



Provider Manual | 2025

# CCA Senior Care Options (HMO D-SNP) and CCA One Care (Medicare-Medicaid Plan)





## SECTION 2: Introduction to Commonwealth Care Alliance

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Dear Provider,

Welcome to the 2025 Commonwealth Care Alliance, Inc. (CCA) provider manual. This manual serves as a guide and resource for you as we work together on behalf of the members and patients we mutually serve.

This year's manual includes key updates such as the launch of our new Pharmacy Benefit Manager; examples of our redesigned membership cards for your practice staff awareness; and information on important quality initiatives. This mission-critical work positions us to successfully serve our members over the coming years

I'd like to thank you for your continued commitment to the members we serve in our CCA Senior Care Options and CCA One Care plans – all of whom are dual-eligible and high-need, often having multiple co-occurring conditions – in receiving holistic, coordinated care. Your partnership and collaboration are essential to achieving our mission of improving the health and well-being of those with the most significant needs.

Our provider manual is an administrative resource that provides comprehensive information about our programs and plans. Along with detailed CCA program information, you will find our policies and procedures, referral and claim information, as well as other useful reference materials. We hope this manual lends itself to a more seamless experience in your work with CCA staff and members.

If you have any questions about the contents of this provider manual, please contact CCA's Provider Services team at 866-420-9332, 8:00 a.m. to 5:00 p.m., Monday through Friday.

We welcome your input. If you have suggestions for how this manual can better meet your needs, please feel free to contact our Provider Relations team by sending an email to [providerrelations@commonwealthcare.org](mailto:providerrelations@commonwealthcare.org).

Thank you for choosing to be a part of our network. Your continued partnership is the key to meeting the needs of those we mutually serve.

Sincerely,

Erik Helms

A handwritten signature in black ink that reads 'Erik Helms'.

SVP, Provider Contacting and Performance

**SECTION 1: Key Contact Information**

**SECTION 1: Key Contact Information**

Contact	Telephone	Fax	Email	Website/Portal
<b>Claims – Includes Medical, Non-routine Vision, and Hearing</b>				
Claims Customer Service <ul style="list-style-type: none"> <li>• Refunds and escalations</li> <li>• Corrected claims</li> <li>• Claims status</li> <li>• Claim receipt</li> </ul>	866-420-9332	855-865-1814	E-ticketing: <a href="http://www.availity.com/essentials.com/">www.availity.com/essentials.com/</a>  Select Help & Training > Availity Support Submit an online support request or chat online.	Portal:  Registering (1st time): <a href="http://availity.com/Essentials-Portal-Registration">availity.com/Essentials-Portal- Registration</a>
New providers, contracting, and EDI, electronic billing setup or problems (Availity)	800-Availity 800-282-4548			



**SECTION 1: Key Contact Information**

Contact	Telephone	Fax	Email	Website/Portal
<b>Member Services</b>				
General questions <ul style="list-style-type: none"> <li>• Initial contact</li> </ul> Member appeals <ul style="list-style-type: none"> <li>• Service denials (process; how to respond)</li> </ul> Member benefits <ul style="list-style-type: none"> <li>• Member information; coverage</li> </ul>	866-610-2273	617-426-1311	Email: <a href="mailto:memberservices@commonwealthcare.org">memberservices@commonwealthcare.org</a>	<a href="http://www.payspanhealth.com/nps">www.payspanhealth.com/nps</a>
<b>Member Appeals and Grievances</b>				
Member appeals Member grievances	866-610-2273		Email: <a href="mailto:agdepartment@commonwealthcare.org">agdepartment@commonwealthcare.org</a>	
<b>Member Enrollment</b>				
Outreach and marketing <ul style="list-style-type: none"> <li>• Referrals for potential members</li> </ul>	866-610-2273	617-830-0534	Email: <a href="mailto:marketdevelopment@commonwealthcare.org">marketdevelopment@commonwealthcare.org</a>	
<b>Clinical Operations</b>				
Prior authorization <ul style="list-style-type: none"> <li>• Benefit and service authorizations</li> </ul>	866-420-9332	855-341-0720		
Transitions of Care team and facility inpatient authorization	857-246-8822	855-811-3467		
<b>Dental Benefit Administrator: SKYGEN</b>				
<ul style="list-style-type: none"> <li>• Claims processing</li> <li>• Member eligibility</li> <li>• Prior authorization submission</li> <li>• Provider Relations</li> </ul>	855-434-9243		Email <a href="mailto:providerservices@skygenusa.com">providerservices@skygenusa.com</a>	Portal: <a href="http://pwp.sciondental.com">pwp.sciondental.com</a> <i>Dental provider manual located in the dental provider portal</i>

