

MassHealth Payment and Care Delivery Innovation (PCDI)

Provider Education and Communication

Phase III: Introduction to the MassHealth

Community Partners (CP) Program



Executive Office of Health & Human Services



1. What are Community Partners (CP)

- What are the objectives of the CP Program
- Who do the CPs serve
- How do members access CP Supports

2. Behavioral Health Community Partners (BH CPs)

3. Long Term Services and Supports Community Partners (LTSS CPs)

4. How ACOs/MCOs and CPs work together to provide integrated care

5. What does the CP Program mean for providers

6. List of all CPs and covered service areas by region



What are CPs

- CPs are community-based organizations contracted by MassHealth to provide enhanced care coordination to MassHealth members enrolled in ACOs and MCOs with complex needs¹
- **There are two types of CPs:**
 - **Behavioral Health Community Partners (BH CPs)**
 - Responsible for care management and coordination for populations with significant BH needs
 - May support up to 35,000 members
 - **Long Term Services and Supports Community Partners (LTSS CPs)**
 - Provide LTSS care coordination and navigation to populations with complex LTSS needs
 - May support up to ~20,000 – 24,000 members
- ACOs and MCOs must partner with CPs to support members with significant BH and complex LTSS needs

¹Members enrolled in the Primary Care Clinician (PCC) Plan or the MassHealth fee-for-service (FFS) Program (e.g., members who are dually-eligible for MassHealth and Medicare) are not eligible for the CP Program, with the exception of certain members affiliated with the Department of Mental Health's (DMH) Adult Community Clinical Supports (ACCS) Program who are not otherwise enrolled in One Care or the Senior Care Options (SCO) Program



What are the objectives of the CP program

Objectives:

- Support members with significant BH needs and complex LTSS needs to help them **navigate the BH and LTSS healthcare systems** in Massachusetts
- **Improve member experience and continuity and quality of care** by holistically engaging members with significant BH needs (including Serious Mental Illness (SMI) and addiction) and complex LTSS needs
- Create opportunity for ACOs and MCOs to **leverage the expertise and capabilities of existing community-based organizations** serving populations with BH and LTSS needs
- **Invest in the continued development of BH and LTSS infrastructure** (e.g. technology, and information systems) that is sustainable over time
- **Improve collaboration** across ACOs, MCOs, CPs, providers, and community organizations addressing the social determinants of health; and BH, LTSS, and physical health care delivery systems in order to break down existing silos and **deliver integrated care**
- **Support values** of Community First¹, recovery principles, independent living, and promote cultural competence

¹ Community First is a policy agenda that seeks to empower and support people with disabilities and elders to live with dignity and independence in the community by expanding, strengthening, and integrating systems of community-based long-term supports that are person-centered, high in quality and provide optimal choice

Who do the CPs serve



BH CPs will serve a population with high BH needs which include:

- ACO and MCO-enrolled members age 21- 64 with SMI and/or addiction treatment needs with high service utilization
- Members with SMI and/or addiction treatment needs as well as LTSS needs can only be assigned to one CP at a time. If their needs meet the level of BH CP supports, they will be assigned to a BH CP, who can also assist with coordinating LTSS needs
- In addition, MassHealth members who are in DMH's ACCS program are eligible for BH CP supports, unless they are enrolled in One Care or SCO
 - Members will continue to receive supports from a BH CP even after they are no longer in need of ACCS services and have transitioned to other services

LTSS CPs will serve a population with complex LTSS needs which include:

- ACO and MCO-enrolled members age 3 – 64 with complex LTSS needs
- Members with brain injury or cognitive impairments; members with physical disabilities; members with intellectual or developmental disabilities, including Autism; older adults eligible for managed care (up to age 64) with LTSS needs; and children and youth with LTSS needs

How do members access CP Supports



Member Identification and Assignment

There are two pathways by which members will be identified and assigned for CP supports:

