MassHealth Payment and Care Delivery Innovation (PCDI)

Provider Education and Communication

Phase I: Awareness

Executive Office of Health & Human Services
Agenda

1. Overview of MassHealth Payment and Care Delivery Innovation (PCDI)

2. MassHealth Plan Options for 2018

3. Accountable Care Organization Information

4. Eligibility Verification System

5. Member Enrollment and Assignment

6. Community Partners

7. Provider Information and Training
The Executive Office of Health and Human Services (EOHHS) is committed to a sustainable, robust MassHealth program for its 1.8 million members.

EOHHS is making changes to MassHealth for managed care-eligible members – introducing ACOs and Community Partners (CPs) to emphasize care coordination and member-centric care.

ACOs have groups of primary care providers (PCPs) and other providers who work together to improve member care coordination and better meet overall health care needs.

Community Partners (CPs) are community-based experts who will provide care coordination services to and connect members with available behavioral health and LTSS services. CPs will be available to certain members with high needs as determined by MassHealth or the ACO/MCO. Providers make referrals for consideration.
Fundamentals of Coordinated Care and Population Health Management

• Improve population health and care coordination through sustainable, value-based payment models

• Improving patient outcomes and member experience. Providers rewarded for delivering value and not the volume of services provided

• Provide incentives to improve care coordination and achieve performance standards across multiple measures of quality, including prevention and wellness, chronic disease management, and member experience

• Invest in Community Partners to collaborate with ACOs to provide care coordination and care management supports to individuals with significant behavioral health issues and/or complex long term services and supports (LTSS) need

• Improve integration of physical and behavioral health care
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## MassHealth Health Plan Options for 2018

### Accountable Care Partnership Plans (Model A)

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Collaborations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Be Healthy Partnership</td>
<td>Baystate Health Care Alliance with Health New England</td>
</tr>
<tr>
<td>Berkshire Fallon Health Collaborative</td>
<td>Health Collaborative of the Berkshires with Fallon Community Health Plan</td>
</tr>
<tr>
<td>BMC HealthNet Plan Signature Alliance</td>
<td>Signature Healthcare Corporation with Boston Medical Center HealthNet Plan</td>
</tr>
<tr>
<td>BMC HealthNet Plan Community Alliance</td>
<td>Boston Accountable Care Organization with Boston Medical Center HealthNet Plan</td>
</tr>
<tr>
<td>BMC HealthNet Plan Mercy Alliance</td>
<td>Mercy Health Accountable Care Organization with Boston Medical Center HealthNet Plan</td>
</tr>
<tr>
<td>BMC HealthNet Plan Southcoast Alliance</td>
<td>Southcoast Health Network with Boston Medical Center HealthNet Plan</td>
</tr>
<tr>
<td>Fallon 365 Care</td>
<td>Reliant Medical Group with Fallon Community Health Plan</td>
</tr>
<tr>
<td>My Care Family</td>
<td>Merrimack Valley ACO with Neighborhood Health Plan</td>
</tr>
<tr>
<td>Tufts Health Together with Atrius Health</td>
<td>Atrius Health with Tufts Health Public Plans</td>
</tr>
<tr>
<td>Tufts Health Together with BIDCO</td>
<td>Beth Israel Deaconess Care Organization with Tufts Health Public Plans</td>
</tr>
<tr>
<td>Tufts Health Together with Boston Children’s ACO</td>
<td>Children’s Hospital Integrated Care Organization with Tufts Health Public Plans</td>
</tr>
<tr>
<td>Tufts Health Together with CHA</td>
<td>Cambridge Health Alliance with Tufts Health Public Plans</td>
</tr>
<tr>
<td>Wellforce Care Plan</td>
<td>Wellforce with Fallon Community Health Plan</td>
</tr>
</tbody>
</table>

### Primary Care ACO Plans (Model B)

- Community Care Cooperative (C3)
- Partners HealthCare Choice
- Steward Health Choice

### MCOs

- Boston Medical Center Health Plan (BMCHP)
- Tufts Public Plans (Tufts)

### PCC Plan

- Primary care Providers in the PCC Plan network

### MCO-Administered ACO (Model C)

- Lahey Clinical Performance Network (Participating with Boston Medical Center HealthNet Plan and Tufts Health Public Plans)
Defining Health Plan Options for 2018

Types of ACOs

• **Accountable Care Partnership Plans (Model A):** A network of PCPs who have exclusively partnered with a single MCO to use the MCO’s provider network to provide integrated and coordinated care for members.