**SECTION 1: Key Contact Information**

Hearing (Routine) Benefit Administrator: NationsHearing				
<ul style="list-style-type: none"> <li>• Claims processing</li> <li>• Member eligibility</li> <li>• Provider Relations</li> <li>• Hearing provider manual</li> </ul>	800-921-4559			Portal: <a href="http://providers.nationshearing.com">providers.nationshearing.com</a>
Pharmacy				
<ul style="list-style-type: none"> <li>• General pharmacy questions</li> <li>• Pharmacy coverage</li> <li>• Determinations (e.g., prior authorization)</li> <li>• Pharmacy redeterminations (appeals)</li> </ul>	855-344-0930	855-633-7673		
<ul style="list-style-type: none"> <li>• Covered services</li> <li>• Authorization status</li> <li>• Service denials/appeals status</li> <li>• Provider Portal</li> <li>• General questions</li> </ul>	866-420-9332			



## SECTION 2: Introduction to Commonwealth Care Alliance

Contact	Telephone	Fax	Email	Website/Portal
<b>Provider Network</b>				
Provider Relations <ul style="list-style-type: none"> <li>• Training, orientation, general questions</li> </ul>			Email: <a href="mailto:providerrelations@commonwealthcare.org">providerrelations@commonwealthcare.org</a>	
Provider Data Management <ul style="list-style-type: none"> <li>• Provider enrollment</li> <li>• Provider demographic updates</li> <li>• Provider enrollment status</li> </ul>		857-465-7465	Email: <a href="mailto:pnmdepartment@commonwealthcare.org">pnmdepartment@commonwealthcare.org</a>	
Credentialing <ul style="list-style-type: none"> <li>• Credentialing status</li> <li>• Submission of updated licensure</li> </ul>			Email: <a href="mailto:credentialing@commonwealthcare.org">credentialing@commonwealthcare.org</a>	
Provider Contracting <ul style="list-style-type: none"> <li>• Requests to become a network CCA provider, medical or behavioral health</li> </ul>		617-517-7738	Email: <a href="mailto:ccacontracting@commonwealthcare.org">ccacontracting@commonwealthcare.org</a>	



**SECTION 2: Introduction to Commonwealth Care Alliance**

Contact	Telephone	Fax	Email	Website/Portal
<b>Vision (Routine) Benefit Administrator: VSP</b>				
Claims processing <ul style="list-style-type: none"> <li>• Member eligibility</li> <li>• Covered services</li> <li>• Provider Services</li> <li>• Appeals and grievances</li> <li>• Vision provider manual</li> </ul> <u>Network providers</u> Vision Service Plan Attention: Claim Services PO Box 495907 Cincinnati, OH 45249-5907  <u>Out-of-network providers</u> Vision Service Plan Attention: Claim Services PO Box 595918 Cincinnati, OH 45249-5918	800-615-1883			Portal: <a href="http://vspproviderhub.com">vspproviderhub.com</a>
<b>Silver &amp; Fit Fitness Benefit</b>				
SCO ONLY <ul style="list-style-type: none"> <li>• Claims processing</li> <li>• Member eligibility</li> <li>• Provider Relations</li> <li>• Gym Assignment</li> </ul> American Specialty Health Fitness, Inc. PO Box 509117 San Diego, CA 92150-9117				





**SECTION 1: Key Contact Information**

Contact	Telephone	Fax	Email	Website/Portal
<b>Compliance</b>				
Concerns and reporting <ul style="list-style-type: none"> <li>Fraud, waste, and abuse and compliance concerns</li> </ul>	866-457-4953 Compliance Hotline **anonymous**			<a href="#">CCA Electronic submission form</a>
<b>Third-Party Liability</b>				
Third Party Liability	617-426-0600 Ext. 5-1221		Email: <a href="mailto:tplcoordinator@commonwealthcare.org">tplcoordinator@commonwealthcare.org</a>	
<b>Interpreter Services</b>				
<p>In accordance with Title VI of the Civil Rights Act of 1964, providers are required to provide interpreter services for Members with limited English proficiency, at the provider's expense. Providers are also required to provide communications in an accessible format for Members with a disability, such as signers or TTD/TTY services, at the provider's expense. Providers may not charge Members for these services. CCA is available to help providers locate interpreter and/or accessibility services, if requested.</p> <p>If a provider does not have access to needed interpretation for a CCA member, CCA will provide</p>	Provider Services: 866-420-9332  Member Services: 866-610-2273		Email: <a href="mailto:providerservices@commonwealthcare.org">providerservices@commonwealthcare.org</a>  Email: <a href="mailto:memberservices@commonwealthcare.org">memberservices@commonwealthcare.org</a>	



