



Community Case Management (CCM) Member and CCM Family Member Quarterly Call

October 2023

Agenda

Topic	Time
Introductions, Logistics, and Meeting Guidelines	11:00 – 11:10
CSN Service Delivery Updates on Initiatives	11:10 – 11:40
CCM Member and CCM Family Feedback	11:40 – 12:20
Summary & Action Steps	12:20 – 12:30

Quarterly Call Format



The CCM Member and CCM Family Quarterly Calls are intended to be a space for MassHealth to provide updates to Members and families, and for MassHealth to hear feedback and questions from Members and families.

MassHealth aims to use the first half of the meeting to provide updates, reserving the second half of the meeting to hear from Members and families.

Quarterly Call Guidelines

- **Mute your phone/computer audio when not speaking.** If you are calling in using your phone you may use *6 to either mute or unmute. Everyone has been muted upon entry.
- **Please only join using one method** (computer audio or phone audio) to prevent feedback noise which can be disruptive.
- **Speak up, “raise hand” when you would like to speak during the listening session.** Please lower your “raised hand” after. If you have joined using your phone, you will need to unmute yourself. If you are calling in using your phone, you may use *9 to raise hand or lower hand.
- **You may also use the “chat” feature** to type comments in.
- You will be able to view the full **“Live Transcription”** during the call. In the ZOOM meeting window first click on the **CC button** and select **view full transcription**. This meeting also has a separate Zoom channel with Spanish interpreter services.
- **MassHealth will share a summary** with all individuals invited.

Quarterly Call Guidelines



- Feedback is welcomed following the presentation on CSN Service Delivery Updates on Initiatives.
- Please keep comments, respectful, constructive, and concise.
- To be able to provide an equitable amount of time to everyone participating, please limit comments to under 2 minutes.

Continuous Skilled Nursing Delivery Updates on Initiatives



CSN Workforce Initiatives

CSN Retention Bonuses

PROJECT: MassHealth is providing CSN Retention Bonuses for CSN nurses who meet service commitments each quarter, with the first service quarter beginning the 2nd quarter of calendar year 2023.

Service Commitment Retention Bonus Amount	
480 hours during a designated service quarter (40 hrs/week)	\$3,250.00
360 hours during a designated service quarter (30 hrs/week)	\$2,000.00
260 hours during a designated service quarter (20 hrs/week)	\$1,200.00

AIM: Increase retention of CSN nurses, including both agency and independent nurses. Encourage CSN nurses to work more hours each month to meet higher retention bonus amounts.

STATUS: First service quarter was April 1st – June 30th with billing beginning July 1st

- 803 retention bonuses were paid out for service quarter one
- Several agencies reported their nurses have been working more hours each month
- Second service quarter was July 1st – September 30th, with billing beginning October 1st
- We have \$15M total in ARPA funding for this project; will evaluate impact after 1 year.

CSN Workforce Initiatives

PROJECT: MassHealth is providing loan repayment for new nurse graduates who commit to provide CSN services to MassHealth members.

CSN New Nurse Graduate Loan Repayment

Service Obligation	Registered Nurse	Licensed Practical Nurse
3 Years	Full Time: \$35,000	Full Time: \$30,000
	Part Time: \$20,000	Part Time: \$15,000
2 Years	Full Time: \$20,000	Full Time: \$15,000
	Part Time: \$15,000	Part Time: \$10,000

AIM: Incentivize new nurse graduates to join the CSN workforce and extend their tenure.

STATUS:

- Application launched on September 20th, 2023
 - Nurses who graduated on or after January 1st, 2022, are eligible
- \$488,450 has been committed
- 85 nurses have registered, 15 have completed applications
- 40% of applicants are INs, 60% are agency nurses
- We have \$15M in ARPA funding for this project; application will be open until March 20th, 2024, or until all funds have been committed.

CSN Workforce Initiatives

CSN Training Awards

PROJECT: MassHealth is funding two CSN clinical training programs for current CSN nurses and nurses interested in providing CSN services.

AIM: Enhance the skills of the current CSN workforce and recruit new nurses to the CSN workforce.

	Nightingale's Northern Nest	MGH Institute of Health Professions
Program Start Date	January 2024	March 2024
Recruitment/Marketing	To start by December 20 th	To start by December 20 th
# of Training Cycles	At least 3 cycles	4
# of Nurses	180 Full Time, 64 Partial	Between 120 and 140

Status:

- MassHealth meeting with both awardees in October
- Programs funded through ARPA funds; to run through March 2025

Member and Family Supports/Initiatives

Complex-Care Assistant

PROJECT:

Create a mechanism to pay caregivers for specialized care tasks.

AIM:

Establish a new service type that is more expansive than home health aide services, and which could be provided by caregivers, including legally responsible caregivers who are employed by a CSN Agency.

STATUS:

- Regulations were published on July 21st, 2023
- MassHealth updated supervision requirements through [CSN Agency Provider Bulletin 15](#), to allow biweekly supervision to be conducted via telehealth
- Agency feedback regarding onboarding/hiring process
- Current #s:

Number of Families currently interested in CCA	240
Number of families hired with PAs in Place	89
Number of CCA assessments conducted	157
Average number of CCA hours/week	36.16

CSN Program Enhancements

CCM Nurse Directory

PROJECT: Deliver an online directory for matching CSN Providers with MH members participating in CCM.

