



## Transmittal Letter PHY-174

**DATE:** March 2026

**TO:** Acute Outpatient Hospitals, Community Health Centers, and Group Practices Participating in MassHealth

**FROM:** Monica Sawhney, Chief of Provider, Family, and Safety Net Programs 

**RE:** **Physician Manual: Update to Appendix M: MassHealth CARES Program Performance Specifications**

### Summary

This letter transmits revisions to Appendix M (MassHealth CARES Program Performance Specifications) of the [Physician Manual](#). Appendix M outlines the minimum operating standards for providers that have been certified to provide Coordinating Aligned, Relationship-centered, Enhanced Support (CARES) Program services.

The revisions to Appendix M include but are not limited to the following.

- Updating and clarifying training and technical assistance participation requirements
- Updating and clarifying CARES team member qualifications and composition requirements
- Adding new requirements to what providers must complete as a part of the comprehensive assessment, individual care plan, and periodic reassessment procedures, as well as transition-to-adulthood planning and support
- Clarifying what care coordination and family support activities count as qualifying activities for payment for CARES services
- Updating certain reporting and assignment notification requirements
- Updating terminology and explicitly incorporating into Appendix M certain provisions currently included in the CARES regulatory language

The updated Appendix M is effective March 5, 2026.

### MassHealth Website

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### Questions?

- Call MassHealth at (800) 841-2900, TDD/TTY: 711
- Email us at [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com)

## **New Material**

The pages listed here contain new or revised language.

### ***Physician Manual***

Pages M-1 through M-18

## **Obsolete Material**

The pages listed here are no longer in effect.

### ***Physician Manual***

Pages M-1 through M-12—transmitted by Transmittal Letter PHY-167

**Please note:** Transmittal Letters no longer include pages for updated regulations, Subchapter 6, or appendix pages. These updated documents are on our [MassHealth Provider Manuals](#) page.