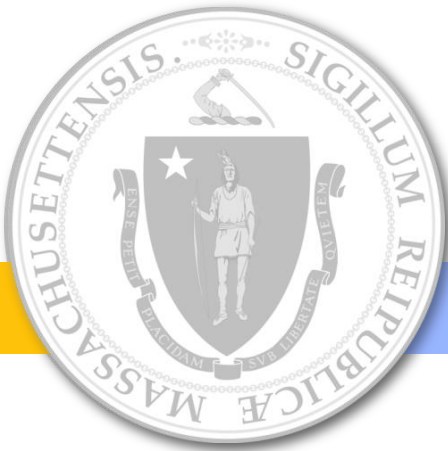


# **MassHealth Payment Policy Advisory Board and Medical Care Advisory Committee**



Executive Office of Health & Human Services  
December 11, 2017

# Agenda



- Overview of MassHealth Payment and Care Delivery Innovation (PCDI)
- MassHealth Plan Options for 2018
- Member Enrollment and Assignment
- Provider Information and Training
- Community Partners
  - Objectives
  - Overview of Community Partners
  - Behavioral Health Community Partners
  - LTSS Community Partners
  - ACO/MCO – CP Relationships
  - Contracted Community Partners

# MassHealth Payment and Care Delivery Innovation (PCDI)



- The Executive Office of Health and Human Services (EOHHS) is committed to a sustainable, robust MassHealth program for its 1.8 million members
- EOHHS is making changes to MassHealth for managed care-eligible members – introducing ACOs and Community Partners (CPs) to emphasize care coordination and member-centric care
- ACOs have groups of primary care providers (PCPs) and other providers who work together to improve member care coordination and better meet overall health care needs
- Community Partners (CPs) are community-based experts who will provide care coordination services to and connect members with available behavioral health and LTSS services. CPs will be available to certain members with high needs as determined by MassHealth or the ACO/MCO. Providers make referrals for consideration.





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# MassHealth Health Plan Options for 2018



Accountable Care Partnership Plans (Model A)	Accountable Care Partnership Plans Collaborations
<ul style="list-style-type: none"> <li>Be Healthy Partnership</li> </ul>	<ul style="list-style-type: none"> <li>Baystate Health Care Alliance with Health New England</li> </ul>
<ul style="list-style-type: none"> <li>Berkshire Fallon Health Collaborative</li> </ul>	<ul style="list-style-type: none"> <li>Health Collaborative of the Berkshires with Fallon Community Health Plan</li> </ul>
<ul style="list-style-type: none"> <li>BMC HealthNet Plan Signature Alliance</li> </ul>	<ul style="list-style-type: none"> <li>Signature Healthcare Corporation with Boston Medical Center HealthNet Plan</li> </ul>
<ul style="list-style-type: none"> <li>BMC HealthNet Plan Community Alliance</li> </ul>	<ul style="list-style-type: none"> <li>Boston Accountable Care Organization with Boston Medical Center HealthNet Plan</li> </ul>
<ul style="list-style-type: none"> <li>BMC HealthNet Plan Mercy Alliance</li> </ul>	<ul style="list-style-type: none"> <li>Mercy Health Accountable Care Organization with Boston Medical Center HealthNet Plan</li> </ul>
<ul style="list-style-type: none"> <li>BMC HealthNet Plan Southcoast Alliance</li> </ul>	<ul style="list-style-type: none"> <li>Southcoast Health Network with Boston Medical Center HealthNet Plan</li> </ul>
<ul style="list-style-type: none"> <li>Fallon 365 Care</li> </ul>	<ul style="list-style-type: none"> <li>Reliant Medical Group with Fallon Community Health Plan</li> </ul>
<ul style="list-style-type: none"> <li>My Care Family</li> </ul>	<ul style="list-style-type: none"> <li>Merrimack Valley ACO with Neighborhood Health Plan</li> </ul>
<ul style="list-style-type: none"> <li>Tufts Health Together with Atrius Health</li> </ul>	<ul style="list-style-type: none"> <li>Atrius Health with Tufts Health Public Plans</li> </ul>
<ul style="list-style-type: none"> <li>Tufts Health Together with BIDCO</li> </ul>	<ul style="list-style-type: none"> <li>Beth Israel Deaconess Care Organization with Tufts Health Public Plans</li> </ul>
<ul style="list-style-type: none"> <li>Tufts Health Together with Boston Children's ACO</li> </ul>	<ul style="list-style-type: none"> <li>Children's Hospital Integrated Care Organization with Tufts Health Public Plans</li> </ul>
<ul style="list-style-type: none"> <li>Tufts Health Together with CHA</li> </ul>	<ul style="list-style-type: none"> <li>Cambridge Health Alliance with Tufts Health Public Plans</li> </ul>
<ul style="list-style-type: none"> <li>Wellforce Care Plan</li> </ul>	<ul style="list-style-type: none"> <li>Wellforce with Fallon Community Health Plan</li> </ul>

## Primary Care ACO Plans (Model B)

- Community Care Cooperative (C3)
- Partners HealthCare Choice
- Steward Health Choice

## MCO-Administered ACO (Model C)

- Lahey Clinical Performance Network (Participating with Boston Medical Center HealthNet Plan and Tufts Health Public Plans)

## MCOs

- Boston Medical Center Health Plan (BMCHP)
- Tufts Public Plans (Tufts)

## PCC Plan

- Primary care Providers in the PCC Plan network



# Defining Health Plan Options for 2018

## Types of ACOs

- **Accountable Care Partnership Plans (Model A):** A network of PCPs who have exclusively partnered with a single MCO to use the MCO's provider network to provide integrated and coordinated care for members.
- **Primary Care ACOs (Model B):** A network of PCPs who contract directly with MassHealth, using MassHealth's provider network, to provide integrated and coordinated care for members. Members who enroll in a Primary Care ACO receive behavioral health services through the Massachusetts Health Behavioral Partnership (MBHP).
- **MCO-Administered ACOs (Model C):** A network of PCPs who may contract with one or multiple MCOs, and use the MCO provider networks to provide integrated and coordinated care for members. MCO-Administered ACOs are not presented as an enrollment option for members because they will be attributed through their relevant MCO.