1. MassHealth identifies members with high BH or complex LTSS needs using a claims and service-based analysis
 - ACOs and MCOs are notified of identified members who may benefit from LTSS or BH CP supports and assign identified members to CPs¹
 - MassHealth identifies members on a quarterly basis
2. An ACO or MCO determines that a member may benefit from CP supports²
 - Program referrals may be made by the member, a family member, a CP, or a provider
 - Members can be assigned to CPs on a monthly basis

Member Enrollment

Once a member is identified and assigned for CP supports:

- Eligible members will be assigned to a CP in the member's area
- Each assigned member will receive a letter from MassHealth in the mail and will be contacted by CP staff who will explain the program
- Members have the right to request a different CP in their area or may decline to participate in the CP program at any time

¹ MassHealth is assigning identified members directly to CPs for at least the first two quarters of the CP Program (July – Dec 2018)

² ACOs and MCOs will begin accepting referrals for the CP Program around January 2019

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~35K MassHealth members with the most complex BH needs will have access to an enhanced set of care coordination and navigation services through BH CPs

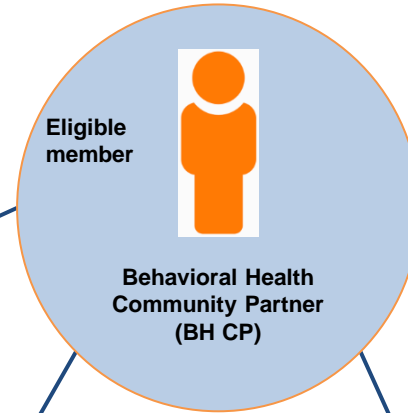
- BH CPs are **community behavioral health organizations with experience** providing services and supports to MassHealth **members with SMI and/or addiction**
- BH CPs:
 - Outreach to and engage members
 - Perform comprehensive assessments and person-centered treatment planning
 - Coordinate & manage care, including across medical, BH, and LTSS
 - Connect members to and coordinate with social services and services provided by other state agencies
 - Provide support for transitions between care settings
 - Support medication reconciliation
 - Provide health and wellness coaching
- BH CPs do not perform service authorization activities for MassHealth, ACOs or MCOs¹ or duplicate functions performed by providers (see slide 20)

¹ CPs are not responsible for authorizing services for members. All person-centered treatment plans must be approved and signed by the member's PCP or PCP designee. Providers of services that require prior authorization should continue to submit authorization requests to Accountable Care Partnership Plans, MCOs and MassHealth, as applicable.

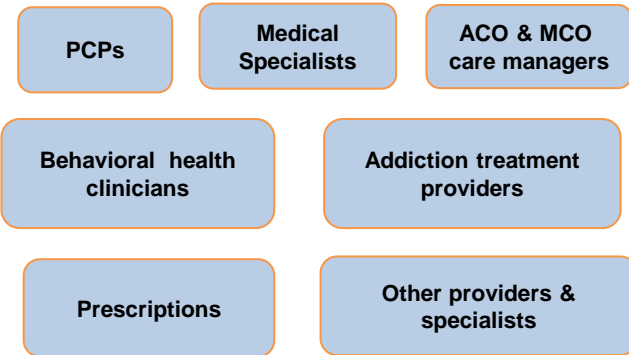
BH CPs (cont.)



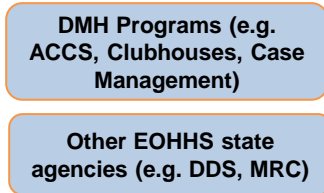
BH CPs help integrate care across the continuum for MassHealth members and their family members



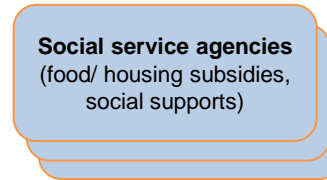
MassHealth plan (Accountable Care Organization or Managed Care Organization)



