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.