



**MassHealth**  
**Managed Care Entity Bulletin 94**  
**December 2022**

**TO:** Program of All-inclusive Care for the Elderly (PACE) Organizations Participating in MassHealth

**FROM:** Amanda Cassel Kraft, Assistant Secretary for MassHealth 

**RE:** Process for Existing PACE Organizations to Expand Their Service Area and/or Open a New PACE Center

**Applicable Managed Care Entities and PACE Organizations**

- Accountable Care Partnership Plans (ACPPs)
- Managed Care Organizations (MCOs)
- MassHealth's behavioral health vendor
- One Care Plans
- Senior Care Organizations (SCOs)
- Program of All-inclusive Care for the Elderly (PACE) Organizations

**Overview**

This bulletin outlines how PACE organizations can request assurance from the Executive Office of Health and Human Services (EOHHS), which is the PACE state administering agency (SAA) in Massachusetts, to expand their service area to add one additional PACE center to serve one of the geographic areas listed later in this bulletin. PACE organizations currently operating in Massachusetts under PACE Program agreements with the Centers for Medicare and Medicaid Services (CMS) and EOHHS are eligible to request a service area expansion as explained in this bulletin.

By providing this opportunity, EOHHS supports and furthers the goals of the PACE Program, including delivering a wide range of medical, social, recreational, and wellness services that allow participants to live safely in their communities, rather than in a nursing home.

**Service Area Expansion Process**

When PACE organizations seek to expand their service areas and/or add a new PACE center site, the PACE organizations must get assurance from the SAA that the SAA is willing to amend its agreement with the PACE organization to include the new site and/or expand the PACE organization's service area. (See 42 CFR 460.12.) This assurance is a required component of any application made by a PACE organization to CMS seeking expansion of service area and/or adding a new PACE center site.

PACE organizations that meet the qualifications listed in this bulletin may request an assurance from EOHHS by submitting the required information to EOHHS by the date indicated in this bulletin. EOHHS will review the submission and determine whether the request for assurance

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supports the goals of the PACE Program, is in the best interests of participants, and meets the needs of EOHHS.

Issuance of an assurance to a PACE organization does not guarantee that CMS will approve the PACE organization's request for expansion. Final approval for expansion of a PACE organization's service area and/or adding a new PACE center site is contingent upon CMS approval and the completion of the final state readiness review. See 42 CFR § 460.12 for a complete list of CMS application requirements.

### **Qualifications**

PACE organizations requesting assurance from EOHHS must satisfy each of the following requirements.

1. Be a PACE organization currently operating in Massachusetts under PACE program agreements with CMS and EOHHS.
2. Not have an active plan of correction (programmatic or financial) with EOHHS or CMS.
3. Seek to add a PACE center (either within the PACE organization's existing service area or with a corresponding request to expand its service area) in or serving one of the following municipalities:
  - a. Attleboro
  - b. Barnstable
  - c. Brighton (neighborhood of Boston)
  - d. Brockton
  - e. Fall River
  - f. Framingham
  - g. New Bedford
  - h. Pittsfield
  - i. Plymouth
  - j. Taunton

### **Submission Materials**

PACE organizations seeking to expand their service areas and/or add a PACE center site must submit to EOHHS a Letter of Intent that includes all of the following information:

1. The name of the PACE organization and the primary contact for the request for assurance, including name, title, phone number, and email address.
2. A summary of how the PACE organization meets the listed qualifications.
3. A summary of the PACE organization's rationale for seeking an expansion.
4. A detailed explanation of the processes, resources, and activities that the PACE organization will employ to successfully implement a program at the new site.
5. An organizational chart of the overall PACE organization and an organizational chart indicating the individuals that are to be dedicated to the services required at the new center.
6. Detailed plans for:
  - a. service delivery, including plans for pharmaceutical and transportation services;
  - b. PACE physical site plans;
  - c. proposed timeline for opening;
  - d. marketing plan; and
  - e. enrollment plans, policies and procedures, data collection, management, and reporting.

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7. A detailed explanation, including documentation of the capacity to operate an additional PACE center and the organizational readiness to manage financial elements.
8. A description of the organization's familiarity with target area and service population, organizational experience and history in the service area, and community relationships and support.
9. A description of any potential housing plans for participants, which may include:
  - a. placing a PACE center at an affordable housing complex/community;
  - b. setting aside apartments specifically for PACE participants;
  - c. offering satellite series onsite at facilities where multiple PACE participants reside; or
  - d. providing a letter of support from a local housing organization.

### **Submission Requirements and Timeline**

PACE organizations may submit only one request for assurance and may request to add only one new PACE center. Submissions must include all information required in this bulletin, organized to align to the numbering and order of the required information. Incomplete applications and applications received after the deadline may be rejected.

Applicants must submit requests for assurance by *January 24, 2023, at 4:00 p.m.* via email to [kayla.d.king@mass.gov](mailto:kayla.d.king@mass.gov) with the subject line "[PACE ORG NAME] request for service area expansion and/or to add a PACE center." Paper submissions will not be considered.

EOHHS may request additional information during its review process. PACE organizations must respond to such requests within the timeframe designated by EOHHS.

EOHHS intends to inform PACE organizations of EOHHS's determinations in early February 2023. PACE organizations must submit their application for service area expansion to CMS by March 31, 2023.

### **MassHealth Website**

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### **Questions**

If you have any questions about the information in this bulletin, please contact the MassHealth Customer Service Center at (800) 841-2900, email your inquiry to [providersupport@mahealth.net](mailto:providersupport@mahealth.net), or fax your inquiry to (617) 988-8974.