



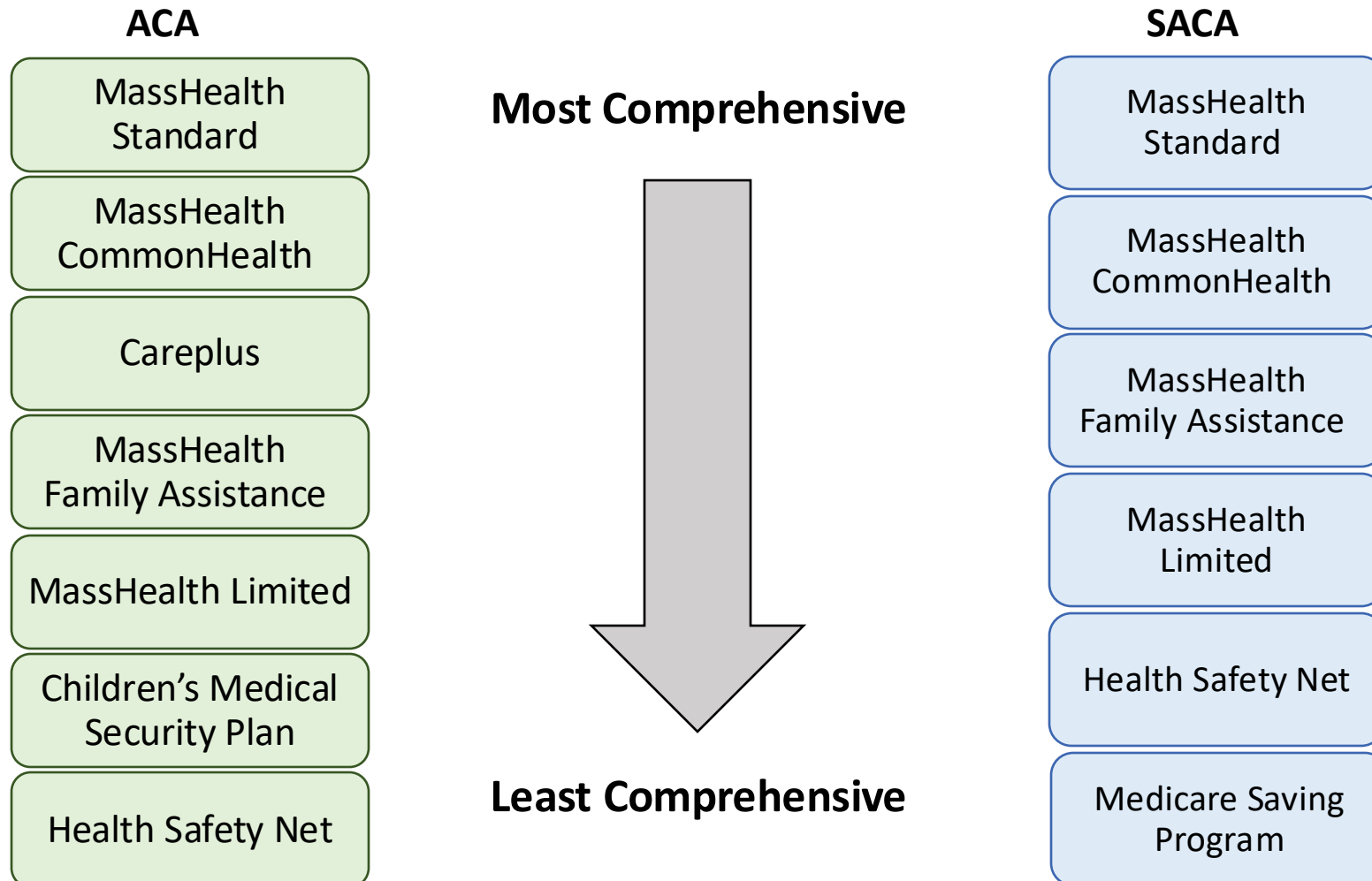
MassHealth Housing, Homelessness, and Health Policy Webinar Series – Long Term Services and Supports

