

COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF HEALTH AND HUMAN SERVICES



Health Related Social Needs (HRSN) Service Manual Definitions

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Related Documents

- [MassHealth Accountable Care Partnership Plan Contracts](#)
- [MassHealth Primary Care ACO Contracts](#)
- [MassHealth Managed Behavioral Health Vendor Contracts](#)
- [HRSN Supplemental Housing Service Manual](#)
- [HRSN Supplemental Nutrition Service Manual](#)
- [HRSN Supplemental Services Fee Schedule](#)
- [HRSN Supplemental Services Criteria Guidance](#)

Introduction

The terms in this HRSN Service Manual, or their abbreviations, when capitalized, are defined in Section 1 of the MassHealth Accountable Care Partnership Plan (ACPP) Contract and Primary Care Accountable Care Organization (PCACO) Contract, or below, unless the context clearly indicates otherwise. The terms stated in ACPP and PCACO Contracts and herein are subject to all required approvals of the federal Centers for Medicare and Medicaid Services (CMS). The ACPP and PCACO Contracts are located [here](#).

General Definitions

Accountable Care Partnership Plan Contract (ACPP Contract). The MassHealth Accountable Care Partnership Plan Contract between EOHHS and its 15 Accountable Care Partnership Plans.

Behavioral Health Disorder. Any disorder pertaining to mental health or substance use as defined by the current edition of the *Diagnostic and Statistical Manual of Mental Disorders*.

Health Needs Based Criteria (HNBC). An individual with a qualifying HNBC is defined as an individual who has one or more of the following.

- Is clinically assessed to have a behavioral health need (mental health or substance use disorder) requiring improvement, stabilization, or prevention of deterioration of functioning (including the ability to live independently without support).
- Is clinically assessed to have a complex physical health need, which is defined as persistent, disabling, or progressively life-threatening physical health condition(s), requiring improvement, stabilization, or prevention of deterioration of functioning (including the ability to live independently without support).
- Is clinically assessed to have a need for assistance with one or more Activities of Daily Living (ADLs) or Instrumental Activities of Daily Living (IADLs).
- Has repeated incidents of emergency department use (defined as two or more visits within six months, or four or more visits within a year).
- Is pregnant and who is experiencing high risk pregnancy or complications associated with pregnancy, as well as such individuals in the 12-month postpartum period.
- Is pregnant or postpartum up to two-months postpartum, without additional clinical factors.

Health Related Social Needs (HRSNs). As set forth in Section 1 of the ACPP Contract and PCACO Contract, the immediate daily necessities that arise from the inequities caused by the social determinants of health, such as a lack of access to basic resources like stable housing, an environment free of life-threatening toxins, healthy food, utilities including heating and internet access, transportation, physical and mental health care, safety from violence, education and employment, and social connection.

HRSN Services. Services set forth in the ACPP Contract and the PCACO Contract that address HRSNs. HRSN Services consist of, together, HRSN Required Services and HRSN Supplemental Services as set forth below.

HRSN Required Services. A subcategory of HRSN Services that ACPPs and PCACOs (through MBHP) must provide to Enrollees. HRSN Required Services are: Specialized Community Support Program for Homeless Individuals (CSP-HI), Specialized Community Support Program Tenancy Preservation Program (CSP-TPP), and Specialized Community Support Program for Justice Involved Individuals (CSP-JI). Additional information about these services can be found in [Managed Care Entity Bulletin 99](#).

HRSN Supplemental Services. A subcategory of HRSN Services that ACPPs and PCACOs (through MBHP) may choose to provide to Enrollees in accordance with MassHealth Managed Care Entities' Contracts. Services include the following.

- HRSN Supplemental Nutrition Services
 - Medically tailored home delivered meals
 - Nutritionally appropriate home delivered meals
 - Medically tailored food boxes
 - Nutritionally appropriate food boxes
 - Medically tailored food prescriptions and vouchers
 - Nutritionally appropriate food prescriptions and vouchers
 - Nutrition education classes and skills development
 - Nutrition counseling
 - Kitchen supplies
- HRSN Supplemental Housing Services
 - Housing search
 - Transitional goods
 - Housing navigation
 - Healthy homes

Massachusetts Behavioral Health Partnership (MBHP). The entity with which EOHHS contracts to assist PCACOs with administrative functions related to provision of HRSN Services.

MassHealth Managed Care Entities' Contracts (MCE Contracts). Together, the Accountable Care Partnership Plan Contract, Primary Care ACO Contract, and contract with Massachusetts Behavioral Health Partnership.