AIM: Improve the matching system for members and families with available CSN providers by creating an online portal, engaging with users to make needed improvements, and providing assistance to members/families and providers on using the directory.

STATUS:

- The directory launched on April 10th, 2023
- Over the last few months, we have collected feedback from members, families, and providers regarding needed improvements to the directory
- We are finalizing this list of improvements with the development team
- We are hosting Directory training sessions to improve use of the directory
- We are conducting outreach to users who have not filled out their profiles completely or have not responded to messages sent through the directory
- Current numbers:

# Member profiles	270	# of IN profiles	242	# of Agency Profiles	47	Average monthly users	Members 82	Agencies 22	INs 88
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Member and Family Supports/Initiatives

Relief Payments for CCM Families

PROJECTS:

1. Allocate ARPA funds to CCM natural caregivers through a one-time stipend to use for relief.
2. Secure further funding for additional relief payments to CCM Natural Caregivers.

AIM: Provide relief payments to CCM natural caregivers as a bridge to development of a paid family caregiver model.

STATUS:

- First relief fund was initiated in November 2022 with initial ARPA funds (\$2.8M)
- We received additional ARPA funding to do three additional rounds of relief funds (\$9.5M)
- Round two was launched in June 2023
- Round three was launched on October 17th, 2023
- The fourth and final round anticipated is to launch in early 2024

CSN Program Enhancements

CCM Nurse Directory

Common Issues:

- Agencies not creating individual nurse profiles
- Users not filling out their profiles completely
- Users not responding to messages in a timely manner

Examples of Planned Improvements:

- Enhance search function
- Require provider profile to select “City/Town”
- Add “physical manual” skills to CSN skills box
- Make provider profile inactive if they have not logged in for 90 days
- Keep profiles inactive until profile has been filled out
- Create a way for escalation of issues (i.e., messages not responded to)
- Allow nurses to upload resumes

CSN Program Enhancements

PROJECT: Comprehensive care / case management for CCM members

AIM: Procure an entity to provide comprehensive care / case management supports to CCM members and families. This new entity would not replace CCM but would work with members and families to provide support, care coordination, help with problem solving, connecting families to resources, and assist with recruiting LTSS workforce staff.

Comprehensive Care Coordination/ Care Management

STATUS:

- Issued a Request for Responses (RFR) in the Spring of 2023; however, did not receive any bids
- Over the summer, met with providers who had attended our “bidders conference” to learn more about why people did not submit responses
- We are issuing a Request for Information (RFI) this month, requesting additional information from members and families on what care /case management services they want, and to interested providers, on what care / case management services they can feasibly provide
 - The RFI notice will be emailed to members and families, who can respond over email to our procurement coordinator with their responses
- We will use the results of the RFI to update a new RFR
- Service will be an “opt-in” option for CCM members

CSN Regulation Amendments

CSN, IN Regulation Amendments

PROJECT: Propose amendments to the CSN Agency and Independent Nurse program regulations and to the CSN rate regulations, anticipated effective date of August 16th, 2024.

AIM: Include necessary programmatic updates, incorporate member and provider feedback, and update rates for CSN services.

STATUS:

- Drafted proposed amendments, based on stakeholder feedback
- Soon to begin Executive Sign Off Process
- Public Hearing anticipated in March 2024
- Anticipated effective date of August 16th, 2024

Independent Nurse Oversight

Independent Nurse Oversight

REQUEST FROM CCM FAMILIES:

- Include annual SORI checks to IN background check process

STATUS:

- Added SORI requirements for Independent Nurses, including at time of enrollment, revalidation, and annually ([Independent Nurse Bulletin 14](#))

REQUEST FROM CCM FAMILIES:

- Establish a way to track IN hours worked in the home

STATUS:

- Seeking additional family feedback → would families want to track IN hours worked through timesheets, similar to PCA hours?

Other MassHealth Initiatives

CSN Training and Documentation Time

PROJECT:

- Update LTSS assessed CSN hours to add time for documentation
- Authorize additional CSN units for nurse training time, when a new nurse is onboarding to a member

AIM: Provide additional CSN time to account for nurse documentation and time needed to train nurses onboarding to a member's care.

STATUS:

- Have received approval from MassHealth leadership to make these policy changes
- We will be working on implementation with CCM to operationalize

Other MassHealth Initiatives

DME and CCA Office Hours

PROJECT: Establish regular MassHealth office hours to address listen to and respond to issues members and families may be experiencing with DMEPOS equipment and or complex care assistant implementation.

STATUS:

- Have established weekly office hours, starting the week of October 3rd
 - **DME Office Hours** are hosted each **Tuesday, from 4:30pm – 5:30pm**
 - **CCA Office Hours** are hosted each **Thursday, from 3:30pm – 4pm**
- Members/caregivers can also send DME concerns/experiences to dmeuposprogram@mass.gov

CCM Member and CCM Family Feedback



Summary & Action Steps