Executive Office of Health and Human Services

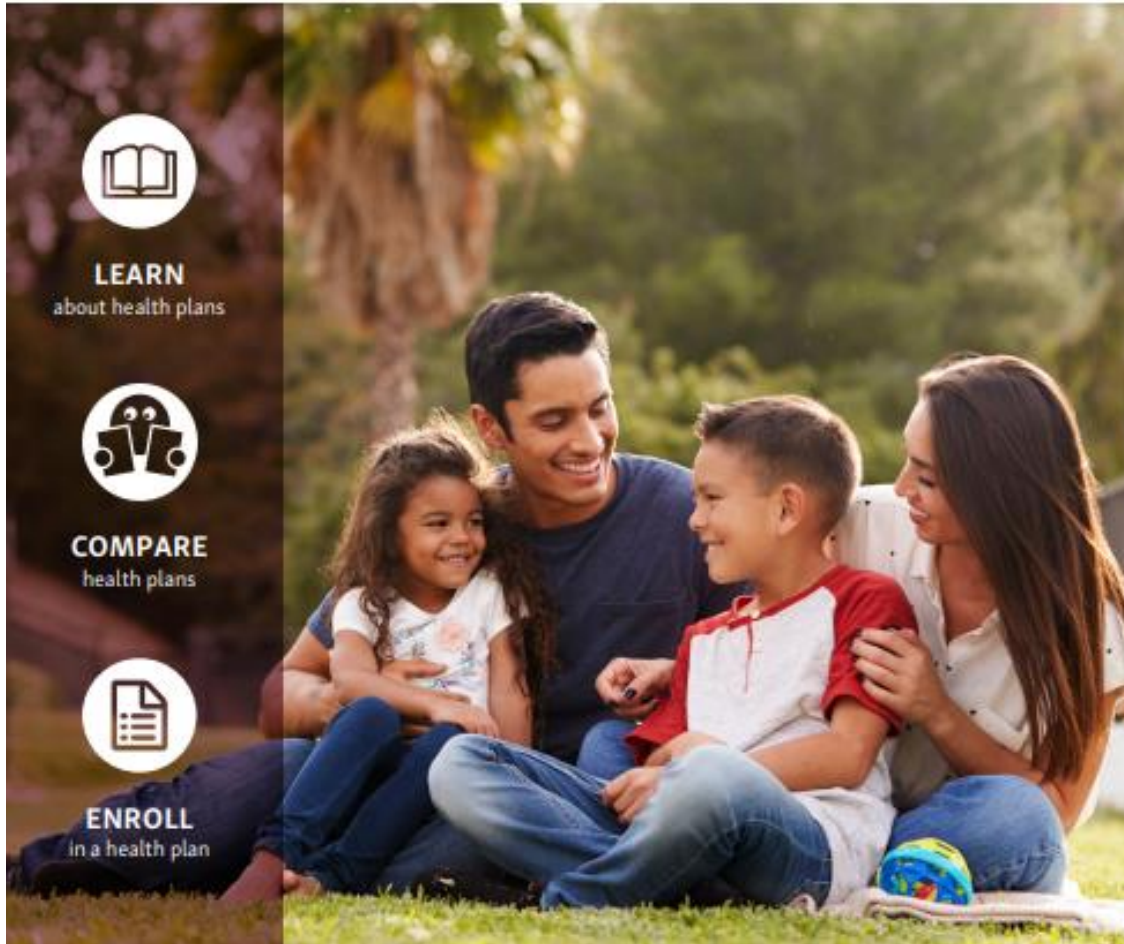
December 2024

MassHealth Coverage Types

Each coverage type represents a different level of health benefits. The coverage type is determined by categorical and financial standards.



MassHealth Managed-Care Eligible Members



Members who are managed care eligible can select from the following types of plans:

- [Accountable Care Partnership Plan](#)
- [Primary Care ACO](#)
- [Managed Care Organization \(MCO\)](#)
- [Primary Care Clinician \(PCC\) Plan](#)

One Care

One Care Covered Services



No copayments



One person to coordinate your care and help you manage your physical, mental health, substance use, and community supports needs, so you can get the care that's right for you



A personal care plan to make sure you're getting care based on your needs and preferences



All prescriptions through one plan—over-the-counter drugs and products, such as vitamins, medicine to treat allergies, nicotine patches, and hydrocortisone cream



Dental services, including routine cleanings, x-rays, fillings, dentures, crowns, and root canals



Vision services, including exams, eyeglasses, and contact lenses



Community support services to help you with everyday activities and skills so you can live independently, manage chronic conditions, and participate fully in your community



Behavioral health services to support you in the community and help you in your recovery goals



Non-medical transportation to and from community services, activities, and other resources so that you can participate fully in the community



An LTS Coordinator to work with you to get the right community services to support your goals in wellness, community participation, recovery, and independence



Medical equipment, supplies, replacement parts, training, modifications, and repairs



Personal assistance services that can provide hands-on care, prompting/cueing, and monitoring to help you with everyday activities, including getting dressed, eating, taking a bath, and laundry, so that you can live independently at home

[One Care](#) is a way to get your MassHealth and Medicare benefits together.