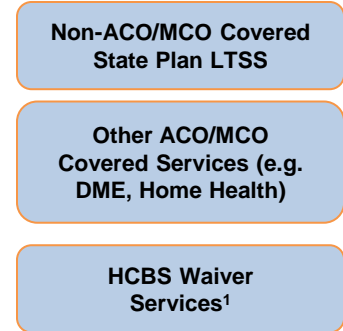
Department of Mental Health (DMH) services or other state agencies (as applicable)



Social services/ other supports (as applicable)



MassHealth LTSS (as applicable)



DDS = Department of Developmental Services
MRC = Massachusetts Rehabilitation Commission

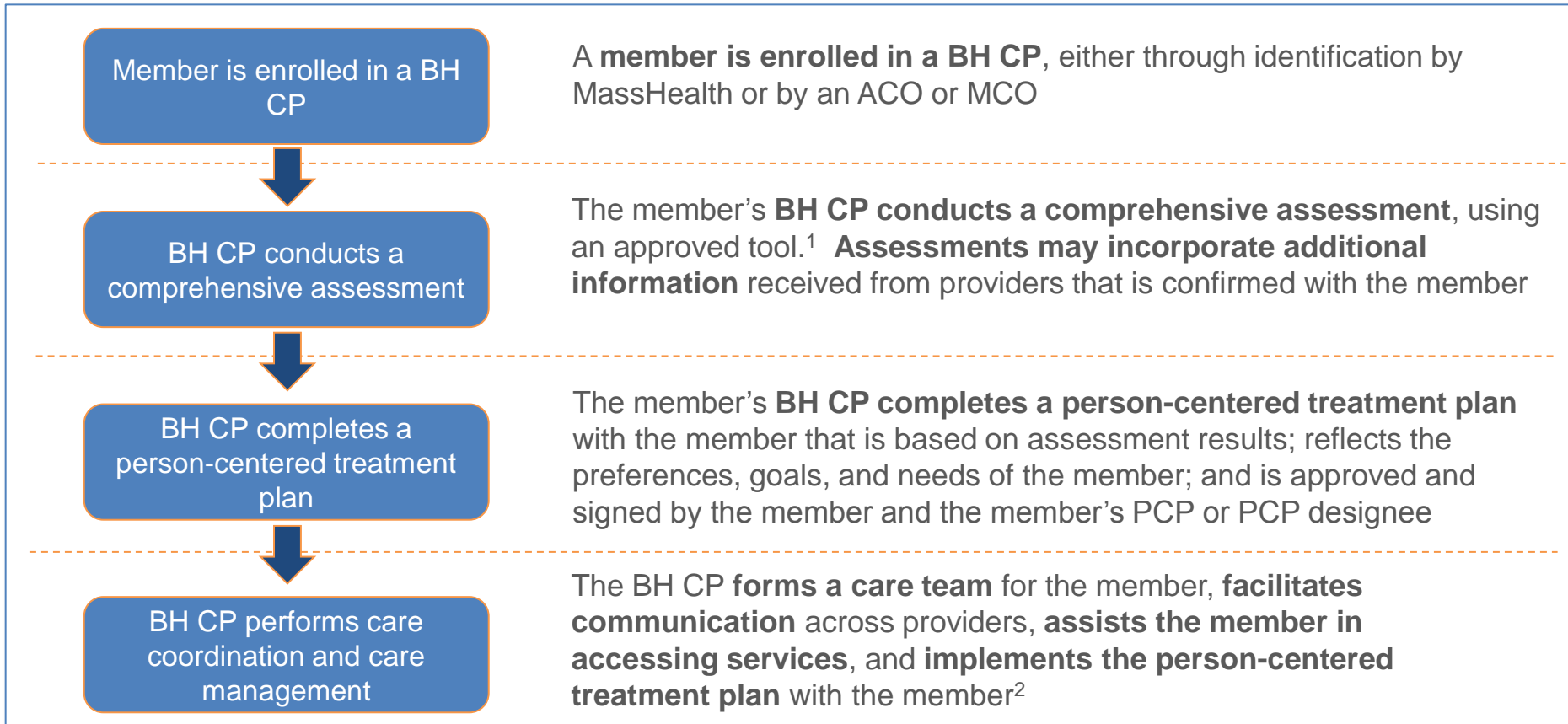
EOHHS = Executive Office of Health and Human Services
HCBS = Home and Community-Based Services

¹Additional HCBS Waiver Services may be provided to HCBS Waiver-eligible members according to HCBS Waiver plan of care approved by HCBS Waiver care manager/service coordinator.