• **Primary Care ACOs (Model B):** A network of PCPs who contract directly with MassHealth, using MassHealth’s provider network, to provide integrated and coordinated care for members. Members who enroll in a Primary Care ACO receive behavioral health services through the Massachusetts Health Behavioral Partnership (MBHP).

• **MCO-Administered ACOs (Model C):** A network of PCPs who may contract with one or multiple MCOs, and use the MCO provider networks to provide integrated and coordinated care for members. MCO-Administered ACOs are not presented as an enrollment option for members because they will be attributed through their relevant MCO.
Defining Health Plan Options for 2018

MCOs

- MCOs are health plans run by insurance companies that provide care through their own provider network that includes PCPs, specialists, behavioral health providers, and hospitals. Care coordinators are employed by the MCO

Primary Care Clinician (PCC) Plan

- The Primary Care Clinician (PCC) Plan is a statewide plan run by MassHealth that uses the MassHealth provider network. Behavioral health services for the PCC Plan are provided by Massachusetts Behavioral Health Partnership (MBHP). Members must choose a PCC in order to enroll in a PCC Plan.
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ACO Participation

• Primary Care Providers may participate in an ACO if their practice has signed a contract with an ACO

• ACO participating primary care practices are set for the first year of the ACO program (March 2018 – December 2018)

• Leadership at your practice should be able to confirm whether or not they are participating in an ACO

• If your practice would like to join an ACO in future years, reach out to that ACO and begin discussions for participating in performance year 2 (beginning January 2019)
  
  o Note that provider participation lists will be set well in advance of the January 2019 start date

• EOHHS and the ACOs are developing an annual process for adding new participating practices
Role of Plans in Contracting

Accountable Care Partnership Plans and MCOs (Model A):

- Responsible for contracting for both primary care and non-primary care networks
- Responsible for paying providers for ACO/MCO-Covered services
- Primary care providers must be exclusive, whereas specialists, hospitals, and behavioral health providers may contract with multiple plans.

Primary Care ACOs (Model B):

- Responsible for contracting for primary care network
- Primary care providers must be exclusive.
- Enrollees use Massachusetts Behavioral Health Partnership (MBHP) for behavioral health and the MassHealth network for other services
- MassHealth pays for all covered services.
ACO Provider Leadership & Engagement

- ACOs are provider-led organizations and must have provider representation on the governing board

- Success of this program requires that participating providers engage with their ACOs and take appropriate ownership of meeting the ACO’s goals (cost, quality and member experience performance)

- Contact your ACO to find out about opportunities for provider leadership and participation in your ACO’s structure, including:
  - Participating on committees (e.g., the quality committee)
  - Being a target site for investment of infrastructure dollars or the roll-out of a population health management initiative
  - Participating in financial incentives under the ACO structure
ACO Incentives and Requirements

• Providers in ACOs may have **enhanced responsibilities**. Talk to your ACO to understand these expectations, which may include:
  o Sharing clinical data with your ACO for quality reporting
  o Meeting certain performance benchmarks for your assigned panel
  o Using certain data systems
  o Participating in certain governance structures or meetings
  o Taking on financial responsibility for ACO performance

• Providers in ACOs may also have **enhanced opportunities**. Talk to your ACO to understand these as well, which may include:
  o Data and analytics provided by your ACO or by MassHealth to providers in the ACO program
  o Infrastructure funding and investment
  o Population health management infrastructure and resources (e.g., ACO-employed care managers that embed in and support practices)
  o Opportunities for financial participation in ACO savings
AC Partnership/MCO Covered & Non-Covered Services

• MassHealth members enrolled in AC Partnerships and MCOs will receive certain services that are paid for by their plan (“ACO-Covered” or “MCO-Covered”) and certain services that are paid for by MassHealth (“Non-ACO-Covered” or “Non-MCO-Covered”). Covered services may differ by coverage type.

