Accountable Care Organizations (ACOs) are directed to pilot evidence-based approaches that address a member's **health-related** social needs with the goal of improving health outcomes and reducing the total cost of health care for the member.

Beginning January 2020, ACOs will provide health-related nutrition and housing supports to members directly or by connecting members to qualified community-based organizations.

- Leading up to the launch, ACOs and community-based organizations are working together to develop detailed workplans including referrals and communications to support robust implementation and monitoring of these services.
- ACOs are required to submit participation plans to MassHealth detailing the particular services they plan to provide and individuals they plan to serve. The plans are carefully reviewed and approved by MassHealth to ensure ACOs have the ability and capacity to execute their proposed plans.
- Flexible Services does not replace, substitute, or duplicate existing benefits or state and federal social service programs, but to supplement where appropriate.
- Flexible Services is not an entitlement program or a covered service, and not all members will receive these specific supports.

To be eligible for Flexible Services, a member must:

- ✓ **Be enrolled in one of MassHealth's Accountable Care Organizations (ACOs);**
- ✓ **Meet at least one of the Health Needs Based Criteria** defined in the Flexible Services Protocol (which include having a behavioral health need or complex physical health need, needing assistance with one or more documented Activities of Daily Living or Instrumental Activities of Daily Living, having repeated Emergency Department use within a certain timeframe, or experiencing a high-risk pregnancy or complications associated with pregnancy); and
- ✓ **Meet at least one of the Risk Factors** defined in the Flexible Services Protocol (which include experiencing homelessness, being at risk of homelessness, or being at risk for nutritional deficiency).

Eligible members may receive such supports as:

- ✓ **Pre-tenancy** (e.g., assisting members with obtaining and completing housing applications, transitional assistance including one-time household set up costs and first/last month's rent)
- ✓ **Tenancy Sustaining** (e.g., assisting members with communicating with landlords; obtaining adaptive skills needed to live independently in the community)
- ✓ **Home Modifications** needed to ensure member's health and safety (e.g., installation of grab bars and hand showers; doorway modifications; in-home environmental risk assessments)
- ✓ **Nutrition** (e.g., home-delivered meals for members)

Flexible Services support the broader MassHealth goal of addressing the health-related social needs of its members as part of the ACO program.

- MassHealth requires ACOs to screen their members for certain health-related social needs, and to provide navigation support to connect members with services to address those needs.
- MassHealth evaluates ACO performance on screening for health-related social needs through a dedicated quality measure, and requires ACOs to report any needs identified related to housing, food insecurity, transportation, and utility support.
- In October 2018, the Center for Medicare and Medicaid Services (CMS) approved MassHealth's protocol for a \$149 million Flexible Services Program as a component of the ACO program.