BH CPs (cont.)

BH CPs conduct comprehensive assessments and develop person-centered treatment plans that drive member care



¹ BH CPs utilize the interRAI Community Health Assessment instrument and additional supplemental questions approved by EOHHS

² Services may need authorization from MassHealth, the Accountable Care Partnership Plan or MCO, where applicable

BH CPs



BH CPs may engage members at the point of care



BH CPs perform **outreach and engagement**. This may occur during an acute episode at the point of care or during a care transition



The member's **BH CP** will work with the member's **current providers** to meet the member's **immediate needs**, including care transitions



When the member is able, the **BH CP** completes a **comprehensive assessment** and **person-centered treatment plan** with the member¹

¹ The person-centered treatment plan is approved and signed by the member and the member's PCP or PCP Designee

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~20,000 – 24,000 MassHealth members with physical disabilities, intellectual and developmental disabilities, brain injury, children age 3 and up with LTSS needs and older adults eligible for managed care (up to age 64) will have access to LTSS care coordination through LTSS CPs

- Long Term Services and Supports Community Partners (LTSS CPs) are **community-based organizations with experience** providing services and supports to MassHealth **members with** physical disabilities, intellectual and developmental disabilities, brain injury, children with LTSS needs and frail elders
- **ACOs/MCOs work with LTSS CPs to support members with complex LTSS needs**
 - ACOs/MCOs conduct comprehensive assessments including physical health, behavioral health, functional and social needs
- LTSS CPs:
 - Conduct active outreach and engage eligible members in their care
 - Work with the member to develop and maintain a LTSS care plan to address needs identified in the member's comprehensive assessment
 - Coordinate care (together with the member's ACO or MCO), navigate the complex health and LTSS systems
 - Connect members to and coordinate with social services and to other state agencies and their programs such as Department of Developmental Services (DDS) and the Massachusetts Rehabilitation Commission (MRC)
 - Support the member transitioning between care settings
 - Provide health and wellness coaching
- LTSS CPs do not perform service authorization activities for MassHealth, ACOs or MCOs¹ or duplicate functions performed by providers (see slide 20)

¹ CPs are not responsible for authorizing services for members. All LTSS care plans must be approved and signed by the PCP or PCP Designee. Providers of services that require prior authorization should continue to submit authorization requests to Accountable Care Partnership Plans, MCOs and MassHealth, as applicable.



LTSS CPs (cont.)

LTSS CPs help ACOs and MCOs to integrate LTSS and social services with physical and BH care

MassHealth plan (Accountable Care Organization or Managed Care Organization)

PCPs

Medical Specialists

ACO & MCO care managers

Behavioral health clinicians

Addiction treatment providers

Prescriptions

Other providers & specialists

Eligible member



LTSS Community Partner (LTSS CP)

MassHealth LTSS (as applicable)

Non-ACO/MCO Covered State Plan LTSS

Other ACO/MCO Covered Services (e.g. DME, Home Health)

HCBS Waiver Services¹

Social services/ other supports (as applicable)

Social service agencies (food/ housing/tenancy supports, social supports)

Coordinate and Collaborate with State Agencies Providing Services (as applicable)