• AC Partnership/MCO-Covered services include:
  o Physical health services such as primary care, inpatient, outpatient, professional specialty, and emergency physical health services
  o Behavioral health services such as inpatient, outpatient, diversionary, and emergency behavioral health services
  o Pharmacy services, with limited exceptions
  o Certain post-acute services, including home health (except continuous skilled nursing), durable medical equipment, hospice, therapy, chronic disease hospitals, rehabilitation hospitals, and nursing homes for the first 100 days of admission

• MassHealth-covered long term supports and services (e.g., adult day health, adult foster care, personal care attendants, etc.) are Non-ACO/MCO-Covered services and will be paid for by MassHealth as they are today.
PCP Participation and Exclusivity

- ACO participating primary care practices are set for the first year of the ACO program (March 2018 – December 2018)

- ACO-participating PCPs cannot also participate as primary care providers in MCOs or the PCC Plan or any other ACO. ACO-participating PCPs “exclusively” provide primary care to MassHealth managed care members enrolled in their ACO. This exclusivity is enforced at the practice or entity level rather than at the individual doctor level. Exclusivity does not apply to other programs such as Senior Care Options (SCO), One Care, or MassHealth fee-for-service.

- This fall, MassHealth will “special assign” to each ACO the members who have primary care assignments to that ACO’s PCPs effective March 1, 2018. Member may choose to change plans following special assignment.
Continuity of Care Requirements

• ACOs and MCOs are required to have procedures in place to minimize disruptions in care for new members.

• Plans are required to provide all members with timely access to medically necessary covered services.

• Plans must make best-efforts to minimize disruptions to existing relationships and approved treatments.

• Members should contact the plan directly for any questions or concerns related to existing provider relationships, scheduled appointments, or authorized services.

• PCPs and their care team are responsible for working with the member as well as the plan’s network of providers to support coordination of care and connect the member with available services and supports.
Referral Circles

- Members in the PCC Plan and Primary Care ACOs require primary care referrals to access many services.

- Primary Care ACOs will have the option of defining a Referral Circle, a subset of providers in the MassHealth network that their enrollees can visit without the need for a referral if one would otherwise have been required.

- To participate in a referral circle for a Primary Care ACO, the provider must be enrolled as a MassHealth billing provider, and identified to MassHealth by the Primary Care ACO.

- Referral circles are intended to improve access to coordinated care, and cannot be used to limit members’ access to other providers in the MassHealth network.

- Accountable Care Partnership Plans and MCOs may have similar preferred networks within their overall networks that have modified authorization requirements. For more information on these potential arrangements, talk to the health plans you have contracted with.
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Eligibility Verification System (EVS)

Restrictive Messages

The Eligibility Verification System (EVS) on the Provider Online Service Center (POSC) will be updated with messages so providers know which type of health plan a member is enrolled in and who to contact for help with billing.

There are two types of Restrictive Messages that will appear when checking eligibility: eligibility restrictive messages and managed care data details restrictive messages. The following managed care data details restrictive messages will appear for an ACO enrolled member:

Model A – Accountable Care Partnership Plan

[Plan Product Name] member. [Plan Product Name] is an Accountable Care Partnership Plan. For medical services, call 1-xxx-xxx-xxxx. For behavioral health services, call 1-xxx-xxx-xxxx. For claims, policy or billing questions, call 1-xxx-xxx-xxxx.

Model B – Primary Care ACO

[Plan Product Name] member. [Plan Product Name] is a Primary Care ACO Plan. For medical services, call 1-xxx-xxx-xxx. For behavioral health services, call the Massachusetts Behavioral Health Partnership at 1-800-495-0086.
Eligibility Verification System (EVS)

- Plan names are clearly displayed.
- Phone number to contact the plan if you have questions is listed.
- Restrictive messages will include plan contact numbers for plan services such as medical, behavioral health, and claims, policy or billing questions.
- Enhancements will be effective 3/1/2018
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Important Member-Choice Dates

- Below are important dates for current managed care eligible members.
- For new managed care eligible members, after March 1, 2018 plan selection is the first 90 days after enrollment in an ACO/MCO, and fixed enrollment is for the remaining 275 days of the year.
- All members have a new plan selection period every year.

Members can choose and enroll in a new health plan for March 1, 2018. Plan Selection Period. Members can change health plans for any reason.

11/13/17
Members receive letters

12/22/17

3/1/18
Start of Plan Selection Period

6/1/18
Start of Fixed Enrollment Period

Members will follow their PCP into a new ACO will enroll in a new health plan.

