

Community Partners:

Behavioral Health
&
Long Term Services and Supports



What Is a Community Partner?



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What is a Community Partner?

Behavioral Health Community Partner (BH CP)	Long Term Services & Supports Community Partner (LTSS CP)
Community based agencies whose primary role is to care manage the complex medical, behavioral health, and psycho-social issues for members with severe and persistent mental illness	Community based entities partnering with ACOs and MCOs, providers, and social services organizations and community resources to support members with complex LTSS needs
BH CPs have experience providing services and supports to MassHealth members with serious mental illness and/or addiction	LTSS CPs have experience providing services and supports to MassHealth members with complex LTSS needs including brain injury or cognitive impairments, physical disabilities, or intellectual/developmental disabilities
There are 18 BHCPs- See appendix at the end of this presentation a list of the contracted entities	There are 9 LTSS CPs- See appendix at the end of this presentation a list of the contracted entities



What is a Community Partner?

- CPs are initially supported by DSRIP (**D**elivery **S**ystem **R**eform **I**ncentive **P**ayment) funding and subject to quality and performance metrics
- EOHHS intends for the CP program to become a sustainable model in out-years (year 6) of the program through the ACO/MCO
- The BH and LTSS CP networks were procured by MassHealth, and ACO/MCOs instructed on which CP contracts were required, based on service area
- CPs are paid via capitation from EOHHS, and do not get paid until they complete a qualifying activity (such as completing a care plan with an Enrollee, which includes obtaining PCP sign off on that care plan)
- The CP Program enhances integration across the many facets of a patient's care team



Who Is a Community Partner Member?



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Program Start & Membership

- Program starts on July 1, 2018
 - For BH CP, there are approx. 35k eligible enrollees statewide*
 - For LTSS CP, approx. 24k eligible enrollees statewide*
- * This means that a small % of your MassHealth panel will be eligible for CP services.
- Mass Health will initially assign patients to specific Community Partners in the first 6 months. After the first 6 months, ACOs will be able to refer patients to CPs



Who Qualifies

Who is a CP Member?

Referral Type

BH CP

LTSS CP

- Claim identification at a 12 month lookback period
- Qualitative
- BH diagnosis and certain utilization or co-morbidity criteria
- Referrals may be made by: member, caregiver, care management team, or providers. ACO will determine if referred members meet criteria to be assigned to a CP
- \$300 of state plan LTSS spend per month for three months:
 - 3+ ER visits in the past year
 - SNF stay in the past 6 months

Please contact Provider Services at 1-888-566-0008 for questions about the CP Program



What Does This Mean for PCP Practices?

Roles & Responsibilities



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What does this mean for PCP practices?

Beginning in July 2018, your practice might start to get calls from community partner care coordinators who are looking to connect with you about one of your patients. You will work with the CP as a member of your patient's care team and help with the development of the person-centered care plan. The care coordinator can help you enhance your patient's treatment experience by:

- Increasing awareness of your patient's medical and functional needs
- Helping to connect you to your patient's other treaters and prescribers
- Helping your patient carry out goals of their plan of care
- Helping your patient better understand their care instructions

PCP Practice Requirements:

- Each practice will require a care team point of contact responsible for communicating updates regarding members care to the CPs (BH and LTSS)
- Each practice will need to sign off on BH or LTSS care plans. Signature must be by:
 - PCP
 - PCP Designee (RN or other licensed medical professional – MD coverage, NP, PA, DO)



BH CP - Care Management Roles and Responsibilities

Care Management Function	Lead Entity	In Coordination with...
Outreach and Active Engagement for BH CP Supports	The BH CP performs outreach and engagement to BH CP-Assigned members.	The ACO or MCO supports the LTSS CP's outreach efforts (i.e. sharing information about member engagement experience). The ACO or MCO should share the results of previously conducted Comprehensive Assessments and Care Needs Screenings with the BH CP, where appropriate.
Comprehensive Assessment	The BH CP completes the Comprehensive Assessment.	
Care Plan Development	The BH CP develops a Person- Centered Treatment Plan within three calendar months of member assignment to the BH CP and obtains member and PCP or PCP Designee approval of the Person- Centered Treatment Plan.	The PCP or PCP Designee reviews and approves the Person-Centered Treatment Plan. Approval is indicated with a signature and the approved Plan is provided to the BH CP.
Initiating Referrals for Medically Necessary Specialty Care	The PCP makes referrals to medically necessary specialty care for which the ACO or MCO or MassHealth requires referrals.	The BH CP may make recommendations for medically necessary services, and the PCP should consider such recommendations made by the BH CP when making referrals for medically necessary specialty care.
Forming and Operating the Care Team	The BH CP is responsible for forming and operating the CP- Engaged member's Care Team.	The PCP or PCP Designee is responsible for participating on member Care Teams. The Care Team Point of Contact, if distinct from the PCP or PCP Designee , is responsible for communicating updates regarding the member's care to the BH CP.