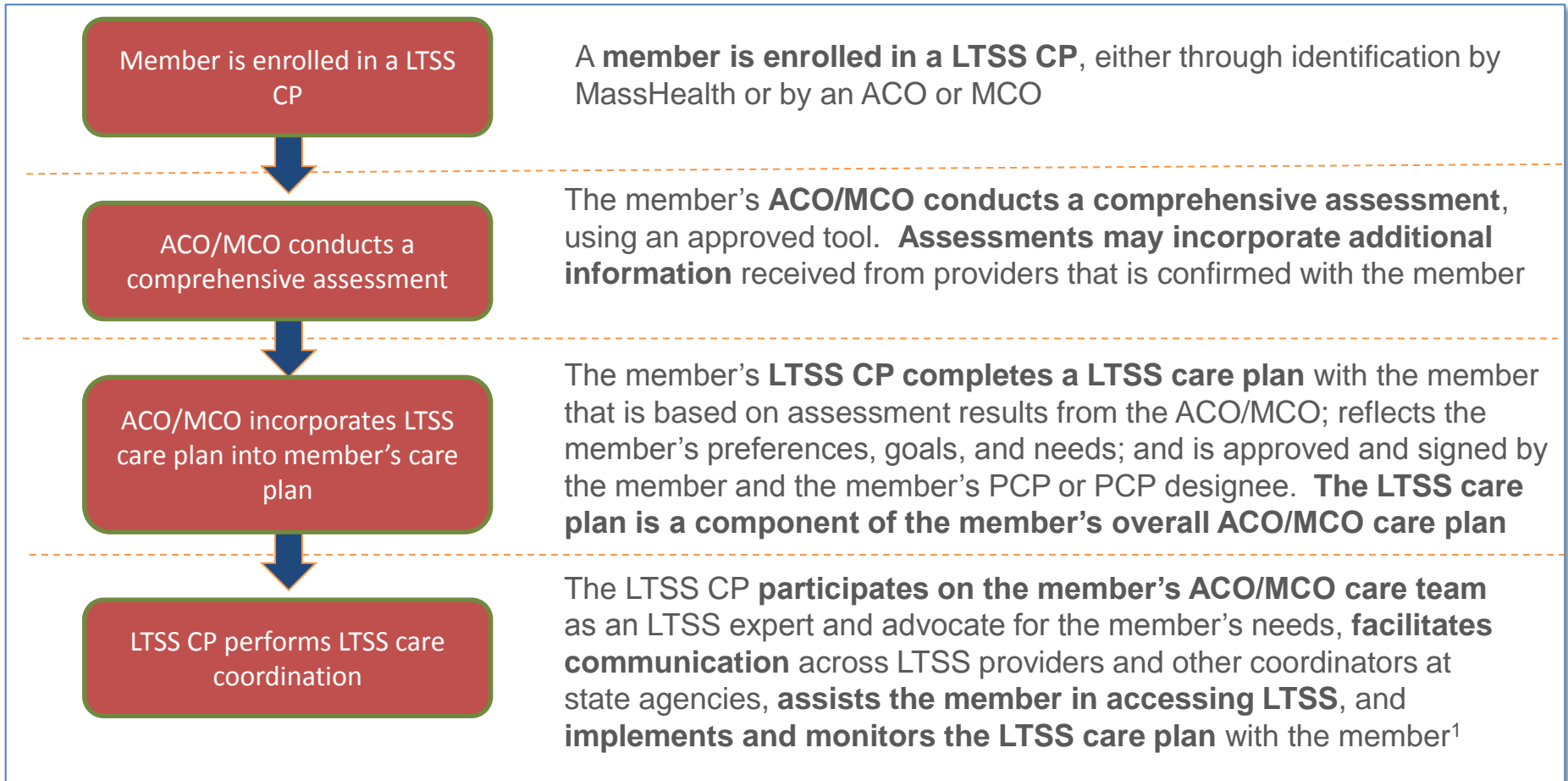
EOHHS state agencies

¹Additional HCBS Waiver Services may be provided to HCBS Waiver-eligible members according to HCBS Waiver plan of care approved by HCBS Waiver care manager/service coordinator. HCBS Waiver participants will not be assigned to an LTSS CP but may request assignment to a LTSS or BH CP

LTSS CPs (cont.)



