

Based on the November MassHealth presentation on LTSS Denials

In the first round of reviews, MassHealth found:

- Many care plans **were not** person centered
- Most denial cases **did not** meet all care plan criteria
- Most denial cases **met** all comprehensive assessment criteria
- Many denial cases **met** Health Plan communication standards
- Many denial cases **met** Denial Notice requirements

We are grateful to MassHealth for undertaking this level of oversight because as we have learned from CMFI, there is still work to be done.

As we enter the One Care plan procurement, it is important that the plans who are procured are going to adhere to requirements set out by MassHealth.

We encourage IC members to continue this conversation on **January 18 at 2:00 pm**, which is on all IC members' calendars.