Members enrolled in an ACO or MCO can only change their health plans for certain reasons.
## Member Notices Overview

<table>
<thead>
<tr>
<th>Notice #</th>
<th>Letter ID:</th>
<th>PCP Movement</th>
<th>Member Movement (From → To)</th>
<th>Special Assignment</th>
<th>Logic</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>#1</td>
<td>MassHealth A (green)</td>
<td>PCP joins Model A</td>
<td>PCC Plan → Model A Pilot → Model A MCO → Model A</td>
<td>Special Assignment 1</td>
<td>Member follows PCP to Model A</td>
<td>Your current PCP has joined a Partnership Plan ACO. You will be enrolled in this ACO and continue receiving care from your PCP. Please contact MassHealth if you would like to make a different choice.</td>
</tr>
<tr>
<td>#2</td>
<td>MassHealth B (green)</td>
<td>PCP joins Model B</td>
<td>PCC Plan → Model B Pilot → Model B MCO → Model B</td>
<td>Special Assignment 2</td>
<td>Member follows PCP to Model B</td>
<td>Your current PCP has joined a Primary Care ACO. You will be enrolled in this ACO and continue receiving care from your PCP. Please contact MassHealth if you would like to make a different choice.</td>
</tr>
<tr>
<td>#3</td>
<td>MassHealth C (green)</td>
<td>PCP joins Model C (in an MCO)</td>
<td>PCC Plan → MCO Pilot → MCO MCO Leaves → MCO</td>
<td>Special Assignment 3</td>
<td>Member is enrolled in an MCO, and MCO is informed of PCP affiliation</td>
<td>Your current PCP has joined an MCO. You will be enrolled in this MCO and continue receiving care from your PCP. Please contact MassHealth if you would like to make a different choice.</td>
</tr>
<tr>
<td>#4</td>
<td>MassHealth AE (green)</td>
<td>MCO is no longer available &amp; PCP does not join an ACO</td>
<td>MCO → Auto-assignment</td>
<td>Auto-Assignment</td>
<td>Use auto-assignment algorithm to place member</td>
<td>Your MCO is leaving MassHealth or has left your service area. You will automatically be enrolled in a new health plan beginning on 3/1. Please contact MassHealth if you would like to make a different choice.</td>
</tr>
<tr>
<td>#5</td>
<td>MassHealth PSP (green)</td>
<td>Other PCP movements</td>
<td>Member stays in current enrollment</td>
<td>No Enrollment Change</td>
<td>Member is assigned a new PCP if needed</td>
<td>Your Plan Selection Period is beginning on 3/1. New plan options are available. Please contact MassHealth if you would like to change plans.</td>
</tr>
</tbody>
</table>
Example:

The member’s current PCP has joined a Partnership Plan ACO. The member will be enrolled in a Partnership Plan ACO and continue receiving care from their PCP.
Example:

The member’s current PCP has joined a Primary Care ACO. The member will be enrolled in a Primary Care ACO and continue receiving care from their PCP.
Example:

The member’s current PCP has joined an MCO.

The member will be enrolled in the MCO the PCP has joined and continue receiving care from their PCP.
Example:
The member’s MCO is leaving MassHealth or has left the member’s service area. The member’s PCP has not joined an ACO.
The member will automatically be enrolled in a new health plan beginning on 3/1/2018.
Example:
The member’s PCP has not joined an ACO and the member is currently enrolled in an MCO that will continue after 3/1/17.

The member does not need to change plans.

The member’s Plan Selection Period is beginning on 3/1/2018.

The member has an opportunity to review and select current or new plan options.
MassHealth Customer Service

The MassHealth Customer Service Center is making changes to deliver and maintain the best possible customer experience throughout the PCDI implementation.

- Members are encouraged to use the new MassHealth Choices online tool and enhanced online enrollment form.

- The robust technology platform is prepared for increased call volume.

- The number of Customer Service Representatives (CSR) available to assist Members is increasing by 80% during periods of anticipated high volume.

- Provider Customer Service is enhanced:
  - In-person trainings, webinars and on-site visits
  - Enhancements to EVS
  - Dedicated Provider CSRs to support PCDI, billing, and enrollment questions
**Member Resources: Information and Training**

**MassHealth Choices**
- MassHealth website with access to information on plan choices, explanations of the ACO model, the importance of selecting a PCP, and links to provider directories and the online enrollment form
  - [www.masshealthchoices.com](http://www.masshealthchoices.com)

**Member mailings and Fact Sheets**
- Member mailings and Fact Sheets will be issued around key events (Special Assignment, ACOs, PCPs,)

**Webinars for Assisters**
- Webinar series will be hosted by the MassHealth Customer Service Center (CSC) to train member assisters on a variety of topics
  - *We will provide additional information on how to access these trainings*

**MassHealth Customer Service Center**
- Increased CSC staff to support enrollment activity, incoming calls, and member questions
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Community Partners (CPs)

CPs are organizations experienced with either Behavioral Health or Long-Term Services and Supports that partner with ACOs and MCOs in coordinating and managing care for certain CP-eligible members.