# Defining Health Plan Options for 2018

## MCOs

- MCOs are health plans run by insurance companies that provide care through their own provider network that includes PCPs, specialists, behavioral health providers, and hospitals. Care coordinators are employed by the MCO

## Primary Care Clinician (PCC) Plan

- The Primary Care Clinician (PCC) Plan is statewide plan run by MassHealth that uses the MassHealth provider network. Behavioral health services for the PCC Plan are provided by Massachusetts Behavioral Health Partnership (MBHP). Members must choose a PCC in order to enroll in a PCC Plan.

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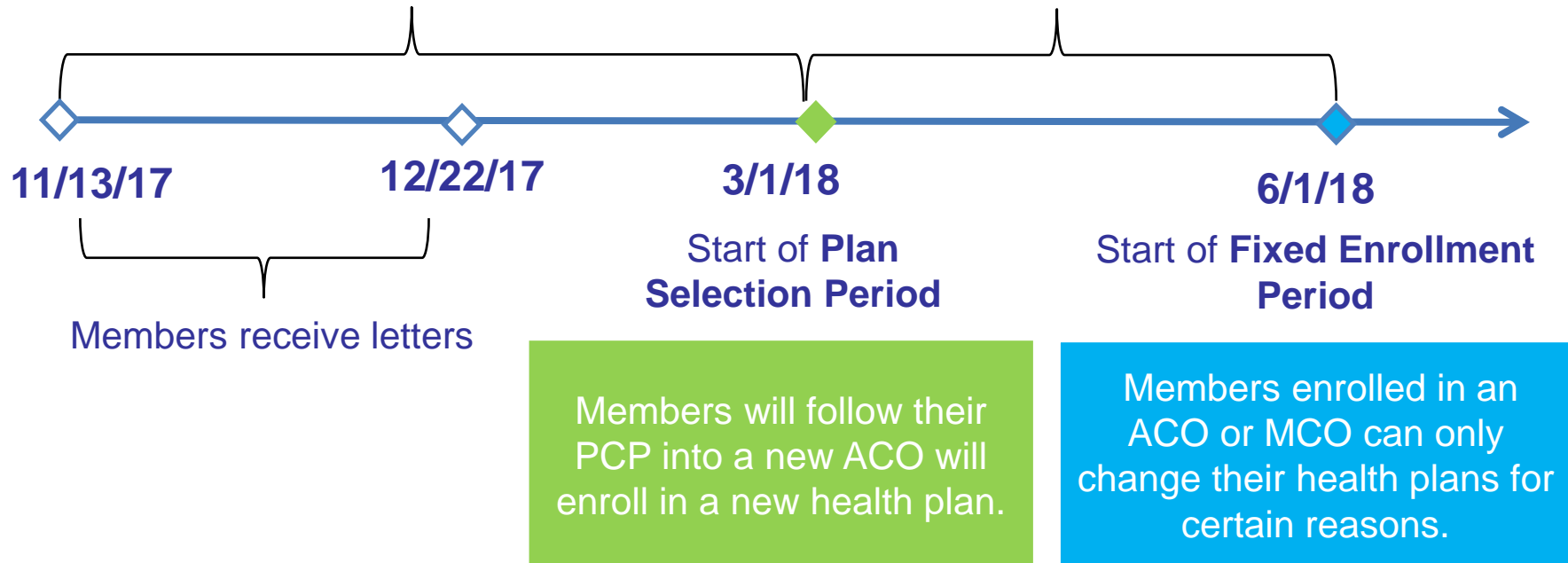


# Important Member-Choice Dates

- Below are important dates for current managed care eligible members.
- For new managed care eligible members, after March 1, 2018 plan selection is the first 90 days after enrollment in an ACO/MCO, and fixed enrollment is for the remaining 275 days of the year.
- All members have a new plan selection period every year.

Members can choose and enroll in a new health plan for March 1, 2018.

Plan Selection Period. Members can change health plans for any reason.



# Member Notices Overview



Notice #	Letter ID:	PCP Movement	Member Movement (From → To)	Special Assignment	Logic	Message
#1	MassHealth A (green)	PCP joins Model A	PCC Plan → Model A Pilot → Model A MCO → Model A	Special Assignment 1	Member follows PCP to Model A	Your current PCP has joined a Partnership Plan ACO. You will be enrolled in this ACO and continue receiving care from your PCP. Please contact MassHealth if you would like to make a different choice.
#2	MassHealth B (green)	PCP joins Model B	PCC Plan → Model B Pilot → Model B MCO → Model B	Special Assignment 2	Member follows PCP to Model B	Your current PCP has joined a Primary Care ACO. You will be enrolled in this ACO and continue receiving care from your PCP. Please contact MassHealth if you would like to make a different choice.
#3	MassHealth C (green)	PCP joins Model C (in an MCO)	PCC Plan → MCO Pilot → MCO MCO Leaves → MCO	Special Assignment 3	Member is enrolled in an MCO, and MCO is informed of PCP affiliation	Your current PCP has joined an MCO. You will be enrolled in this MCO and continue receiving care from your PCP. Please contact MassHealth if you would like to make a different choice.
#4	MassHealth AE (green)	MCO is no longer available & PCP does not join an ACO	MCO → Auto- assignment	Auto- Assignment	Use auto- assignment algorithm to place member	Your MCO is leaving MassHealth or has left your service area. You will automatically be enrolled in a new health plan beginning on 3/1. Please contact MassHealth if you would like to make a different choice.
#5	MassHealth PSP (green)	Other PCP movements	Member stays in current enrollment	No Enrollment Change	Member is assigned a new PCP if needed	Your Plan Selection Period is beginning on 3/1. New plan options are available. Please contact MassHealth if you would like to change plans.

# Member Experience: Notices

Example:

The member's current PCP has joined a Partnership Plan ACO.

The member will be enrolled in a Partnership Plan ACO and continue receiving care from their PCP.