One Care offers services that you can't get when your MassHealth and Medicare benefits are separate. With One Care, you have one plan, one card, and one person to coordinate your care.

You can enroll in OneCare if you:

- are between the ages of 21 and 64,
- have a disability
- have Medicare Parts A and B
- qualify for Medicare Part D (drug coverage)
- have MassHealth Standard or MassHealth CommonHealth
- live in an area covered by a One Care plan.

Senior Care Options ([SCO](#))

Senior Care Options (SCO) is a comprehensive health plan. SCO covers all of the services normally paid for through Medicare and MassHealth. This plan provides services to members through a senior care organization and its network of providers. SCO offers the opportunity to receive quality health care by combining health services with social support services. It does this by coordinating care and specialized geriatric support services, along with respite care for families and caregivers. SCO offers an important advantage for eligible members over traditional fee-for-service care. There are no copays for members enrolled in SCO.

Enrollment is open to MassHealth Standard members who meet the following criteria:

- are aged 65 or older;
- live at home or in a long-term-care facility (member cannot be an inpatient at a chronic or rehabilitation hospital or reside in an intermediate care facility for people with intellectual disabilities);
- are not subject to a six-month deductible period under MassHealth regulations at; and
- live in an area served by a SCO plan.

Program of All-inclusive Care for the Elderly ([PACE](#))

The Program of All-inclusive Care for the Elderly (PACE) is administered by MassHealth and Medicare to provide a wide range of medical, social, recreational, and wellness services to eligible participants. The goal of PACE is to allow participants to live safely in their homes instead of in nursing homes. The PACE model is centered on the core belief that given a choice, most elders, the disabled, and their families would choose to receive care in their homes and communities rather than in a nursing home.

To enroll in PACE you must:

- Be 55 or older
- Live in the service area of a PACE organization
- Be certified by the state as eligible for nursing home care
- Live in the community (not a nursing home)
- Be able to live safely in the community, and
- Agree to receive health services exclusively through the PACE organization.

MassHealth income and asset rules for PACE include the following:

- Countable income must not be greater than 300% of the federal benefit rate. The monthly premium charged to a PACE enrollee is based upon income.
- Countable assets must not be greater than \$2,000.

NOTE: if you are married, your spouse's income and assets are not counted.

Section I.



**MassHealth Office of Long Term Services and Supports
(OLTSS): Overview**

MassHealth is committed to a robust long-term services and supports program that delivers person-centered care, promotes independent living, and uses a “community first” approach

Individuals who require long-term services and supports (LTSS) have diverse needs due to disabilities or chronic medical conditions, and most require assistance with Activities of Daily Living or Instrumental Activities of Daily Living to help meet their daily needs, promote independence, and improve the quality of their lives

312,000 individuals (including dual-eligible members) receive LTSS funded by MassHealth.

- MassHealth offers the **broadest array of State Plan LTSS of any state**, including:
 - **Community-based programs and services** : Adult Day Health, Adult Foster Care, Continuous Skilled Nursing, Day Habilitation, Durable Medical Equipment, Group Adult Foster Care, Home Health, Hospice, Personal Care Attendant, Therapies
 - **Facility-based programs and services**: Chronic Disease and Rehabilitation Hospital and Nursing Facility
- **Specialized services through Home and Community-Based Services (HCBS) Waivers**: Acquired-Brain Injury, Traumatic Brain Injury, Adults with Intellectual Disabilities, Children with Autism Spectrum Disorder; Moving Forward Plan for Members transitioning from facilities, Frail Elder Waiver.

Who Qualifies for LTSS Services?

In order to qualify for LTSS services to be covered by MassHealth depends upon both:

1. MassHealth Coverage Type
2. Clinical Eligibility

How does a member start the process to get needed Long Term Services and Supports?

1. Reach out to Primary Care Provider and talk about needs and current supports. A member's PCP can start the referral process
2. Contact MassHealth Customer Service at 800-849-2900 to confirm the MassHealth coverage type. Not all MassHealth coverage types cover all LTSS
3. Contact MassOptions at 800-243-4636 and ask about what services may be able to meet needs
4. If a member is enrolled in a health plan (including ACO, MCO One Care, SCO or PACE), the health plan can help with accessing LTSS.

What are the things LTSS can help an eligible member with?

