***Commonwealth of Massachusetts***

***Executive Office of Health and Human Services***

***Office of Medicaid***

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MassHealth

# Home Health Agency Bulletin 66

June 2021

**TO**: Home Health Agencies Participating in MassHealth

**FROM**: Daniel Tsai, Assistant Secretary for MassHealth [signature of Daniel Tsai]

**RE**: **MassHealth Comprehensive Needs Assessment Conducted Through Telehealth for Community Case Management Members**

## Introduction

Due to the continued risks of COVID-19 for MassHealth members seeking and/or receiving Community Case Management (CCM) services, MassHealth is extending the period in which CCM Clinical Managers may conduct a Comprehensive Needs Assessment through telehealth (including telephone and/or live video) instead of in person. CCM Case Managers may conduct a Comprehensive Needs Assessments via telehealth through the end of the federally declared Public Health Emergency. This temporary flexibility applies to Comprehensive Needs Assessments for members seeking CCM services as well as for members requiring a reevaluation for CCM services.

MassHealth or its designee will make every attempt to conduct the Comprehensive Needs Assessment in person. However, this assessment may be completed via telehealth (including telephone and/or live video) when requested for members who report COVID-19 transmission concerns.

## MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](http://www.mass.gov/masshealth-provider-bulletins) web page.

[Sign up](https://www.mass.gov/forms/email-notifications-for-masshealth-provider-bulletins-and-transmittal-letters) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

## Questions

If you have any questions about the information in this bulletin, please contact the Long Term Services and Supports (LTSS) Provider Service Center. The MassHealth LTSS Provider Service Center is open from 8 a.m. to 6 p.m., Monday through Friday, excluding holidays. LTSS Providers should direct their questions about this letter or other MassHealth LTSS Provider questions to the LTSS Third Party Administrator (TPA) as follows.

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