MassHealth A (green)

Important News About Your MassHealth Health Plan

COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

[PARENT/GUARDIAN OF  
[MEMBER FIRST NAME] [MEMBER LAST NAME]  
[STREET ADDRESS 1] [STREET ADDRESS 2]  
[CITY], [STATE] [ZIPCODE]

Date: [DATE]  
Member ID: [XXXXXXXXXX]

Dear [Member Name],

On March 1, 2018, MassHealth will introduce new health plans designed to keep you—and your providers—focused on your health goals. Your primary care provider (PCP), <PCC\_NAME\_PRO>, is joining one of these new health plans, <ACO\_NAME\_PRO>, an Accountable Care Organization (ACO) Partnership Plan. Starting March 1, 2018, we are enrolling you in this plan so that you can continue to receive care from your PCP. **Please note, even though your health plan is changing, your MassHealth benefits will stay the same.**

**Important.** If <PCC\_NAME\_PRO> is not your PCP, please call us at 1-800-841-2900 and let us know who your PCP is.

If you do not want to move to your new health plan

- Please let us know before **March 1, 2018**.
- After this date, you still have until **May 31, 2018**, to try out your new ACO health plan and change plans for any reason.

More information about ACOs and your health plan options can be found in this letter.

Today

March 1, 2018

You and your PCP are in your current health plan

You will move with your PCP to your new health plan

**What do I need to do?**

You may want to confirm that other doctors, specialists, behavioral health providers, and hospitals that are most important to you are part of your new health plan. You can do this in the following ways.

- Checking your new health plan's website <ACO\_URL>
- Calling your new health plan at <ACO\_PHONE>
- Checking the MassHealth website at **MassHealthChoices.com**
- Contacting your doctors, specialists, behavioral health provider, and/or hospitals

**GOOD NEWS!** If you are happy joining your new health plan with your PCP, you DO NOT need to do anything.

Important Dates

March 1, 2018

If you don't choose another health plan, on **March 1, 2018**, you will be enrolled in <ACO\_NAME\_PRO>.

May 31, 2018

You have until **May 31, 2018**, to try out your new health plan and change plans for any reason.

MH-SA LTR1 (10/17)

page 1 of 2

Phase I Provider Deck Version 11/8/2017

11

# Member Experience: Notices

Example:

The member's current PCP has joined a Primary Care ACO.

The member will be enrolled in a Primary Care ACO and continue receiving care from their PCP.

MassHealth B (green)

Important News About Your MassHealth Health Plan

COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

[PARENT/GUARDIAN OF]  
[MEMBER FIRST NAME] [MEMBER LAST NAME]  
[STREET ADDRESS 1] [STREET ADDRESS 2]  
[CITY], [STATE] [ZIPCODE]

Date: [DATE]  
Member ID: [XXXXXXXXXX]

Dear [Member Name],

On March 1, 2018, MassHealth will introduce new health plans designed to keep you—and your providers—focused on your health goals. Your primary care provider (PCP), <PCC\_NAME\_PRO>, is joining one of these new health plans, <ACO\_NAME\_PRO>, a Primary Care Accountable Care Organization (ACO) health plan. Starting March 1, 2018, we are enrolling you in this plan so that you can continue to receive care from your PCP. **Please note, even though your health plan is changing, your MassHealth benefits will stay the same.**

**Important.** If <PCC\_NAME\_PRO> is not your PCP, please call us at 1-800-841-2900 and let us know who your PCP is.

If you do not want to move to your new health plan

- Please let us know before **March 1, 2018**.
- After this date, you still have until **May 31, 2018**, to try out your new ACO health plan and change plans for any reason.

More information about ACOs and your health plan options can be found in this letter.

**Today**  
  
You and your PCP are in your current health plan

**March 1, 2018**  
  
You will move with your PCP to your new health plan

**What do I need to do?**

You may want to confirm that other doctors, specialists, behavioral health providers, and hospitals that are most important to you are part of your new health plan. You can do this in the following ways.

- For more information on other PCPs in your network, visit **MassHealthChoices.com**. You can also check your health plan's website <ACO\_URL> or call your health plan at <ACO\_PHONE>.
- Your specialist and hospital network will be the MassHealth provider network. You can use the MassHealth Provider Directory at **mass.gov/masshealth** to look up your providers.
- Your behavioral health benefits will be from the Massachusetts Behavioral Health Partnership (MBHP). You can use the MBHP Provider Directory at **masspartnership.com** to look up your providers.

**GOOD NEWS!** If you are happy joining your new health plan with your PCP, you DO NOT need to do anything.

**Important Dates**

**March 1, 2018**

If you don't choose another health plan, on **March 1, 2018**, you will be enrolled in <ACO\_NAME\_PRO>.

**May 31, 2018**

You have until **May 31, 2018**, to try out your new health plan and change plans for any reason.

MH-SA LTR2 (10/17)

page 1 of 2

# Member Experience: Notices

Example:

The member's current PCP has joined an MCO.

The member will be enrolled in the MCO the PCP has joined and continue receiving care from their PCP.

MassHealth C (green)

## Important News About Your MassHealth Health Plan

COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

[PARENT/GUARDIAN OF]  
[MEMBER FIRST NAME] [MEMBER LAST NAME]  
[STREET ADDRESS 1] [STREET ADDRESS 2]  
[CITY], [STATE] [ZIPCODE]

Date: [DATE]  
Member ID: [XXXXXXXXXX]

Dear [Member Name],

On March 1, 2018, MassHealth will introduce new health plans designed to keep you—and your providers—focused on your health goals. Your Lahey Health primary care provider (PCP), <PCC\_NAME\_PRO>, is joining one of these new health plans, <MCO\_NAME\_PRO>. Starting March 1, 2018, we are enrolling you in this plan so that you can continue to receive care from your PCP. **Please note, even though your health plan is changing, your MassHealth benefits will stay the same.**

**Important.** If <PCC\_NAME\_PRO> is not your PCP, please call us at 1-800-841-2900 and let us know who your PCP is.

If you do not want to move to your new health plan

- Please let us know before **March 1, 2018**.
- After this date, you still have until **May 31, 2018**, to try out your new health plan and change plans for any reason.

More information about your options can be found in this letter.


### What do I need to do?

You may want to confirm that other doctors, specialists, behavioral health providers, and hospitals that are most important to you are part of <MCO Name>. You can do this in the following ways.


- Checking your new health plan's website <MCO\_URL>
- Calling your new health plan at <MCO\_PHONE>
- Checking the MassHealth website at [MassHealthChoices.com](#)
- Contacting your doctors, specialists, behavioral health providers, and/or hospitals

**GOOD NEWS!** If you are happy joining your new health plan with your PCP, you **DO NOT** need to do anything.


Today



You and your PCP are in your current health plan



March 1, 2018



You will move with your PCP to your new health plan

March 1, 2018

If you don't choose another health plan, on **March 1, 2018**, you will be enrolled in <MCO\_NAME\_PRO>.