- Assistance with Activities of Daily Living (ADLs), like assistance dressing, bathing and mobility
- Limited assistance with Instrumental Activities of Daily Living (IADLs), like laundry, shopping and housekeeping
- Skilled care- such as wound care and therapies
- Medical equipment and supplies

Group Adult Foster Care Services



Group Adult Foster Care (GAFC) 130 CMR 408.500

Description: The GAFC program provides daily assistance with ADLs, IADLs, nursing and case management services for people, age 22 and older, who are elderly and/or disabled, enrolled in MassHealth Standard who meet the clinical criteria. Direct Care workers come to a Member's place of residence to provide care to the Member and nurses and case managers visit to monitor the Member's care.

Type of MassHealth Coverage: MassHealth Standard and MassHealth CommonHealth

Member Clinical Eligibility: 130 CMR 408.506

Group Adult Foster Care Services



Group Adult Foster Care (GAFC) 130 CMR 408.500

Population Served: Serves people age 22 with lower needs than some other LTSS services.

Other Conditions/Limitations: Requires pre-admission clinical eligibility assessment and determination performed by Coastline Elderly Services (ASAP). Rent and/or room and board fees are the Member's responsibility. Members residing in Assisted Living Facility's and receiving GAFC services may be eligible for a room and board subsidy from the Social Security Administration called Supplemental Security Income: Category G (SSI-G).

To get started: Call MassOptions for list of GAFC providers in your area.

Personal Care Attendant Services



Personal Care Attendant (PCA) 130 CMR 422.000

Description: PCA services are for people with permanent or chronic disabilities that require hands-on assistance with ADLs and IADLs. Program is consumer directed: members act as employers of the personal care attendants (PCAs) and are responsible for recruiting, hiring, training, and supervising their PCAs. No other insurance covers PCA.

Type of MassHealth Coverage: MassHealth Standard and MassHealth CommonHealth

Member Clinical Eligibility: 130 CMR 422.403

Personal Care Attendant Services

Personal Care Attendant (PCA) 130 CMR 422.000

Providers: 17 Personal Care Management (PCM) evaluate members' need for PCA services; assess need for surrogate; develop a Service Agreement; and provide intake/orientation and skills instruction to members regarding their employer responsibilities and managing their PCA services.

One Fiscal Intermediary (Tempus) act as employer agents for members; process payment checks for PCAs; withhold and pay all required employer taxes; deduct union dues and fees; and purchase workers' compensation

The Member: recruits, hires and trains their own PCA

Population Served: Serves eligible Members of all ages and disabilities.

Other Conditions/Limitations: Prior authorization is required. Members must appoint a surrogate if they are assessed as requiring a surrogate to manage PCA services.

To get started- outreach to a PCM in your area: [Personal Care Management \(PCM\) Agency List | Mass.gov](#)

Home Health (HH) Services

Home Health Services (HH) 130 CMR 403.000

Description: HH Agencies provide nursing visits, home health aide services, physical therapy (PT), speech therapy (ST) and occupational therapy (OT) services to MassHealth members in their homes and communities. Home Health services are covered by other insurances, including Medicare.

Type of MassHealth Coverage: Standard, CommonHealth, Family Assistance, CarePlus, Family Assistance

Member Clinical Eligibility: 130 CMR 403.409

Medical Necessity Criteria: See Medical Necessity Guidelines for Home Health Services under Mass.Gov

Home Health Services (HH) 130 CMR 403.000

Population served: All ages, provided member has a need for skilled nursing or therapy services.

Other Conditions/Limitations: See prior authorizations requirements in 130 CMR 403.410

To get started: Ask your primary care physician for a referral- or call MassHealth Customer Service for a list of Home Health providers who accept MassHealth.

Durable Medical Equipment (DME)



DME Services 130 CMR 409.000 & 427.000

Description: Provides members with medically necessary equipment, accessories, or supplies in member's home. Certain customized DME may be provided to members in nursing facilities. Services include the purchase, rental, and repair of customized equipment, mobility equipment, absorbent products, Personal Emergency Response System (PERS), enteral and parenteral products, and oxygen and respiratory equipment, and instruction in its use, as appropriate. Other insurance covers DME/Oxygen.

Type of MassHealth Coverage: Standard, CommonHealth, Family Assistance, CarePlus, Family Assistance

Member Eligibility: Must meet eligibility requirements described in 130 CMR 409.000 or 427.000

Durable Medical Equipment (DME)

DME: 130 CMR 409.000 & 427.000

Providers: 81 DME providers- many pharmacies also provide certain DME. Providers may specialize in the provision of certain DME.

Population Served: Serves people of all ages and disabilities.