BH CP - Care Management Roles and Responsibilities (continued)

Care Management Function	Lead Entity	In Coordination with...
Care Transitions	The ACO or MCO supports members with Transitional Care Management programs. The Care Team Point of Contact is responsible for ensuring the BH CP is notified of and included in BH CP- Engaged member's discharge planning and follow-up communication during transitions of care.	The BH CP participates in discharge planning and follow-up with members within three business days of discharge.
Medication Reconciliation	The ACO's or MCO's staff or the member's PCP is responsible for conducting Medication Reconciliation as part of care transitions, including but not limited to Transitional Care Management.	The BH CP supports the PCP in conducting Medication Reconciliation following transitions of care, such as discharge from inpatient or other care setting.
Health and Wellness Coaching	The BH CP is responsible for health and wellness coaching including providing health education, coaching and symptom management, and establishing links to health promotion activities.	The ACO or MCO is responsible for developing, implementing and maintaining wellness initiatives including chronic disease self- management.



LTSS CP - Care Management Roles and Responsibilities

Care Management Function	Lead Entity	In Coordination with...
Outreach and Active Engagement for LTSS CP Supports	The LTSS CP performs outreach and engagement to LTSS CP-Assigned members.	The ACO or MCO supports the LTSS CP's outreach efforts (i.e. sharing information about member engagement experience).
Comprehensive Assessment	The ACO or MCO conducts the Comprehensive Assessment within three calendar months of assignment to a CP. The ACO or MCO may choose to subcontract with another entity to conduct the Comprehensive Assessment.	The LTSS CP is responsible for incorporating the results of the Comprehensive Assessment into the LTSS Care Plan.
Care Plan Development	<p>The ACO or MCO is responsible for creating and documenting a member's Care Plan.</p> <p>The LTSS CP is responsible for developing a LTSS Care Plan and for obtaining member and PCP or PCP Designee approval of the LTSS Care Plan.</p> <p>The ACO or MCO is responsible for incorporating the members' LTSS Care Plan into the member's overall Care Plan.</p>	
Initiating referrals for Medically Necessary specialty care	The PCP makes referrals to medically necessary specialty care for which the ACO or MCO or MassHealth requires referrals.	The LTSS CP may make recommendations for medically necessary LTSS, and the PCP should consider such recommendations made by the LTSS CP when making referrals for medically necessary specialty care.



LTSS CP - Care Management Roles and Responsibilities (continued)

Care Management Function	Lead Entity	In Coordination with...
Forming and Operating Care Team	The ACO or MCO is responsible for forming and operating the LTSS CP- Assigned or Engaged member's Care Team, including the CP and any other individuals as selected by the member.	The LTSS CP is responsible for participating in the member's Care Team, as directed by the member.
Care Transitions	The ACO or MCO supports members with Transitional Care Management programs. The member's Clinical Manager or Care Coordinator is responsible for ensuring the LTSS CP is included in LTSS CP-Engaged member's discharge planning and follow-up communication during transitions of care.	The LTSS CP participates in discharge planning and follow-up with members within three business days of discharge.
Medication Reconciliation	The ACO's or MCO's staff or the member's PCP is responsible for conducting Medication Reconciliation as part of care transitions, including but not limited to Transitional Care Management.	
Health and Wellness Coaching	The LTSS CP is responsible for health and wellness coaching including providing health education, coaching and symptom management and establishing links to health promotion activities.	The ACO or MCO is responsible for developing, implementing and maintaining wellness initiatives including chronic disease self- management.



