




Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

MassHealth
Home Health Agency Bulletin 66
June 2021

TO: Home Health Agencies Participating in MassHealth

FROM: Daniel Tsai, Assistant Secretary for MassHealth 

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

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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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MassHealth
Home Health Bulletin 66
June 2021
Page 2 of 2

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