

# 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



# 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 needs<sup>1</sup>
- **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

<sup>1</sup>Members 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



~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 MCOs<sup>1</sup> or duplicate functions performed by providers

<sup>1</sup> 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.



~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 MCOs<sup>1</sup> or duplicate functions performed by providers

<sup>1</sup> 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.



# 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**



# 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