

MassHealth Flexible Services Program

November 2018

MassHealth's Flexible Services Program may pay for health-related nutrition and housing supports for certain members.

- Eligible members must:
 - ✓ **Be enrolled in one of MassHealth's Accountable Care Organizations (ACOs);**
 - ✓ **Meet at least one of the Health Needs Based Criteria** defined in the Flexible Services Protocol (which include having a behavioral health need, a complex physical health need, needing assistance with one or more documented Activities of Daily Living or Independent Activities of Daily Living, having repeated Emergency Department use within a certain timeframe, or being pregnant or having high-risk complications due to pregnancy); and
 - ✓ **Meet at least one of the Risk Factors** defined in the Flexible Services Protocol (which include being homeless, being at risk of homelessness, or being at risk for a nutritional deficiency).
- Eligible members may receive such supports as:
 - ✓ **Pre-tenancy** (e.g., assisting members with obtaining and completing housing applications; transitional assistance including one-time household set up costs and first/last month's rent)
 - ✓ **Tenancy Sustaining** (e.g., assisting members with communicating with landlords; obtaining adaptive skills needed to live independently in the community)
 - ✓ **Home Modifications** needed to ensure member's health and safety (e.g., installation of grab bars and hand showers; doorway modifications; in-home environmental risk assessments)
 - ✓ **Nutrition** (e.g., home-delivered meals for members; assisting members with obtaining nutritional benefits and entitlements such as SNAP and WIC)
- ACOs will provide flexible services directly (e.g. ACO case manager assists member with SNAP application) and/or by connecting members to qualified community-based organizations.
- ACOs will submit participation plans to MassHealth detailing the particular services they plan to provide and populations they plan to target.

The Flexible Services Program supports the broader MassHealth goal of addressing the health-related social needs of its members as part of the ACO program.

- MassHealth requires ACOs to screen their members for certain health-related social needs, and to provide navigation support to connect members with services to address those needs.
- MassHealth evaluates ACO performance on screening for health-related social needs through a dedicated quality measure, and requires ACOs to report any needs identified related to housing, food insecurity, transportation, and utility support.

Implementation of the Flexible Services Program is anticipated to start January 2020.

- In October 2018, the Center for Medicare and Medicaid Services (CMS) approved MassHealth's protocol for a \$149 million Flexible Services Program as a component of the ACO program.
- Leading up to the program launch, ACOs and community-based organizations will work together to develop workflows, referral processes, and communication channels to support robust implementation and monitoring of these services.