

Massachusetts Care Coordination Network (MCCN) BP1 Summary

The Massachusetts Care Coordination Network (MCCN) is a Long Term Services and Supports Community Partner (LTSS CP) operating in the Northern, Central and Southern regions using a Lead Agency model with strong Affiliated Partners and Material Subcontractors, all of whom have long histories within the three service regions in which we operate. The Lead Agency is Seven Hills Family Services (under the Seven Hills Foundation provider network), and Affiliated Partners are Advocates; Brockton Area Multi Service (BAMSI); Boston Center for Independent Living (BCIL); and BayPath Elder Services (BayPath). A cadre of experienced Material Subcontractors in each region helps to support the work of MCCN, strengthening our ability to support specialized and hard-to-reach populations.

During BP 1, MCCN has met the intended Milestones including the development and implementation of the CareManager tool among all MCCN Partners; launched and continually develop a comprehensive training curriculum for care coordinator staff; finalized and incorporated an LTSS social services assessment tool in addition to taking on responsibilities of conducting comprehensive assessments for several of our contracted MCEs; and launched an engaged Consumer Advisory Board representative from each region.

In December, 2018 MCCN contracted with PatientPING which is a web-based program that connects providers and facilities through real-time admission and discharge notifications creating a national care coordination community. PatientPING provides MCCN with real-time information on our members. MCCN staff receive notifications when our attributed members go to any PatientPING admitting facility. Patient status, facility, length of stay, primary diagnosis, visit history, care programs and care team information is among the information shared with MCCN staff. This has been advantageous in obtaining more up-to-date contact information, identification of “high utilizers”, and notification of discharges so that our Care Coordinators are able to outreach within the 3-days post discharge for a face-to-face visit. Plans are being developed with Netsmart to integrate PatientPING notifications into the CareManager tool.

MCCN works with 10 ACOs, 3 Primary Care ACOs, and 1 MCO including 4 MCOs. Each of these entities has their own specified documented processes in regard to the exchange and sharing of information and ongoing communication. There have been quarterly meetings with most of these entities both face-to-face and telephonically. Efficiencies have been identified and implemented in efforts to ensure effective bi-directional communication.

MCCN has established a Consumer Advisory Board (CAB) comprised of 12 members including MCCN engaged enrollees, family members and other caregivers that reflects the diversity of the MCCN population. The CAB has and plans to continue meeting on a quarterly basis and has held three successful meetings-to-date. Looking into the future, the goal is to have recruited 7-10 members in each region by end of year 2020 in order to form three separate regional Consumer Advisory Boards in the central, southern and northern regions. The last Consumer Advisory Board meeting was held on March 13th, 2019 at the Seven Hills Family Support Center located in Worcester with 7 out of the 12 members in attendance. All meetings are held in fully accessible, ADA-compliant facilities that are close to public transportation for ease of access.