LTSS CPs integrate LTSS into a member's care plan



¹ Services may need authorization from MassHealth, the Accountable Care Partnership Plan or MCO, where applicable



LTSS CPs (cont.)

LTSS CPs may engage members at the point of care



LTSS CPs perform **outreach**. This may occur during an acute episode at the point of care or during a care transition



The member's **LTSS CP** will work with the member's current **ACO/MCO** care team, where available, or providers as an **LTSS** expert to meet the member's immediate needs, including care transitions



When the member is able, the **LTSS CP** works with the member to complete a **LTSS care plan**¹

¹ The LTSS care plan is approved and signed by the member and the member's PCP or PCP Designee

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How ACOs/MCOs and CPs work together to provide integrated care

- ACOs, MCOs and CPs have executed agreements together and have documented processes outlining each party's responsibilities regarding collaborative care coordination and members' care management
- ACOs and CPs are financially accountable for meeting specific quality measures and forfeit a portion of their funding if those measures are not met
- Quality metrics include:
 - Providing **preventive care**
 - Managing **chronic diseases** like diabetes and heart failure
 - **Screening for behavioral health conditions** and initiating appropriate treatment for mental health, addictions, and co-occurring disorders
 - Ensuring appropriate **follow-up care** after a hospitalization
 - Maintaining **members living in the community** rather than in nursing facilities
 - Results of **member experience surveys**

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What does the CP program mean for providers

- **CPs are a resource** for providers, as well as for members
- You may be providing care or services to a member who is supported by a CP. **A CP may contact you to:**
 - **Inform** development, implementation, and monitoring of the member's care plan
 - **Connect** the care you are providing with other services throughout the continuum of care
 - **Support improvements in member engagement** in the care you deliver
 - **Support integration** with the member's health plan, including for providers that are not in network
- **Effective health care integration relies on collaboration** with CPs as partners on a member's care team
- CP supports **supplement but do not duplicate** functions performed by providers and are designed to **work in partnership** with other MassHealth programs and services
 - Providers of MassHealth services and programs will be expected to perform functions per regulations, agency guidance and contracts with ACOs or MCOs, where applicable
- MassHealth expects providers to coordinate care, and as a component of this, **engage with CPs for care planning purposes**
- Starting around January 2019, **providers will be able to refer members** who they believe would benefit from this program by contacting each member's ACO or MCO

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BH CPs (cont.)



- MassHealth has contracted with eighteen (18) BH CPs throughout the state
- CPs are contracted to cover certain Service Areas

BH CPs	Consortium Entities and Affiliated Partners	Service Areas Covered by Region
Behavioral Health Network, Inc.		Western: Holyoke, Springfield, Westfield
Behavioral Health Partners of Metrowest, LLC	<ul style="list-style-type: none"> • <i>Advocates, Inc.</i> • <i>South Middlesex Opportunity Council</i> • <i>Spectrum Health Systems, Inc.</i> • <i>Wayside Youth and Family Support, Family Continuity (FCP), Inc.</i> 	Northern: Beverly, Gloucester, Haverhill, Lawrence, Lowell, Lynn, Malden, Salem, Woburn Central: Athol, Framingham, Gardner-Fitchburg, Southbridge, Waltham, Worcester
Boston Health Care for the Homeless Program d.b.a Boston Coordinated Care Hub	<ul style="list-style-type: none"> • <i>Bay Cove Human Services, Inc.</i> • <i>Boston Public Health Commission</i> • <i>Boston Rescue Mission, Inc.</i> • <i>Casa Esperanza, Inc.</i> • <i>Pine Street Inn, Inc.</i> • <i>St. Francis House; Victory Programs, Inc.</i> • <i>Vietnam Veterans Workshop, Inc.</i> 	Greater Boston: Boston Primary
The Bridge of Central Massachusetts, Inc. d.b.a Central Community Health Partnership	<ul style="list-style-type: none"> • <i>Alternatives Unlimited, Inc.</i> • <i>LUK, Inc.</i> • <i>Venture Community Services</i> • <i>AdCare</i> 	Central: Athol, Framingham, Gardner-Fitchburg, Southbridge, Worcester
The Brien Center for Mental Health and Substance Abuse Services, Inc.		Western: Adams, Pittsfield

BH CPs (cont.)



