



Transmittal Letter PHY-176

DATE: May 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 a revised 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 CARES services.

The revisions to Appendix M clarify the CARES team composition requirements.

The updated Appendix M is effective May 19, 2026.

MassHealth Website

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Questions?

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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The pages listed here are no longer in effect.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-18—transmitted by Transmittal Letter PHY-174

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.