May 31, 2018

You have until **May 31, 2018**, to try out your new health plan and change plans for any reason.

MH-SALTR 3 (01/17)

page 1 of 2

# Member Experience: Notices

Example:

The member's MCO is leaving MassHealth or has left the member's service area. The member's PCP has not joined an ACO.

The member will automatically be enrolled in a new health plan beginning on 3/1/2018.

MassHealth AE (green)

Important News About Your MassHealth Health Plan



COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

[PARENT/GUARDIAN OF]  
[MEMBER FIRST NAME] [MEMBER LAST NAME]  
[STREET ADDRESS 1] [STREET ADDRESS 2]  
[CITY], [STATE] [ZIPCODE]

Date: [DATE]  
Member ID: [XXXXXXXXXX]

Dear [Member Name],

Your current MassHealth health plan will no longer be available in your area as of **March 1, 2018**. You will be automatically enrolled in a new health plan unless you make another choice before **March 1, 2018**. We encourage you to find out more about new MassHealth health plans available in your area. **Please note, even though your health plan is changing, your MassHealth benefits will stay the same.**

! What do I need to do?

You can choose a health plan for yourself! MassHealth has many plan options.

- New Accountable Care Organizations (ACOs)
- Managed Care Organizations (MCOs)
- The Primary Care Clinician (PCC) Plan

You can learn about health plans available in your area — as well as information on providers — by going to [MassHealthChoices.com](https://masshealthchoices.com), or by reading the Enrollment Guide, which was sent to your household and can also be found at [mass.gov/masshealth](https://mass.gov/masshealth).

You may want to look for a plan that has the doctors, specialists, behavioral health providers, and hospitals that are most important to you. In some cases, you may have to pick a new primary care provider (PCP).

**If you DO NOT do anything, MassHealth will pick a new health plan for you automatically. We will send you a letter saying which health plan you have been assigned to.**

Important Date

March 1, 2018

If you do not choose another plan before **March 1, 2018**, MassHealth will automatically enroll you in a new health plan in your area.

What else do I need to know?

Members enrolled in an MCO or ACO health plan will have a 90-day Plan Selection Period every year. The Plan Selection Period begins the day you are enrolled in an MCO or ACO health plan. You will have 90 days to change health plans for any reason.

After 90 days, you will be in your Fixed Enrollment Period and you will only be able to change your health plan for certain reasons. You can find out more about these reasons in the Enrollment Guide, which was sent to your household and is also available online at [mass.gov/masshealth](https://mass.gov/masshealth).

page 1 of 2

IMPORTANT NEWS ABOUT YOUR MASSHEALTH HEALTH PLAN

MH-SA LTR 4 (10/17)

# Member Experience: Notices

Example:

The member's PCP has not joined an ACO and the member is currently enrolled in an MCO that will continue after 3/1/17.

The member does not need to change plans.

The member's Plan Selection Period is beginning on 3/1/2018.

The member has an opportunity to review and select current or new plan options.

MassHealth PSP (green)

Important News About Your MassHealth Health Plan

COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

[PARENT/GUARDIAN OF]  
[MEMBER FIRST NAME] [MEMBER LAST NAME]  
[STREET ADDRESS 1] [STREET ADDRESS 2]  
[CITY], [STATE] [ZIPCODE]

Date: [DATE]  
Member ID: [XXXXXXXXXX]

Dear [Member Name],

We're writing to let you know that you have new MassHealth health plan options starting on **March 1, 2018!** You can choose from:

- **New** Accountable Care Organizations (ACOs)
- Managed Care Organizations (MCOs)
- The Primary Care Clinician (PCC) Plan

Now is a great time to see if your current plan still meets your health care needs and to check out new health plans that will start on **March 1, 2018.**

You can learn about health plans available in your area — as well as information on providers — by going to [MassHealthChoices.com](#) or by reading the Enrollment Guide which was sent to your household and can also be found at [mass.gov/masshealth](#).

!

**GOOD NEWS!** If you are happy with your current health plan, you do not need to do anything.

**What do I need to do?**

Consider checking if your current health plan still meets your needs, including:

- Are your primary care provider (PCP), specialists, behavioral health providers, and hospitals still in your current health plan's network?
- Will you need to (or want to) see different providers than you see now? If yes, are they in your current health plan's network?
- Have you moved and want to change providers?
- Are you interested in any of the new health plan options available this year in your area?

[MassHealthChoices.com](#) and the Enrollment Guide can be helpful in finding the plan that is right for you.


**Plan Selection and Fixed Enrollment Periods**

Members enrolled in an MCO or ACO health plan have a 90-day Plan Selection Period every year. During that period, you can change health plans for any reason.

Starting on **March 1, 2018**, the annual Plan Selection Period will begin for members enrolled in a MCO or ACO health plan. If you are enrolled in a MCO or ACO health plan, you have until **May 31, 2018**, to change health plans for any reason. After that date, you will be in your Fixed Enrollment Period and you will only be able to change your health plan for certain reasons. You can find

page 1 of 2  
MH-SAL-TR-5(10/17)

IMPORTANT NEWS ABOUT YOUR MASSHEALTH HEALTH PLAN





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# MassHealth Customer Service



The MassHealth Customer Service Center is making changes to deliver and maintain the best possible customer experience throughout the PCDI implementation

- Members are encouraged to use the new MassHealth Choices online tool and enhanced online enrollment form
- The robust technology platform is prepared for increased call volume
- The number of Customer Service Representatives (CSR) available to assist Members is increasing by 80% during periods of anticipated high volume
- Provider Customer Service is enhanced
  - In person trainings, webinars and on site visits
  - Enhancements to EVS
  - Dedicated Provider CSRs to support PCDI, billing and enrollment questions



# Member Resources: Information and Training



## MassHealth Choices

- MassHealth website with access to information on plan choices, explanations of the ACO model, the importance of selecting a PCP, and links to provider directories and the online enrollment form
- [www.masshealthchoices.com](http://www.masshealthchoices.com)



## Member mailings and Fact Sheets

- Member mailings and Fact Sheets will be issued around key events (Special Assignment, ACOs, PCPs,)



## Webinars for Assisters

- Webinar series will be hosted by the MassHealth Customer Service Center (CSC) to train member assisters on a variety of topics
- *We will provide additional information on how to access these trainings*



## MassHealth Customer Service Center

- Increased CSC staff to support enrollment activity, incoming calls, and member questions



# Provider Resources: Information and Training



## MassHealth website

- MassHealth website with access to information, notices, and tools relevant to providers
- [www.mass.gov/masshealth-for-providers](http://www.mass.gov/masshealth-for-providers)



## Provider bulletins and Fact Sheets

- Provider bulletins and Fact Sheets will be issued around key events (i.e. Special Assignment, CP go-live, Provider Directory launch, etc.)