BH CPs	Consortium Entities and Affiliated Partners	Service Areas Covered by Region
Clinical Support Options, Inc.		Central: Athol Western: Adams, Greenfield, Northampton, Pittsfield
Community Counseling of Bristol County		Southern: Attleboro, Brockton, Taunton
Community Healthlink, Inc.		Central: Gardner-Fitchburg, Worcester
Community Care Partners, LLC	<ul style="list-style-type: none"> • <i>Vinfen Corporation</i> • <i>Bay Cove Human Services, Inc.</i> • <i>Bridgewell, Inc.</i> 	Greater Boston: Boston Primary, Revere, Somerville, Quincy Northern: Haverhill, Lawrence, Lowell, Lynn, Malden, Salem Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, New Bedford, Orleans, Plymouth, Taunton, Wareham
Eliot Community Human Services, Inc.		Greater Boston: Revere, Somerville Northern: Beverly, Gloucester, Lowell, Lynn, Malden, Salem, Woburn Central: Framingham, Waltham
High Point Treatment Center, Inc. d.b.a Community Care Network	<ul style="list-style-type: none"> • <i>Brockton Area Multi Services, Inc. (BAMSI)</i> • <i>Bay State Community Services, Inc.</i> • <i>Child & Family Services, Inc.</i> • <i>Duffy Health Center</i> • <i>Steppingstone, Inc.</i> 	Greater Boston: Quincy Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, New Bedford, Orleans, Plymouth, Taunton, Wareham



BH CPs	Consortium Entities and Affiliated Partners	Service Areas Covered by Region
Innovative Care Partners, LLC	<ul style="list-style-type: none"> • <i>Center for Human Development</i> • <i>Gandara Mental Health Center, Inc.</i> • <i>Service Net, Inc.</i> 	Western: Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield
Lowell Community Health Center, Inc.	<ul style="list-style-type: none"> • <i>Lowell House, Inc.</i> 	Northern: Lowell
Northeast Behavioral Health Corp. d.b.a Lahey Behavioral Health Services		Northern: Beverly, Gloucester, Haverhill, Lawrence, Lowell, Lynn, Malden, Salem, Woburn
Riverside Community Care, Inc. d.b.a Riverside Community Partners	<ul style="list-style-type: none"> • <i>Brookline Community Mental Health Center, Inc.</i> • <i>The Dimock Center, Inc.</i> • <i>The Edinburg Center, Inc.</i> • <i>Lynn Community Health Center, Inc.</i> • <i>North Suffolk Mental Health Association, Inc.</i> • <i>Upham’s Corner Health Center</i> 	Greater Boston: Boston Primary, Revere, Somerville, Quincy Northern: Lowell, Lynn, Malden, Woburn Central: Framingham, Southbridge, Waltham
Southeast Community Partnership	<ul style="list-style-type: none"> • <i>South Shore Mental Health Center, Inc.</i> • <i>Gosnold, Inc.</i> • <i>FCP, Inc. dba Family Continuity</i> 	Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oak Bluffs, Orleans, Plymouth, Taunton, Wareham
South Shore Mental Health Center, Inc.	<ul style="list-style-type: none"> • <i>Spectrum Health Systems, Inc.</i> 	Greater Boston: Quincy
Stanley Street Treatment and Resources (SSTAR), Inc.	<ul style="list-style-type: none"> • <i>Greater New Bedford Community Health Center, Inc.</i> • <i>HealthFirst Family Care Center, Inc.</i> • <i>Fellowship Health Resources, Inc.</i> 	Southern: Attleboro, Barnstable, Fall River, Falmouth, New Bedford, Oak Bluffs, Orleans, Taunton, Wareham

