

Long Term Services and Supports Third Party Administrator: Summary

MassHealth has entered into an agreement with Optum Government Solutions, Inc., to serve as a Third Party Administrator (TPA) to support EOHHS’s capacity to manage Long Term Services and Supports (LTSS) provided on a Fee for Service basis to eligible MassHealth Members.

The primary focus of the LTSS TPA is to augment EOHHS’s administrative capacity to perform LTSS provider-facing activities. ***EOHHS will continue to lead and direct the management of these functions.***

The TPA will provide clinical, administrative/operations, and systems support for Fee-for-Service LTSS as directed by MassHealth in accordance with MassHealth Regulations to:

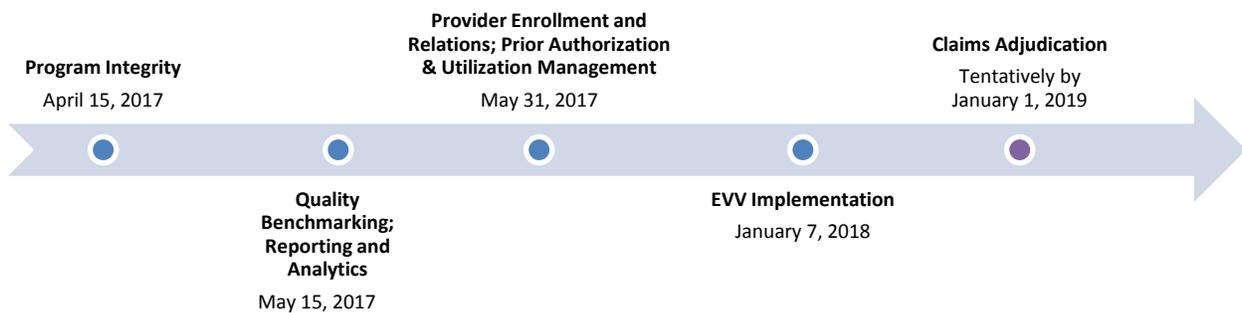
- Strengthen **program integrity analyses and audits**
- Conduct **analyses on utilization and quality patterns**
- **Perform prior authorization**
- **Credential providers and maintain a provider directory**

The TPA will assist EOHHS in managing the State Plan services listed below, when delivered Fee-for-Service.

<ul style="list-style-type: none">• Adult Day Health• Adult Foster Care• Chronic Inpatient Hospitals*• Chronic Outpatient Hospitals*• Day Habilitation• Durable Medical Equipment• Group Adult Foster Care• Home Health Agency services• Hospice	<ul style="list-style-type: none">• Independent Nurse (Private Duty Nursing)• Independent Therapist• Nursing Facilities*• Orthotics• Oxygen and Respiratory Therapy• Personal Care• Prosthetics• Rehabilitation Centers• Speech and Hearing Centers
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**The TPA will only be performing a subset of administrative functions.*

Timeline



<p>PHASE 1:</p> <ul style="list-style-type: none">• Start-up activities (through go-live dates)• Program Integrity (April 15, 2017)• Quality Improvement/Benchmarking (May 15, 2017)• Reporting and Analytics (May 15, 2017)• Provider enrollment and relations (May 31, 2017)• Prior Authorization & Utilization Management (May 31, 2017)• Phase 2 Planning (ongoing)	<p>PHASE 2:</p> <ul style="list-style-type: none">• Electronic Visit Verification (EVV)* (Pilot starts on November 1, 2017; go-live on January 7, 2018)• Claims Adjudication (subject to further decision-making; tentatively scheduled for January 1, 2019)
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** EVV provides electronic or telephonic verification of the exact times that a provided service begins and ends. MassHealth will engage in a robust stakeholder engagement process before implementation of EVV.*

Stakeholder Engagement and Communications

MassHealth is committed to offering ongoing communications and updates throughout the TPA implementation process.

Interested stakeholders will have an array of opportunities to provide input regarding implementation of the TPA's functions, including:

- Delivery System Reform Open Meetings
- TPA-specific meetings with affected provider groups
- Email blasts with individual implementation items
- MassHealth Innovations and Mass.gov websites

In addition, MassHealth will launch subject-specific stakeholder engagement opportunities as we begin the planning and implementation of provider-specific Quality Benchmarking and Electronic Visit Verification.

After the TPA begins activities, MassHealth will monitor and report on TPA performance on an annual basis and be available to stakeholders to assure a smooth transition.