**If you have questions
about the CP Program,
please contact
BMCHP Provider
Services at
1-888-566-0008**



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Appendices:

**List of CP Contracted
Entities**

LTSS Services



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BH CP – Contracted Entities

#	Contractor	Consortium Entities	Affiliated Partners (<i>Partnership Name, if applicable</i>)	Region: Service Area
1	South Shore Mental Health Center, Inc.	N/A	<ul style="list-style-type: none"> Spectrum Health Systems, Inc. 	Greater Boston: Quincy
2	Boston Health Care for the Homeless Program, Inc.	N/A	<ul style="list-style-type: none"> Bay Cove Human Services, Inc. Boston Public Health Commission Boston Rescue Mission, Inc. Casa Esperanza, Inc. Pine Street Inn, Inc. St. Francis House Victory Programs, Inc. Vietnam Veterans Workshop, Inc. 	Greater Boston: Boston Primary
3	Community Counseling of Bristol County, Inc.	N/A	N/A	Southern: Attleboro, Brockton Taunton
4	Southeast Community Partnership, LLC	<ul style="list-style-type: none"> South Shore Mental Health Center, Inc. Gosnold, Inc. 	<ul style="list-style-type: none"> FCP, Inc. dba Family Continuity 	Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oak Bluffs, Orleans, Plymouth, Taunton, Wareham
5	Stanley Street Treatment and Resources, Inc.	N/A	<ul style="list-style-type: none"> Greater New Bedford Community Health Center, Inc. HealthFirst Family Care Center, Inc. Fellowship Health Resources, Inc. 	Southern: Attleboro, Barnstable, Fall River, Falmouth, New Bedford, Oak Bluffs, Orleans, Taunton, Wareham
6	Northeast Behavioral Health Corporation, dba Lahey Behavioral Health Services	N/A	N/A	Northern: Beverly, Gloucester Haverhill, Lawrence, Lowell, Lynn, Malden, Salem, Woburn
7	Lowell Community Health Center, Inc.	N/A	<ul style="list-style-type: none"> Lowell House, Inc. Mental Health Association of Greater Lowell, Inc. 	Northern: Lowell
8	The Bridge of Central Massachusetts, Inc.	N/A	<i>Central Community Health Partnership/BH</i> <ul style="list-style-type: none"> Alternatives Unlimited, Inc. LUK, Inc. Venture Community Services 	Central: Athol, Framingham Gardner-Fitchburg, Southbridge, Worcester
9	Community Healthlink, Inc.	N/A	N/A	Central: Gardner-Fitchburg, Worcester
10	Behavioral Health Network, Inc.	N/A	N/A	Western: Holyoke, Springfield, Westfield
11	The Brien Center for Mental Health and Substance Abuse Services, Inc.	N/A	N/A	Western: Adams, Pittsfield



BH CP – Contracted Entities (continued)

12	Innovative Care Partners, LLC	<ul style="list-style-type: none"> Center for Human Development, Inc. (CHD) Gandara Mental Health Center, Inc. ServiceNet, Inc. 	N/A	Western: Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield
13	High Point Treatment Center, Inc.	N/A	<ul style="list-style-type: none"> Brockton Area Multi Services, Inc. (BAMSI) Bay State Community Services, Inc. Child & Family Services, Inc. Duffy Health Center Steppingstone, Inc. 	Greater Boston: Quincy Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, New Bedford, Orleans, Plymouth, Taunton, Wareham
14	Eliot Community Human Services, Inc.	N/A	N/A	Greater Boston: Revere, Somerville Northern: Beverly, Gloucester, Lowell, Lynn, Malden, Salem, Woburn Central: Framingham, Waltham
15	Riverside Community Care, Inc.	N/A	<ul style="list-style-type: none"> Brookline Community Mental Health Center, Inc. The Dimock Center, Inc. The Edinburg Center, Inc. Lynn Community Health Center, Inc. North Suffolk Mental Health Association, Inc. Upham's Corner Health Center 	Greater Boston: Boston Primary, Revere, Somerville, Quincy Northern: Lowell, Lynn, Malden, Woburn Central: Framingham, Southbridge, Waltham
16	Eastern Massachusetts Community Partners, LLC	<ul style="list-style-type: none"> Vinfen Corporation Bay Cove Human Services, Inc. Bridgewell, Inc. 	N/A	Greater Boston: Boston Primary, Revere, Somerville, Quincy Northern: Haverhill, Lawrence, Lowell, Lynn, Malden, Salem Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oak Bluffs, Orleans, Plymouth, Taunton, Wareham
17	Clinical Support Options, Inc.	N/A	N/A	Central: Athol Western: Adams, Greenfield, Northampton, Pittsfield
18	Behavioral Health Partners of Metrowest, LLC	<ul style="list-style-type: none"> Advocates, Inc. South Middlesex Opportunity Council Spectrum Health Systems, Inc. Wayside Youth and Family Support 	<ul style="list-style-type: none"> Family Continuity (FCP), Inc. 	Northern: Beverly, Gloucester, Haverhill, Lawrence, Lowell, Lynn, Malden, Salem, Woburn Central: Athol, Framingham, Gardner-Fitchburg, Southbridge, Waltham, Worcester