## Webinars

- Webinar series will be hosted by the MassHealth Customer Service Center (CSC) to train providers on a variety of topics
- [www.masshealthtraining.com](http://www.masshealthtraining.com) (Note: a valid PID/SL is required to access these resources)



## MassHealth Innovations

- MassHealth page describing innovations in delivery system and payment models, patient engagement, and the use of data to monitor and improve performance
- [www.mass.gov/hhs/masshealth-innovations](http://www.mass.gov/hhs/masshealth-innovations)



# Upcoming PCDI Provider Events and Trainings

Schedule of Upcoming PCDI Provider Events			
January 2018			
Location	Date	Time	Occupancy
<b>Bristol Community College</b> 777 Elsbree Street, Fall River, MA 02720	January 10, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	150
<b>Holiday Inn</b> 30 Washington Street, Somerville, MA 02143	January 19, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	70
<b>Lawrence Public Library</b> 51 Lawrence Street, Lawrence, MA 01841	January 25, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	200
<b>UMass Medical School Amphitheater</b> 333 South Street, Shrewsbury, MA 01545	January 31, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	100
March 2018			
Location	Date	Time	Occupancy
<b>Holiday Inn</b> 30 Washington Street, Somerville, MA 02143	March 5, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	70
<b>Castle of Knights</b> 1599 Memorial Drive Chicopee, MA 01020	March 21, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	300
<b>Berkshire Crowne Plaza</b> 1 West Street, Pittsfield, MA 01201	March 28, 2018	Session 1 10:00 AM to 11:00 AM Session 2 1:00 PM to 2:00 PM	100
To attend one of our events, please register at the MassHealth <b>Learning Management System (LMS)</b> via <a href="http://www.masshealthtraining.com">www.masshealthtraining.com</a> and create your profile. Once you are registered, select the preferred event date and time available under the Community Based Training Events tab.			

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# Objectives for Community Partners (CP) Program

- Support members with high BH needs, complex LTSS needs and their families to help them **navigate the complex systems of BH and LTSS** in Massachusetts.
- **Improve member experience, continuity and quality of care** by holistically engaging members with high BH needs (SMI, SED, and SUD<sup>1</sup>) 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, information systems) that is sustainable over time.
- **Improve collaboration** across ACOs, MCOs, CPs, community organizations addressing the social determinants of health, and BH, LTSS, and health care delivery systems in order to break down existing silos and **deliver integrated care**.
- **Support values** of Community First, SAMHSA recovery principles, independent living, and promote cultural competence.

<sup>1</sup> SMI = Serious Mental Illness; SED = Serious Emotional Disturbance; SUD = Substance Use Disorder

# Overview: Community Partners Program



- Community Partners (CPs) are procured, contracted, and managed by MassHealth.
- There are two types of Community Partners:

Behavioral Health Community Partner (BH CP)	Long-Term Services and Supports Community Partner (LTSS CP)
Responsible for care management and coordination for populations with significant BH needs	Provide LTSS care coordination and navigation to populations with complex LTSS needs