Other Conditions/Limitations: Services must be medically necessary in accordance with regulations and guidelines. Many products/services have maximum allowable units. Prior authorization is required for many products/services. Covered service codes, modifiers, service limitations, and prior authorization (PA) requirements are listed in the [DME and Oxygen Payment and Coverage Guidelines Tool](#)

To get started: PCP can make referral/write a prescription for DME

Hospice Services

Hospice Services 130 CMR 437.000

Description: Hospice is an all-inclusive benefit and uses an interdisciplinary team to meet all the member's end-of-life medical needs related to their terminal illness as well as the member and their family's psychosocial, spiritual, and emotional needs. Members voluntarily elect hospice and must be certified by a physician as being terminally ill (life expectancy of six months or less). Hospice is covered by other insurances, including Medicare.

Type of MassHealth Coverage: Standard, CommonHealth, Family Assistance, CarePlus, Family Assistance

Member Clinical Eligibility: Members must be certified as terminally ill in accordance with 130 CMR 437.411. Recertifications of the member's terminal illness are required in accordance with 130 CMR 437.411

Hospice Services



Hospice Services 130 CMR 437.000

Providers: 79 MassHealth-enrolled Hospice providers.

Population Served: Serves people of all ages who are certified by a physician as having a terminal illness .

Other Conditions/Limitations: Members must agree to waive certain MassHealth benefits in accordance with 130 CMR 437.412, and must elect to receive hospice services. Members in hospice may also receive MassHealth PCA or AFC services if coordinated by the hospice as part of the member's plan of care and authorized by MassHealth.

To access hospice services: Start with a discussion with PCP..



Community Partners Program 2023-2027



November 2024

What is the Community Partners Program?

The Community Partners (CP) Program is a program for community-based organizations contracted by MassHealth to provide enhanced Care Coordination to MassHealth Members with complex needs enrolled in Accountable Care Organizations (ACOs), Managed Care Organizations (MCOs), or with the Department of Mental Health (DMH).

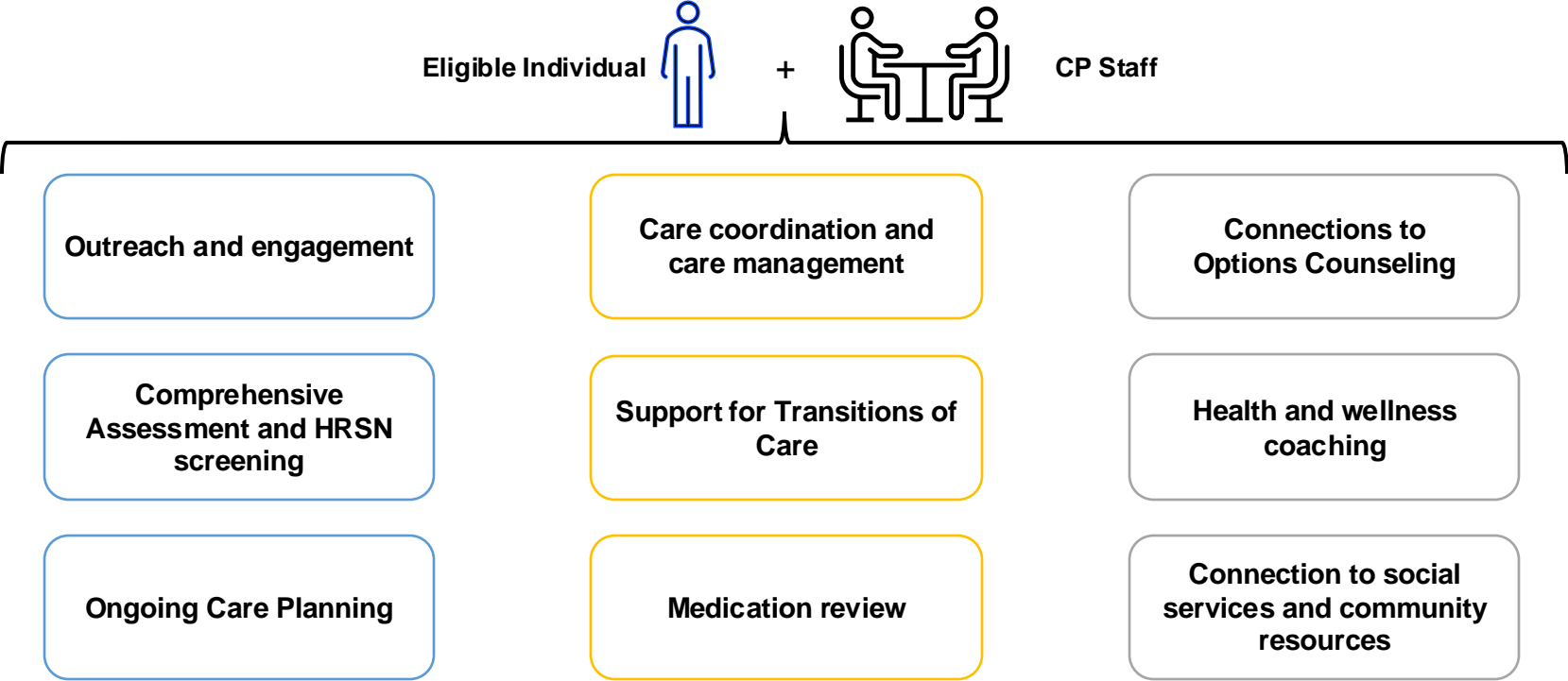
There are two types of CPs:

