



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
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**MassHealth**  
**Substance Use Disorder Treatment**  
**Services Bulletin 11 (corrected)**  
**July 2023**

**TO:** Substance Use Disorder Treatment Services Providers Participating in MassHealth

**FROM:** Mike Levine, Assistant Secretary for MassHealth *Mike Levine*

**RE:** **Supervision and Staffing Requirements for Substance Use Disorder Treatment Providers**

**Background**

Effective January 1, 2023, EOHHS issued updates to [130 CMR 418.000: Substance Use Disorder Treatment Services](#). Under 130 CMR 418.410: *Supervision and Other Staff Requirements*, substance use disorder treatment providers are required to maintain certain supervision and other staff requirements. This provision includes minimum staffing requirements for programs delivering Medically Monitored Intensive Inpatient Service (“Acute Treatment Services” or “ATS”) and Clinically Managed High-Intensity Residential Services (“Clinical Stabilization Services” or “CSS”). This bulletin clarifies the staffing requirements for ATS and CSS Counseling Staff and Case Managers. These clarifications ensure that MassHealth requirements align with certain Department of Public Health licensure requirements under [105 CMR 164.000: Licensure of Substance Use Disorder Treatment](#).

**Medically Monitored Intensive Inpatient Service (ATS) Counseling Staff and Case Managers**

Under 130 CMR 418.410(C)(1)(g), ATS programs must designate sufficient counseling staff to cover 12 hours a day, seven days a week. This requirement applies to ATS programs serving members younger than 18 years of age. All other ATS programs must provide sufficient staff coverage on all shifts to ensure that patient needs are met, as described in 105 CMR 164.000.

Under 130 CMR 418.410.(C)(1)(h), ATS programs must designate one case manager to cover 12 hours each day, seven days a week. Notwithstanding the above requirement, effective January 1, 2023, ATS programs serving members older than 18 years of age may fulfill this minimum staffing requirement by designating a minimum of two case managers. Further, ATS programs serving members younger than 18 years of age must fulfill this requirement by designating case management staffing such that there is a minimum of eight hours of case management services provided at least five days per week, in addition to the requirements under 130 CMR 418.410(C)(1)(g) stated above.

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**Clinically Managed High-Intensity Residential Services (CSS) Counseling  
Staff and Case Managers**

Under 130 CMR 418.410(C)(2)(e), CSS programs must schedule counseling staff 12 hours a day, seven days a week. CSS programs may meet this requirement by scheduling, at a minimum, the full-time equivalent of 2.5 counseling staff members to be present 12 hours a day, seven days per week.

Under 130 CMR 418.410(C)(2)(g), CSS programs must designate one case manager to cover 12 hours each day, seven days a week. Notwithstanding this requirement, effective January 1, 2023, CSS programs may fulfill this minimum staffing requirement by scheduling a case manager or care coordinator, at minimum, on a full-time basis, five days a week.

**MassHealth Website**

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**Questions**

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