# Agenda

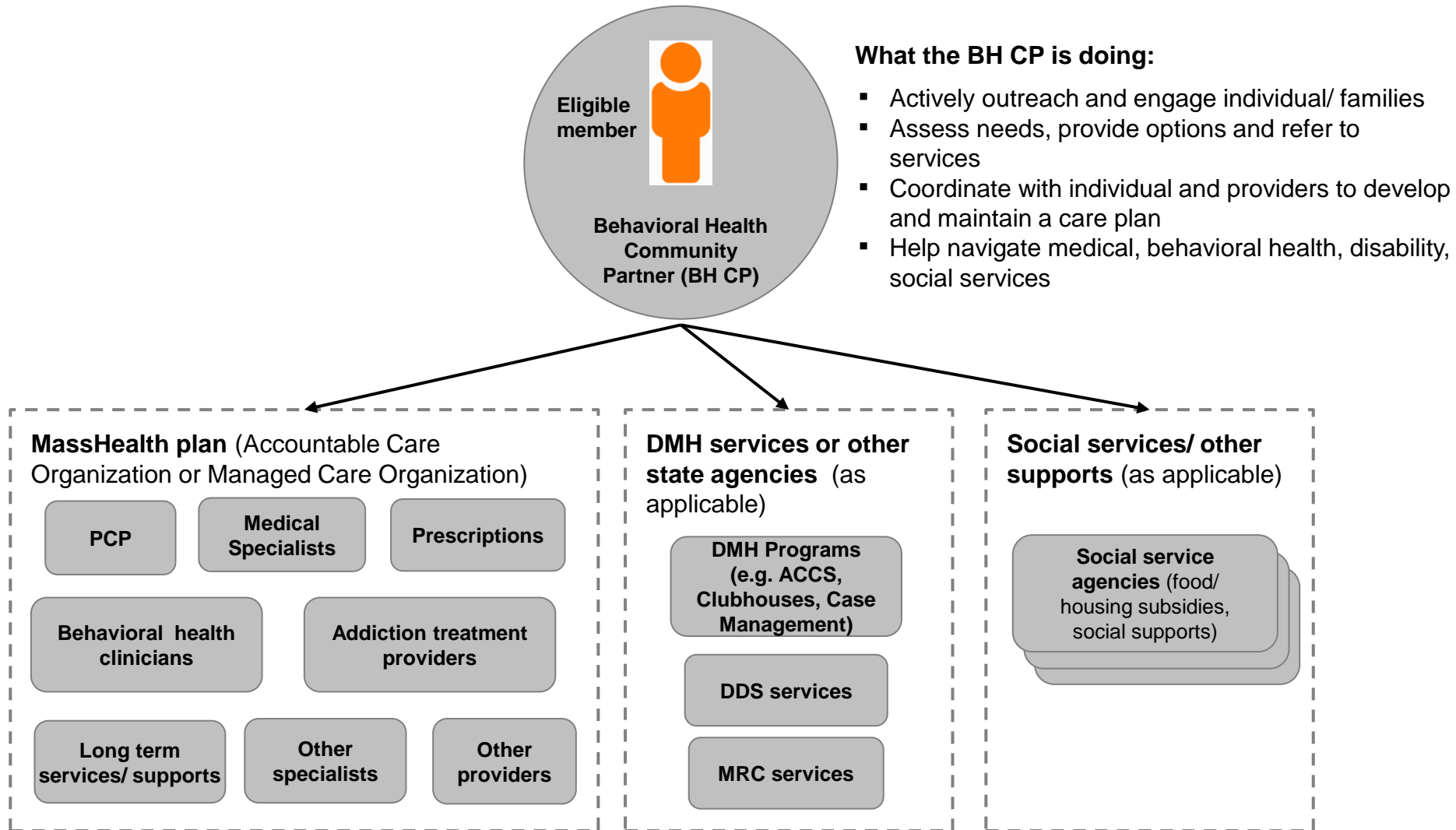


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  - Contracted Community Partners





# Behavioral Health Community Partners (BH CP): how it helps MassHealth adult members and family members navigate and coordinate care



*MassHealth contracts with Accountable Care Organizations (ACOs) and Managed Care Organizations (MCOs) to help manage care. ACOs and MCOs are required to work with BH CPs*



# **Behavioral Health Community Partners (BH CP): who is eligible and how MassHealth adult members are enrolled in a BH CP**

## **Who is eligible for BH CP?**

- **MassHealth members are eligible for BH CP services if they are:**
  - Enrolled in an Accountable Care Organization (ACO) or managed care plan (MCO)
  - Among ~35,000 of the most complex MassHealth members with serious mental illness (e.g., schizophrenia) and/or addiction treatment needs
  - MassHealth identifies members who are eligible for BH CP using a claims-based analysis; ACOs, MCOs and providers may identify additional members as potentially eligible
  - Members who are identified as eligible for both BH CP and LTSS CP services will receive all CP services from the BH CP
  - Members can ask their ACO or MCO if they are eligible for BH CP supports.
- **In addition, all MassHealth members who are in DMH's ACCS program are eligible for BH CP services, 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

## **How are eligible members enrolled in a BH CP?**

- Eligible members will be assigned to a BH CP in the member's area
- Members have the right to request a different BH CP in their area or may opt out of the program at any time
- Once a member is identified as eligible for BH CP, the member's ACO or MCO will have 30 days to ensure they are enrolled in a BH CP, unless the member opts out

*\* DMH ACCS clients who have MassHealth and Medicare and **who enroll in a One Care or SCO plan receive similar enhanced care coordination and supports through One Care or SCO instead of a BH CP***



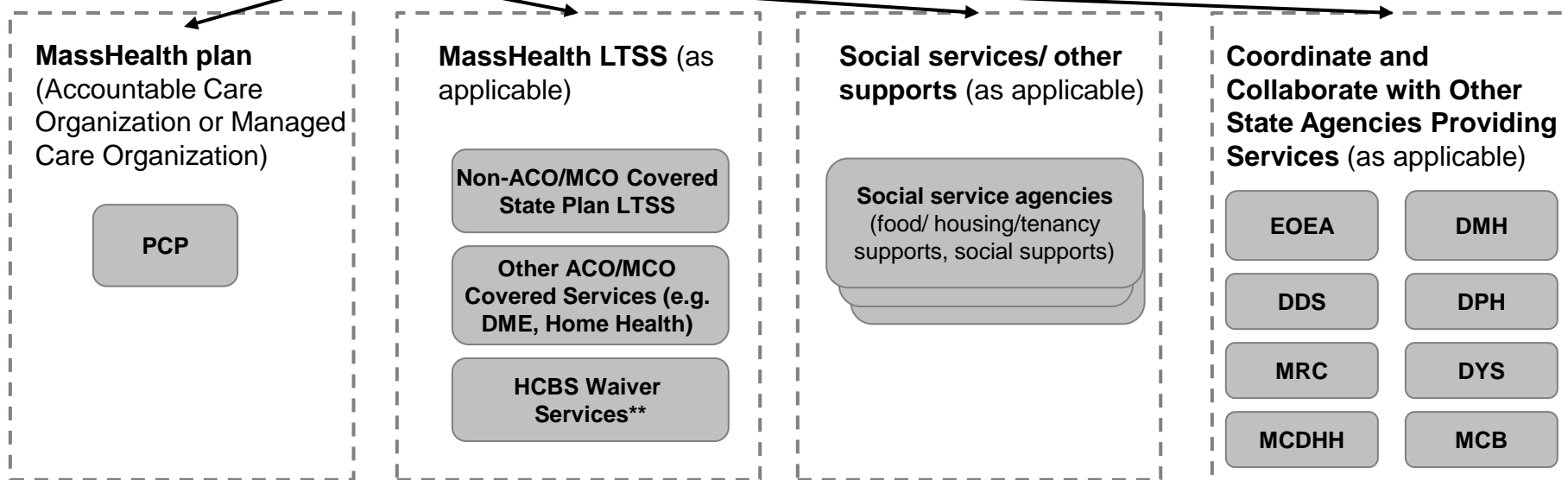
- Overview of MassHealth Payment and Care Delivery Innovation (PCDI)
- MassHealth Plan Options for 2018
- Member Enrollment and Assignment
- Provider Information and Training
- Community Partners Objectives and Overview
  - Behavioral Health Community Partners
  - LTSS Community Partners
  - ACO/MCO – CP Relationships
  - Contracted Community Partners

# LTSS Community Partners (LTSS CP): how they help MassHealth members coordinate across the continuum of care



## What the LTSS CP is doing\*:

- Outreach and engagement of members
- Identifying members' unmet needs and providing informed choice of services and providers
- Developing and maintaining a LTSS care plan
- Coordinating LTSS and social services
- Participating on ACO/MCO Care Team to integrate LTSS with other care
- Coordinating and collaborating with other state agencies and providers providing services to members



**MassHealth contracts with Accountable Care Organizations (ACOs) and Managed Care Organizations (MCOs) to help manage care. ACOs and MCOs are required to work with LTSS CPs.**

\*CP enrollees have a diversity of needs. Some will have services and some level of care coordination in place while others will have unmet needs and no care coordination supports. The CP payment rate allows for this diversity in level of need across enrollees and level of effort required to ensure care is coordinated and integrated.