- **Behavioral Health Community Partners (BH CPs)**
 - Responsible for care management and coordination for members with significant BH needs, including Serious Mental Illness or Substance Use Disorders
 - Program may support up to 26,000 ACO/MCO Members
 - Supporting Members Ages 18-64
- **Long-Term Services and Supports Community Partners (LTSS CPs)**
 - Responsible for care management and coordination for Members with complex LTSS needs
 - Program may support up to 9,000 ACO/MCO Members
 - Supporting Members Ages 3-64

ACO and MCO members should contact their health plan for additional information about the CP program. For patients enrolled in the Department of Mental Health Adult Community Clinical Services (ACCS) program, you may contact the patient's ACCS site office to initiate referral into the CP Program. If the patient already receives services from a provider that is also a Community Partner, you can request their assistance with referrals into the CP Program.

CP Supports

The CP Program utilizes a **comprehensive care model (CP Supports)**. CPs are responsible for holistic care coordination and serve as the lead care coordination entities. Both types of CPs can provide both categories of services (for example, an LTSS CP connecting their enrollee to BH services). Placement in either a BH or and LTSS CP depends on which need(s) are more significant for the Member.



My Ombudsman: For Help Accessing Services



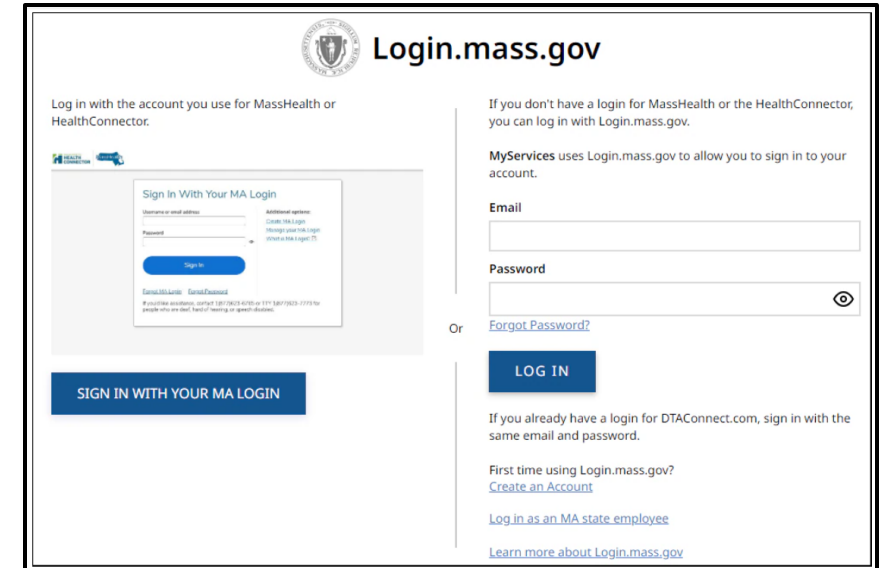
My Ombudsman is an independent organization that helps MassHealth members, including their families and caregivers, address concerns or questions that may impact their experience with a MassHealth health plan or their ability to access their health plan benefits and services

- Contact Information
 - Phone: 855-781-9898
 - Videophone: 339-224-6831
 - Website: <https://www.myombudsman.org/>
 - Email: info@myombudsman.org

Available language support (in-house staff): American Sign Language (ASL), Haitian-Creole, Portuguese, and Spanish. Interpreter services for other languages available as needed

MyServices Portal

- [MyServices](#) is a web portal designed for all applicants and members. With this portal, applicants and members can review:
 - Demographic information
 - Eligibility status
 - MassHealth enrollment information
 - Notices MassHealth sent
 - Receive alerts about important events and actions to take
- Website is translated in six languages: English, Spanish, Brazilian Portuguese, Traditional Chinese, Vietnamese, and Haitian Creole