LTSS CPs



- MassHealth has contracted with nine (9) LTSS CPs throughout the state
- CPs are contracted to cover certain Service Areas

LTSS CPs	Consortium Entities and Affiliated Partners	Service Areas Covered by Region
Alternatives Unlimited , d.b.a Central Community Health Partnership	<ul style="list-style-type: none"> • <i>The Bridge of Central Massachusetts, Inc.</i> • <i>LUK, Inc.</i> • <i>Venture Community Services, Inc.</i> 	Central: Athol, Framingham, Gardner-Fitchburg, Southbridge, Worcester
Boston Medical Center d.b.a Boston Allied Partners	<ul style="list-style-type: none"> • <i>Boston Senior Home Care, Inc.</i> • <i>Central Boston Elder Services</i> • <i>Southwest Boston Senior Services d.b.a Ethos</i> 	Greater Boston: Boston-Primary
LTSS Care Partners, LLC	<ul style="list-style-type: none"> • <i>Vinfen</i> • <i>Bay Cove Human Services</i> • <i>Justice Resource Institute</i> • <i>Boston Center for Independent Living</i> • <i>Mystic Valley Elder Services</i> • <i>Somerville Cambridge Elder Services</i> • <i>Boston Senior Home Care, Inc.</i> 	Greater Boston: Boston-Primary, Revere, Somerville, Quincy Northern: Malden Southern: Brockton
Elder Services of Merrimack Valley , d.b.a Merrimack Valley Community Partnership	<ul style="list-style-type: none"> • <i>Northeast Independent Living Program</i> 	Northern: Haverhill, Lawrence, Lowell
Family Service Association		Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oaks Bluff, Orleans, Plymouth, Taunton, Wareham

LTSS CPs (cont.)



LTSS CPs	Consortium Entities and Affiliated Partners	Service Areas Covered by Region
Innovative Care Partners, LLC	<ul style="list-style-type: none"> • <i>Center for Human Development</i> • <i>Gandara Mental Health Center, Inc.</i> • <i>Service Net, Inc.</i> 	Western: Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield
Seven Hills Family Services, Inc. d.b.a Massachusetts Care Coordination Network	<ul style="list-style-type: none"> • <i>Advocates, Inc.</i> • <i>Boston Center for Independent Living, Inc.</i> • <i>HMEA</i> • <i>BayPath Elder Services, Inc.</i> • <i>Brockton Area Multi Services, Inc. (BAMSI)</i> 	Northern: Beverly, Gloucester, Haverhill, Lawrence, Lowell, Lynn, Malden, Salem, Woburn Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oaks Bluff, Orleans, Plymouth, Taunton, Wareham Central: Athol, Framingham, Gardner-Fitchburg, Southbridge, Waltham, Worcester
WestMass ElderCare, d.b.a Care Alliance of Western Massachusetts	<ul style="list-style-type: none"> • <i>Greater Springfield Senior Services, Inc.</i> • <i>Highland Valley Elder Services, Inc.</i> • <i>LifePath, Inc.</i> • <i>Elder Services of Berkshire County, Inc.</i> • <i>Stavros Center for Independent Living</i> • <i>Adlib, Inc.</i> • <i>Behavioral Health Network, Inc.</i> 	Central: Athol Western: Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield
Greater Lynn Senior Services d.b.a North Region LTSS Partnership	<ul style="list-style-type: none"> • <i>Bridgewell, Inc.</i> • <i>Northeast Arc, Inc.</i> 	Northern: Beverly, Gloucester, Haverhill, Lawrence, Lowell, Lynn, Malden, Salem, Woburn



Additional CP Resources for Providers

- More information on the CP Program is available on the CP homepage at: <https://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: <https://www.mass.gov/lists/provider-pcdi-resources>
- MassHealth provider registration for upcoming training events: <https://www.mass.gov/how-to/enroll-in-webinar-or-in-person-session-for-pcdi>
- Questions about the CP Program can be sent to: CPinfo@MassMail.State.MA.US

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