\*\*HCBS Waiver services are not ACO/MCO Covered Services. LTSS CP may supplement but will not duplicate the functions of a HCBS Waiver case manager.

# LTSS Community Partners (LTSS CP): who is eligible and how MassHealth members are enrolled in a LTSS CP



## Who is eligible for LTSS CP Supports?

- **MassHealth members are eligible for LTSS CP supports if they are:**
  - Ages 3 or older
  - Enrolled in an Accountable Care Organization (ACO) or Managed Care Organization (MCO)
  - Among ~20,000 - 24,000 of the managed care eligible MassHealth members with the most complex LTSS needs
  - Either **identified** by MassHealth as having complex LTSS needs through a claims-based analysis\* or **referred** (e.g. self-referral or by provider) for LTSS CP Supports to the ACO or MCO for approval

## How are eligible members enrolled in a LTSS CP?

- Eligible members will be assigned to a LTSS CP
- Members have the right to request a different LTSS CP in their area or may opt out of the LTSS CP program at any time
- Once a member is identified as eligible for a LTSS CP, the member's ACO or MCO will have 30 days to ensure they are enrolled in a LTSS CP, unless the member opts out

\*Comprehensive care coordination is provided by some MassHealth programs, such as HCBS Waivers, Community Case Management and the Children's Behavioral Health Initiative. Members in these programs will not be pre-identified by MassHealth to receive LTSS CP Supports. However, members in these programs could be referred for LTSS CP Supports if there is a need for additional coordination and integration.

# Agenda



- Overview of MassHealth Payment and Care Delivery Innovation (PCDI)
- MassHealth Plan Options for 2018
- Member Enrollment and Assignment
- Provider Information and Training
- Community Partners
  - Objectives
  - Overview of Community Partners
  - Behavioral Health Community Partners
  - LTSS Community Partners
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# Evolution of the ACO/MCO – CP relationship over time



## Level 1:

**ACO/MCO-MH contract requirements**  
**CP-MH contract requirements**

### ACO or MCO contract main domains:

- Care coordination and management
- Comprehensive assessment and care planning
- CP partnership requirement

### CP Contract main domains:

- Outreach
- Comprehensive assessment (BH CP)
- Care planning and care coordination

### Examples:

- ACOs must complete Care Needs Screening to identify enrollee needs
- ACOs must complete Comprehensive assessment for LTSS CP eligible enrollees

## Level 2:

**ACO/MCO-CP Agreements and Documented Processes**

### Domains:

- Enrollee assignment and engagement
- Outreach
- Administration of care management and care coordination
- Transitions of care
- Authorization of services
- Data sharing and IT systems
- Conflict resolution
- Other requirements specified by EOHHS (e.g. contract management, termination, incidence reporting)

### Examples:

- Continued management process and conflict resolution processes to address concerns or disagreements
- Joint processes for data exchange, event notifications
- Roles and responsibilities

- ACO/MCO - CP Agreements to be executed May 2018

## Level 3:

**Sustainability plan to support continued relationships and for advanced business partnerships**

### Examples of potential domains:

- Shared savings
- Bundled payments
- Joint ACO/MCO-CP interventions to improve care delivery and quality of care for defined population
- IT/EHR integration

- Policy development to be complete by Dec 2018;  
 ACO/MCO-CP Agreement to include sustainability plan starting in Contract Year 2

# Agenda



- Overview of MassHealth Payment and Care Delivery Innovation (PCDI)
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# The following is a list of the entities that have been contracted as MassHealth Behavioral Health Community Partners (1/2)

#	Bidder	Consortium Entities	Affiliated Partners ( <i>Partnership Name, if applicable</i> )	Region: Service Area
1	South Shore Mental Health Center, Inc.	N/A	<ul style="list-style-type: none"> <li>Spectrum Health Systems, Inc.</li> </ul>	Greater Boston: Quincy
2	Boston Health Care for the Homeless Program, Inc.	N/A	<ul style="list-style-type: none"> <li>Bay Cove Human Services, Inc.</li> <li>Boston Public Health Commission</li> <li>Boston Rescue Mission, Inc.</li> <li>Casa Esperanza, Inc.</li> <li>Pine Street Inn, Inc.</li> <li>St. Francis House</li> <li>Victory Programs, Inc.</li> <li>Vietnam Veterans Workshop, Inc.</li> </ul>	Greater Boston: Boston Primary
3	Community Counseling of Bristol County, Inc.	N/A	N/A	Southern: Attleboro, Brockton Taunton
4	Southeast Community Partnership, LLC	<ul style="list-style-type: none"> <li>South Shore Mental Health Center, Inc.</li> <li>Gosnold, Inc.</li> </ul>	<ul style="list-style-type: none"> <li>FCP, Inc. dba Family Continuity</li> </ul>	Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oak Bluffs, Orleans, Plymouth, Taunton, Wareham
5	Stanley Street Treatment and Resources, Inc.	N/A	<ul style="list-style-type: none"> <li>Greater New Bedford Community Health Center, Inc.</li> <li>HealthFirst Family Care Center, Inc.</li> <li>Fellowship Health Resources, Inc.</li> </ul>	Southern: Attleboro, Barnstable, Fall River, Falmouth, New Bedford, Oak Bluffs, Orleans, Taunton, Wareham
6	Northeast Behavioral Health Corporation, dba Lahey Behavioral Health Services	N/A	N/A	Northern: Beverly, Gloucester Haverill, Lawrence, Lowell, Lynn, Malden, Salem, Woburn
7	Lowell Community Health Center, Inc.	N/A	<ul style="list-style-type: none"> <li>Lowell House, Inc.</li> <li>Mental Health Association of Greater Lowell, Inc.</li> </ul>	Northern: Lowell
8	The Bridge of Central Massachusetts, Inc.	N/A	<i>Central Community Health Partnership/BH</i> <ul style="list-style-type: none"> <li>Alternatives Unlimited, Inc.</li> <li>LUK, Inc.</li> <li>Venture Community Services</li> </ul>	Central: Athol, Framingham Gardner-Fitchburg, Southbridge, Worcester
9	Community Healthlink, Inc.	N/A	N/A	Central: Gardner-Fitchburg, Worcester
10	Behavioral Health Network, Inc.	N/A	N/A	Western: Holyoke, Springfield, Westfield
11	The Brien Center for Mental Health and Substance Abuse Services, Inc.	N/A	N/A	Western: Adams, Pittsfield