The screenshot shows the Login.mass.gov website. At the top left is the Commonwealth of Massachusetts seal. The title "Login.mass.gov" is at the top right. Below the seal, it says "Log in with the account you use for MassHealth or HealthConnector." There is a "Sign In With Your MA Login" button. To the right, it says "If you don't have a login for MassHealth or the HealthConnector, you can log in with Login.mass.gov." Below this, it says "MyServices uses Login.mass.gov to allow you to sign in to your account." There are input fields for "Email" and "Password" with a toggle for "Show/Hide Password". Below the password field is a "Forgot Password?" link. There is a "LOG IN" button. Below the button, it says "If you already have a login for DTACConnect.com, sign in with the same email and password." There are links for "First time using Login.mass.gov? Create an Account", "Log in as an MA state employee", and "Learn more about Login.mass.gov".



MassHealth Self-Service System

NO TIME TO WAIT?

Use the MassHealth self-service system to....

- 1 ■ Verify your MassHealth coverage or health plan coverage**
- Request an application**
- Confirm transportation benefits (PT-1 form)**
- 4 ■ Get premium billing information**

This service is available 24 hours a day, seven days a week. If you need to speak with someone, our Customer Service representatives are available Monday through Friday from 8 a.m. till 5 p.m.

Call **1-800-841-2900 (TTY: 1-800-497-4648)**
and follow the option to the information you want.

WE'RE READY TO HELP!

Certified Application Counselors (CACs): When calling this Interactive Voice Response (IVR) System, you must be actively working with a member. The member must already be on the phone or physically with you when you call the IVR System.

PT-1 refers to authorization for non-emergency transportation



- **Appendix – List of Community Partners, Affiliated Partners, and Service Areas**

LTSS CPs

CP Name	Partners	Service Areas
Behavioral Health Network, Inc. (BHN LTSS)	WestMass ElderCare (WMEC) and Stavros	Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield, Athol
Community Care Partners, LLC (CCP LTSS)	BayCove, Vinfen, Boston Center for Independent Living, Justice Resource Institute, Mystic Valley Elder Services	Somerville, Quincy, Boston-Primary, Revere, Haverhill, Lawrence, Lynn, Malden, Salem, Lowell
Family Service Association of Greater Fall River, Inc. (FSA)	Elder Services of Cape Cod and the Islands, Southeast Center for Independent Living	Barnstable, Falmouth, Nantucket, Oak Bluffs, Orleans, Taunton, Brockton, Plymouth, Wareham, Attleboro, Fall River, New Bedford
Greater Lynn Senior Services (GLSS)	Bridgewell, Disability Resource Center, Element Care Inc, Lynn Community Health Inc, Northeast Arc	Waltham, Beverly, Gloucester, Revere, Woburn, Haverhill, Lawrence, Lynn, Malden, Salem, Lowell
OpenSky Community Services (Community Care Health Partnership, CCHP LTSS)	Center for Living and Working Inc, Elder Services of Worcester, Venture Community Services	Framingham, Gardner-Fitchburg, Southbridge, Worcester, Athol
Seven Hills Family Services (Massachusetts Care Coordination Network, MCCN)	Advocates, BAMSI, Boston Center for Independent Living, Nupath Inc, Springwell Inc	Taunton, Barnstable, Falmouth, Framingham, Nantucket, Oak Bluffs, Orleans, Brockton, Gardner-Fitchburg, Plymouth, Quincy, Southbridge, Waltham, Wareham, Worcester, Athol, Attleboro, Beverly, Boston-Primary, Fall River, Gloucester, New Bedford, Woburn, Haverhill, Lawrence, Lynn, Malden, Salem, Lowell

LTSS CPs

CP Name	Partners	Service Areas
Innovative Care Partners LLC (ICP)	ServiceNet Inc, Gandara Mental Health Center, Stavros, Highland Valley Elder Services	Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield
Boston Medical Center Corp. (BMC)	Boston Senior Home Care, Central Boston Elder Services, Ethos, Boston Center for Independent Living	Boston-Primary, Revere