Mental Health Disorder. Any disorder pertaining to mental health as defined by the current edition of the *Diagnostic and Statistical Manual of Mental Disorders*.

Primary Care ACO Contract (PCACO Contract). The MassHealth Primary Care Accountable Care Organization between EOHHS and its two Primary Care ACOs.

Plan. An Accountable Care Partnership Plan or a Primary Care ACO (in partnership with MBHP).

Substance Use Disorder. Any disorder pertaining to substance use as defined by the current edition of the *Diagnostic and Statistical Manual of Mental Disorders*.

Nutrition Definitions

Dietary Guidelines for Americans. A set of guidelines developed by the U.S. Department of Agriculture and the U.S. Department of Health and Human Services that provides food-based recommendations to promote health, help prevent diet-related chronic disease, and meet nutrient needs.

Dietary Reference Intake. A set of scientifically developed reference values for nutrients developed by the U.S. Department of Health and Human Services.

Food Insecurity. The condition of meeting either of the following definition of low or very low food security as defined by the [United States Department of Agriculture \(USDA\)](#).

- [Low food security.](#) Reports of reduced quality, variety, or desirability of diet. Little or no indication of reduced food intake
- [Very low food security.](#) Reports of multiple indications of disrupted eating patterns and reduced food intake

Nutrition Category 1 Services. Services that provide food necessary to improve, stabilize, or prevent the deterioration of functioning of an Enrollee's health. If selected, this service must be made available to all eligible members.

Nutrition Category 2 Services. Services that enhance the effectiveness and impact of Nutrition Category 1 Services by providing nutrition education, goods, and services other than food. If selected, this service must be made available to all eligible members.

Supplemental Nutrition Assistance Program (SNAP). A federal program that provides nutrition benefits to low-income individuals and families that are used at stores to purchase food.

Supplemental Nutrition Assistance Program (SNAP) Outreach Provider. Local agencies and community organizations approved by the Massachusetts Department of Transitional Assistance (DTA) to educate and support SNAP recipients and applicants by assisting with completing SNAP applications, gathering information or documents for client verifications, and helping applicants to

understand the application process and remain eligible for SNAP by supporting the recertification process.

Housing Services Definitions

Chronic Homelessness. As set forth in Section 1 of the ACPP Contract, a definition established by the U.S. Department of Housing and Urban Development (HUD) of a disabled individual who has been continuously homeless on the streets or in an emergency shelter or safe haven for 12 months or longer, or has had four or more episodes of homelessness (on the streets, or in an emergency shelter, or safe haven) over a three-year period where the combined occasions must total at least 12 months (occasions must be separated by a break of at least seven nights; stays in institution of fewer than 90 days do not constitute a break). To meet the disabled part of the definition, the individual must have a diagnosable substance use disorder, serious and persistent mental illness, developmental disability, post-traumatic stress disorder, cognitive impairment resulting from a brain injury, or chronic physical illness, or disability, including the co-occurrence of two or more of those conditions.

Continuum of Care (CoC). A regional or local planning body that coordinates housing and services funding for homeless families and individuals. There are currently 11 federally approved CoCs in Massachusetts: mass.gov/doc/continuum-of-care-service-areas/download. Each of the 11 CoCs serves a unique geographic area.

Coordinated Entry System (CES). A consistent, streamlined process for accessing the resources available in the homeless crisis response system and for ensuring that the highest need, most vulnerable households in the community are prioritized for services and that the housing and supportive services in the system are used as efficiently and effectively as possible. In accordance with federal requirements, each of the 11 Continuums of Care in Massachusetts are required to have a CES.

Homelessness. Enrollees meeting Category 1, of the homeless definition established by HUD.

- **Category 1.** Any Enrollee who lacks a fixed, regular, and adequate nighttime residence, and who has a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping group; or who is living in a supervised publicly or privately operated emergency shelter designated to provide temporary living arrangements, including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state, or local government programs for low-income individuals. This could include those individuals who are exiting an institution where they have resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Lease Violation. Notice given by the property owner or its designee that a tenant has not complied with material aspects of the lease or other agreement governing the terms of the occupancy of the housing.

Unhealthy Housing. An Enrollee's primary living situation that is negatively impacting their health, due to factors including but not limited to pests, mold, elements of the home being in disrepair, exposure to pathogens/hazards, or the property being inadequately maintained.