



## FACT SHEET: Community Partners

### What are Community Partners?

Behavioral Health (BH) and Long-Term Services and Supports (LTSS) Community Partners (CPs) are **community-based entities** that work with Accountable Care Organizations (ACOs) and Managed Care Organizations (MCOs) to provide **care management and coordination** to certain members identified by MassHealth, ACOs, and MCOs. BH CPs will provide supports to certain members with **significant behavioral health needs**, including serious mental illness and addiction. LTSS CPs will provide supports to certain members with **complex LTSS needs**, such as children and adults with physical and developmental disabilities and brain injuries.

**MassHealth members enrolled in an ACO or MCO may be eligible to participate in the CP program.** CPs are not available to members enrolled in the Primary Care Clinician (PCC) Plan or in Mass Health's fee-for-service (FFS) program, unless the member is affiliated with the Department of Mental Health's Adult Community Clinical Supports program. When members have other state agency or provider supports, CPs will supplement and coordinate with those supports but will not duplicate the functions provided by them.

When the program is fully implemented, MassHealth anticipates that

- BH CPs will support approximately **35,000** MassHealth members, and
- LTSS CPs will support approximately **20,000 – 24,000** MassHealth members.

### BH CP Supports

BH CPs perform comprehensive care coordination and care management, including

- *Outreach and engagement*
- *Comprehensive assessment and ongoing person-centered treatment planning*
- *Care coordination and care management across services including medical, behavioral health, long-term services and supports, and other state agency services*
- *Support for transitions of care*
- *Medication reconciliation support*
- *Health and wellness coaching*
- *Connection to social services and community resources*

### LTSS CP Supports

LTSS CPs are experts who perform LTSS care coordination, including

- *Outreach and engagement*
- *LTSS care planning that includes providing information to support informed choice of services and providers by members*
- *Care team participation*
- *LTSS care coordination, including other state agency services*
- *Support for transitions of care*
- *Health and wellness coaching*
- *Connection to social services and community resources*

## Information about Member Assignment to a CP

- **MassHealth, ACOs, and MCOs will identify members** for the program based on their service history. These members will be assigned to a CP in their area.
- Each assigned member will receive a **letter** from MassHealth and will be contacted by CP staff who will explain the program. Letters will be mailed on an ongoing basis to newly assigned members.
- Members may request a different CP in their area or may decline to participate in the program at any time. This decision will not impact the member's MassHealth benefits in any way.
- Members who are not identified by MassHealth or assigned to a CP may submit a request to participate to their MCO or ACO (beginning in 2019). This request could come from a provider on the member's behalf. The member's MCO or ACO will determine whether to assign the member to a CP.

## Care Plans for Members Assigned to a CP

A member's care plan functions as a key tool for integrating care across the care continuum. **Every member assigned to a CP will have a care plan.** All care plans must be signed by the member and the member's primary care provider (PCP) or PCP designee. MassHealth expects PCPs to collaborate with CPs to ensure timely sign off for member care plans. In addition, MassHealth expects all other MassHealth providers to collaborate with CPs on the development, implementation, and monitoring of member care plans.

## Service Authorizations for Members Assigned to a CP

CPs will not authorize services for members. Service authorizations will continue to follow the same processes as those already in place for members enrolled in an ACO or MCO, the PCC plan, or in the FFS program. Providers of services that require prior authorization should continue to submit authorization requests to ACOs, MCOs, the MassHealth behavioral health vendor, and MassHealth, as applicable.

## What this Means for Providers

- Providers of MassHealth services and programs should continue to deliver services in accordance with all applicable regulations, program or service specifications, agency guidance, and contracts with ACOs, MCOs, and the MassHealth behavioral health vendor.
- Community Partners will coordinate with providers and supplement but not duplicate functions performed by providers. CPs will be a resource and support for coordinating with the member's providers, ACO and MCO. For example, a CP may support integration making sure that ACOs, MCOs, PCPs and other providers share the right information and coordinate services, including additional social services, through a single care plan.
- Providers that believe a member they serve might benefit from CP supports, should contact the member's PCP, ACO, or MCO to discuss participation in the CP program. A resource for locating ACO and MCO contact information is below.

### Additional CP Resources for Providers

- More information about the CP program is available on the CP homepage at **[www.mass.gov/guides/masshealth-community-partners-cp-program](http://www.mass.gov/guides/masshealth-community-partners-cp-program)**
- Provider training event schedules and other PCDI information can be viewed and downloaded on the MassHealth Provider PCDI Resources web page at **[www.mass.gov/lists/provider-pcdi-resources](http://www.mass.gov/lists/provider-pcdi-resources)**
- To learn how to register for upcoming provider training events, visit **[www.mass.gov/how-to/enroll-in-webinar-or-in-person-session-for-pcdi](http://www.mass.gov/how-to/enroll-in-webinar-or-in-person-session-for-pcdi)**
- Find out more by contacting a member's ACO or MCO. Find contact information here **[www.mass.gov/service-details/masshealth-health-plans](http://www.mass.gov/service-details/masshealth-health-plans)**
- Questions about the CP program can be emailed to **[CPinfo@MassMail.State.MA.US](mailto:CPinfo@MassMail.State.MA.US)**