BH CPs

CP Name	Partners	Service Areas
<ul style="list-style-type: none"> Boston Health Care for the Homeless Program, Inc. (BHCHP) 	<ul style="list-style-type: none"> Boston Medical Center, Boston Public Health Commission, Casa Esperanza, Massachusetts Housing and Shelter Alliance, New England Center and Home for Veterans, Pine St. Inn, St. Francis House and Victory Programs 	Boston-Primary
Behavioral Health Network (BHN BH)	N/A	Holyoke, Springfield, Westfield
<ul style="list-style-type: none"> Clinical and Support Options, Inc. (CSO) 	N/A	Athol, Gardner-Fitchburg, Greenfield, Northampton, Pittsfield, Springfield
<ul style="list-style-type: none"> Community Counseling of Bristol County (CCBC) 	N/A	Attleboro, Brockton, Fall River, New Bedford, Plymouth, Quincy, Taunton, Wareham
The Brien Center (Brien)	N/A	Adams, Pittsfield
The Bridge of Central MA (Community Care Health Partnership, CCHP BH)	Venture Community Services; Elder Services of Worcester Area, Center for Living and Working.	Athol, Framingham, Gardner-Fitchburg, Southbridge, Worcester

BH CPs

CP Name	Partners	Service Areas
Behavioral Health Partners of MetroWest (BPHMW)	Advocates; Southern Middlesex Opportunity Council; Spectrum Health Systems; Wayside Youth and Family Support Network	Beverly, Framingham, Gardner-Fitchburg, Gloucester, Haverhill, Lawrence, Lynn, Lowell, Salem, Southbridge, Waltham, Woburn, Worcester
Stanley Street Treatment & Resources Inc (SSTAR)	Fairwinds-Nantucket's Counseling Center; Elwyn Adult Behavioral Health Services; Martha's Vineyard Community Services	Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oak Bluffs, Orleans, Plymouth, Taunton, Wareham
Community Care Partners, LLC (CCP)	BayCove, Vinfen	Attleboro, Barnstable, Boston-Primary, Brockton, Fall River, Falmouth, Haverhill, Lawrence, Lowell, Malden, New Bedford, Orleans, Plymouth, Quincy, Revere, Salem, Somerville Taunton, Wareham
Riverside Community Care, Inc. (Riverside)	Bay State Community Services, Inc.; The Edinburg Center; North Suffolk Community Services; Uphams Community Care	Attleboro, Boston-Primary, Brockton, Framingham, Lynn, Malden, Quincy, Revere, Somerville, Southbridge, Waltham, Woburn
Eliot Community Human Services, Inc. (Eliot)	N/A	Beverly, Boston-Primary, Gloucester, Haverhill, Lawrence, Lowell, Lynn, Malden, Quincy, Revere, Salem, Somerville, Waltham, Woburn
Innovative Care Partners (ICP)	ServiceNet Inc, Gandara Mental Health Center, Stavros, Highland Valley Elder Services, Center for Human Development	Athol, Adams, Greenfield, Holyoke, Northampton, Springfield, Westfield

Community Partners Program



Behavioral Health (BH) CPs:

- Behavioral Health Network Inc.
- Behavioral Health Partners of MetroWest
- Boston Health Care for the Homeless Program, Inc.
- The Brien Center
- Clinical and Support Options, Inc.
- Community Care Partners, LLC
- Community Counseling of Bristol County
- Eliot Community Human Services, Inc.
- Innovative Care Partners LLC
- The Bridge of Central Massachusetts, Inc. (DBA OpenSky Community Services)
- Riverside Community Care, Inc.
- Stanley Street Treatment and Resources, Inc.

Long-Term Services and Supports (LTSS) CPs:

- Behavioral Health Network, Inc.
- Boston Medical Center Corp.
- Community Care Partners, LLC
- Family Service Association of Greater Fall River, Inc.
- Greater Lynn Senior Services (DBA North Region LTSS Partnership)
- Innovative Care Partners LLC
- OpenSky Community Services
- Seven Hills Family Services (DBA Massachusetts Care Coordination Network)

- **Appendix – List of Accountable Care Organizations and Managed Care Organizations**

Accountable & Managed Care Organizations Participating in the CP Program



- Community Care Cooperative (C3)
- Fallon Health-Atrius Health Care Collaborative
- Berkshire Fallon Health Collaborative
- Fallon 365 Care
- Mass General Brigham ACO
- Revere Health Choice
- Tufts Health Together with Cambridge Health Alliance (Tufts CHA)
- Tufts Health Together with UMass Memorial Health (Tufts UMMH)
- Tufts Health Together MCO
- East Boston Neighborhood Health WellSense Alliance
- WellSense Care Alliance
- WellSense Community Alliance
- WellSense Boston Children's ACO (*note: partnered with the LTSS CP Program ONLY*)
- WellSense BILH Performance Network ACO
- WellSense Mercy Alliance
- WellSense Signature Alliance
- WellSense Southcoast Alliance
- WellSense Essential MCO