LTSS CP – Contracted Entities

#	Contractor	Consortium Entities	Affiliated Partners (Partnership Name, if applicable)	Region: Service Area
1	Boston Medical Center	N/A	<i>Boston Allied Partners</i> <ul style="list-style-type: none"> • Boston Senior Home Care, Inc. • Central Boston Elder Services • Southwest Boston Senior Services d/b/a Ethos 	Greater Boston: Boston-Primary
2	Boston LTSS Community Partners	<ul style="list-style-type: none"> • Vinfen • Bay Cove Human Services • Justice Resource Institute • Boston Center for Independent Living • Mystic Valley Elder Services • Somerville Cambridge Elder Services • Boston Senior Home Care, Inc. 	N/A	Greater Boston: Boston-Primary, Revere, Somerville, Quincy Northern: Malden Southern: Brockton
3	Alternatives Unlimited	N/A	<i>Central Community Health Partnership</i> <ul style="list-style-type: none"> • The Bridge of Central Massachusetts, Inc. • LUK, Inc. • Venture Community Services, Inc. 	Central: Athol, Framingham, Gardner-Fitchburg, Southbridge, Worcester
4	Elder Services of Merrimack Valley	N/A	<i>Merrimack Valley Community Partnership</i> <ul style="list-style-type: none"> • Northeast Independent Living Program 	Northern: Haverhill, Lawrence, Lowell
5	Family Service Association	N/A	N/A	Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oaks Bluff, Orleans, Plymouth, Taunton, Wareham
6	Innovative Care Partners	<ul style="list-style-type: none"> • Center for Human Development • Gandara Mental Health Center, Inc. • Service Net, Inc. 		Western: Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield
7	Seven Hills Family Services, Inc.	N/A	<i>Massachusetts Care Coordination Network</i> <ul style="list-style-type: none"> • Advocates, Inc. • Boston Center for Independent Living, Inc. • HMEA • BayPath Elder Services, Inc. • BAMSI 	Northern: Beverly, Gloucester, Haverhill, Lawrence, Lowell, Lynn, Malden, Salem, Woburn Southern: Attleboro, Barnstable, Brockton, Fall River, Falmouth, Nantucket, New Bedford, Oaks Bluff, Orleans, Plymouth, Taunton, Wareham
8	WestMass Elder Care	N/A	<i>Care Alliance of Western Massachusetts</i> <ul style="list-style-type: none"> • Greater Springfield Senior Services, Inc. • Highland Valley Elder Services, Inc. • LifePath, Inc. • Elder Services of Berkshire County, Inc. • Stavros Center for Independent Living, • Adlib, Inc. • Behavioral Health Network, Inc. 	Central: Athol Western: Adams, Greenfield, Holyoke, Northampton, Pittsfield, Springfield, Westfield
9	Greater Lynn Senior Services		<i>North Region LTSS Partnership</i> <ul style="list-style-type: none"> • Bridgewell, Inc. • Northeast ARC, Inc 	Northern: Beverly, Gloucester, Haverhill, Lawrence, Lowell, Lynn, Malden, Salem, Woburn



LTSS Services

ACO/MCO Covered LTSS

Chronic Disease and Rehabilitation Hospitals for the First 100 Days of Admission

Durable medical equipment including:

- DME
- Oxygen and Respiratory
- Orthotics
- Prosthetics

Home Health (except continuous skilled nursing)

Hospice

Nursing Facilities for the First 100 Days of Admission

Therapies, including:

- Physical Therapy
- Occupational Therapy
- Speech Therapy

Non-ACO/MCO Covered LTSS (State Plan Services)

Adult Day Health

Adult Foster Care

Continuous Skilled Nursing under the Home Health Benefit

Day Habilitation

Group Adult Foster Care

Long-term (over 100 days) Chronic Disease and Rehabilitation Hospitals

Long-term (over 100 days) Nursing Facilities

Personal Care Attendant