# The following is a list of the entities that have been contracted as MassHealth Behavioral Health Community Partners (2/2)



#	Bidder	Consortium Entities	Affiliated Partners ( <i>Partnership Name, if applicable</i> )	Region: Service Area
12	Innovative Care Partners, LLC	<ul style="list-style-type: none"> <li>Center for Human Development, Inc. (CHD)</li> <li>Gandara Mental Health Center, Inc.</li> <li>ServiceNet, Inc.</li> </ul>	N/A	Western: Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield
13	High Point Treatment Center, Inc.	N/A	<ul style="list-style-type: none"> <li>Brockton Area Multi Services, Inc. (BAMSI)</li> <li>Bay State Community Services, Inc.</li> <li>Child &amp; Family Services, Inc.</li> <li>Duffy Health Center</li> <li>Steppingstone, Inc.</li> </ul>	Greater Boston: Quincy Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, New Bedford, Orleans, Plymouth, Taunton, Wareham
14	Eliot Community Human Services, Inc.	N/A	N/A	Greater Boston: Revere, Somerville Northern: Beverly, Gloucester, Lowell, Lynn, Malden, Salem, Woburn Central: Framingham, Waltham
15	Riverside Community Care, Inc.	N/A	<ul style="list-style-type: none"> <li>Brookline Community Mental Health Center, Inc.</li> <li>The Dimock Center, Inc.</li> <li>The Edinburg Center, Inc.</li> <li>Lynn Community Health Center, Inc.</li> <li>North Suffolk Mental Health Association, Inc.</li> <li>Upham's Corner Health Center</li> </ul>	Greater Boston: Boston Primary, Revere, Somerville, Quincy Northern: Lowell, Lynn, Malden, Woburn Central: Framingham, Southbridge, Waltham
16	Eastern Massachusetts Community Partners, LLC	<ul style="list-style-type: none"> <li>Vinfen Corporation</li> <li>Bay Cove Human Services, Inc.</li> <li>Bridgewell, Inc.</li> </ul>	N/A	Greater Boston: Boston Primary, Revere, Somerville, Quincy Northern: Haverill, Lawrence, Lowell, Lynn, Malden, Salem Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oak Bluffs, Orleans, Plymouth, Taunton, Wareham
17	Clinical Support Options, Inc.	N/A	N/A	Central: Athol Western: Adams, Greenfield, Northampton, Pittsfield
18	Behavioral Health Partners of Metrowest, LLC	<ul style="list-style-type: none"> <li>Advocates, Inc.</li> <li>South Middlesex Opportunity Council</li> <li>Spectrum Health Systems, Inc.</li> <li>Wayside Youth and Family Support</li> </ul>	<ul style="list-style-type: none"> <li>Family Continuity (FCP), Inc.</li> </ul>	Northern: Beverly, Gloucester, Haverill, Lawrence, Lowell, Lynn, Malden, Salem, Woburn Central: Athol, Framingham, Gardner-Fitchburg, Southbridge, Waltham, Worcester

# The following is a list of the entities that have been contracted\* as MassHealth Long-Term Services and Supports Community Partners



#	Bidder	Consortium Entities	Affiliated Partners (Partnership Name, if applicable)	Region: Service Area
1	Boston Medical Center	N/A	<i>Boston Allied Partners</i> <ul style="list-style-type: none"> <li>Boston Senior Home Care, Inc.</li> <li>Central Boston Elder Services</li> <li>Southwest Boston Senior Services d/b/a Ethos</li> </ul>	Greater Boston: Boston-Primary
2	Boston LTSS Community Partners	<ul style="list-style-type: none"> <li>Vinfen</li> <li>Bay Cove Human Services</li> <li>Justice Resource Institute</li> <li>Boston Center for Independent Living</li> <li>Mystic Valley Elder Services</li> <li>Somerville Cambridge Elder Services</li> <li>Boston Senior Home Care, Inc.</li> </ul>	N/A	Greater Boston: Boston-Primary, Revere, Somerville, Quincy Northern: Malden Southern: Brockton
3	Alternatives Unlimited	N/A	<i>Central Community Health Partnership</i> <ul style="list-style-type: none"> <li>The Bridge of Central Massachusetts, Inc.</li> <li>LUK, Inc.</li> <li>Venture Community Services, Inc.</li> </ul>	Central: Athol, Framingham, Gardner-Fitchburg, Southbridge, Worcester
4	Elder Services of Merrimack Valley	N/A	<i>Merrimack Valley Community Partnership</i> <ul style="list-style-type: none"> <li>Northeast Independent Living Program</li> </ul>	Northern: Haverhill, Lawrence, Lowell
5	Family Service Association	N/A	N/A	Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oaks Bluff, Orleans, Plymouth, Taunton, Wareham
6	Innovative Care Partners	<ul style="list-style-type: none"> <li>Center for Human Development</li> <li>Gandara Mental Health Center, Inc.</li> <li>Service Net, Inc.</li> </ul>		Western: Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield
7	Seven Hills Family Services, Inc.	N/A	<i>Massachusetts Care Coordination Network</i> <ul style="list-style-type: none"> <li>Advocates, Inc.</li> <li>Boston Center for Independent Living, Inc.</li> <li>HMEA</li> <li>BayPath Elder Services, Inc.</li> <li>BAMSI</li> </ul>	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
8	WestMass Elder Care	N/A	<i>Care Alliance of Western Massachusetts</i> <ul style="list-style-type: none"> <li>Greater Springfield Senior Services, Inc.</li> <li>Highland Valley Elder Services, Inc.</li> <li>LifePath, Inc.</li> <li>Elder Services of Berkshire County, Inc.</li> <li>Stavros Center for Independent Living</li> <li>Adlib, Inc.</li> <li>Behavioral Health Network, Inc.</li> </ul>	Central: Athol Western: Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield

\*Greater Lynn Senior Services, Inc., d.b.a North Region LTSS Partnership has also been selected for contracting to be a LTSS CP in the Northern