MassHealth will procure CPs to support ACOs and MCOs in coordinating and managing care for certain members. CPs address the social determinants of health. ACOs will be required to partner with CPs so that care can be coordinated. CPs are expected to launch in June 2018.

- **Behavioral Health Community Partner**
  - **BH Community Partners (BH CPs)** will provide comprehensive care management including coordination of physical and behavioral health, bringing in BH clinical management expertise to overall care coordination.

- **Long-Term Services and Supports Community Partner**
  - **Long-Term Services and Supports Community Partners (LTSS CPs)** will coordinate between physical health and LTSS systems.
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Provider Resources: Information and Training

MassHealth website
- MassHealth website with access to information, notices, and tools relevant to providers
  - [www.mass.gov/masshealth-for-providers](http://www.mass.gov/masshealth-for-providers)

Provider bulletins and Fact Sheets
- Provider bulletins and Fact Sheets will be issued around key events (i.e. Special Assignment, CP go-live, Provider Directory launch, etc.)

Webinars
- Webinar series will be hosted by the MassHealth Customer Service Center (CSC) to train providers on a variety of topics
  - [www.masshealthtraining.com](http://www.masshealthtraining.com) (Note: a valid PID/SL is required to access these resources)

MassHealth Innovations
- MassHealth page describing innovations in delivery system and payment models, patient engagement, and the use of data to monitor and improve performance
  - [www.mass.gov/hhs/masshealth-innovations](http://www.mass.gov/hhs/masshealth-innovations)
# Upcoming PCDI Provider Training Webinars

## Phase 1: Awareness

### 2017 Provider Webinar Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Date</th>
<th>Time</th>
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<td>11/09/17</td>
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To enroll in a webinar session, please register at the MassHealth Learning Management System (LMS) via [www.masshealthtraining.com](http://www.masshealthtraining.com) and create your profile. Once you are registered, select the preferred course date and time available.
## Schedule of Upcoming PCDI Provider Events

### January 2018

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Time</th>
<th>Occupancy</th>
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<tbody>
<tr>
<td>Bristol Community College</td>
<td>January 10, 2018</td>
<td>Session 1 10:00 AM to 11:00 AM</td>
<td>150</td>
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<tr>
<td>777 Elsbree Street, Fall River, MA 02720</td>
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<td>Session 2 1:00 PM to 2:00 PM</td>
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<tr>
<td>Holiday Inn</td>
<td>January 19, 2018</td>
<td>Session 1 10:00 AM to 11:00 AM</td>
<td>70</td>
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<tr>
<td>30 Washington Street, Somerville, MA 02143</td>
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<td>Session 2 1:00 PM to 2:00 PM</td>
<td></td>
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<tr>
<td>Lawrence Public Library</td>
<td>January 25, 2018</td>
<td>Session 1 10:00 AM to 11:00 AM</td>
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<td>51 Lawrence Street, Lawrence, MA 01841</td>
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<td>Session 2 1:00 PM to 2:00 PM</td>
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<tr>
<td>UMass Medical School Amphitheater</td>
<td>January 31, 2018</td>
<td>Session 1 10:00 AM to 11:00 AM</td>
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<tr>
<td>333 South Street, Shrewsbury, MA 01545</td>
<td></td>
<td>Session 2 1:00 PM to 2:00 PM</td>
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### March 2018

<table>
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<th>Location</th>
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<tr>
<td>Holiday Inn</td>
<td>March 5, 2018</td>
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<td>Castle of Knights</td>
<td>March 21, 2018</td>
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<td>1599 Memorial Drive Chicopee, MA 01020</td>
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<tr>
<td>Berkshire Crowne Plaza</td>
<td>March 28, 2018</td>
<td>Session 1 10:00 AM to 11:00 AM</td>
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<tr>
<td>1 West Street, Pittsfield, MA 01201</td>
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<td>Session 2 1:00 PM to 2:00 PM</td>
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</table>

To attend one of our events, please register at the MassHealth **Learning Management System (LMS)** via [www.masshealthtraining.com](http://www.masshealthtraining.com) and create your profile. Once you are registered, select the preferred event date and time available under the Community Based Training Events tab.