**SECTION 1: Key Contact Information**

<p>telephonic language assistance services. A provider, along with the member, may contact the CCA Provider Services department at 866-420-9332 during the hours of 8 a.m. to 5 p.m., Monday–Friday and they will be connected to the appropriate interpreter telephonically. For assistance during evening hours (5-8 p.m.) or weekends (8 a.m.-6 p.m.), call CCA Member Services at 866-610-2273. Have the member’s name and CCA ID number available.</p>				
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## SECTION 2: Introduction to Commonwealth Care Alliance

# SECTION 2: Introduction to Commonwealth Care Alliance

This section introduces Commonwealth Care Alliance, Inc. (CCA) and describes its mission, vision, and approach to giving the highest- quality healthcare to its members.

### What is CCA?

CCA is a mission-driven healthcare services organization that offers high-quality health plans and care delivery programs designed for individuals with the most significant needs. CCA delivers comprehensive, integrated, and person-centered care by coordinating the services of local staff, provider partners, and community organizations. CCA's unique model of *uncommon care*® has achieved an unparalleled track record of improved health and quality outcomes and lower costs of care.

### Our Vision

Our vision is to lead the way in transforming the nation's healthcare for individuals with the most significant needs.

### Our Approach

Although the characteristics of the varied populations served by CCA are quite different, experience has demonstrated common care system principles that are key to improving care and managing costs. These principles include:

- A “top to bottom” clear exclusive mission to serve vulnerable populations
- Specialized administrative and clinical programmatic expertise
- New approaches to care management and care coordination that support primary care clinicians through a team approach involving nurse practitioners, nurses, behavioral health clinicians, and/or non-professional peer counselors
- 24/7 personalized continuity in all care settings
- Selective comprehensive primary care networks and selective networks of physician specialists, healthcare facilities, human service agencies, community-based organizations, and institutional long-term care services facilities
- Flexible benefit designs
- Promotion of member empowerment and self-management strategies
- Full integration of medical, behavioral health, and long-term care services
- State-of-the-art clinical information technology support for the care delivery and payment system

## SECTION 3: Member Eligibility, Appeals & Grievances

### SECTION 3: Member Eligibility, Appeals & Grievances

#### CCA Senior Care Options (FIDE-SNP) Eligibility Requirements

*CCA Senior Care Options is for elders who:*

- Are age 65 or older
- Are eligible for MassHealth Standard\*
- Live in the CCA Senior Care Options service area
- Agree to receive all covered health and long-term services through CCA

\* **Note:** The Senior Care Options program is open to MassHealth Standard members with or without Medicare.

The program is open to elders in all living situations, including:

- Elders living independently
- Elders living in the community with support services
- Elders in long-term care facilities (the potential member cannot be an inpatient at a chronic or rehabilitative hospital, or reside in an intermediate care facility)

#### CCA One Care (Medicare-Medicaid Plan) Eligibility Requirements

*CCA One Care is for adults who:*

- Are age 21 through 64 at the time of enrollment
- Are eligible for MassHealth Standard or CommonHealth
- Are enrolled in Medicare Parts A and B and eligible for Part D
- Do not have access to other public or private health insurance that meets basic benefit level requirements
- Live in the CCA One Care service area
- Agree to receive all covered medical, behavioral health, and long-term services and supports through CCA

**Note:** One Care will not currently enroll people who are in a [PACE or HCBS waiver program](#).





### SECTION 3: Member Eligibility, Appeals & Grievances

#### Member Identification Card

Each member receives a CCA identification card to be used for services covered by CCA and prescription drug coverage at network pharmacies for both Senior Care Options and One Care. Please see example cards below.

#### CCA Senior Care Options (HMO D-SNP)

 <b>CCA Senior Care Options (HMO D-SNP)</b>	
<b>Member Name</b> First M. Last	
<b>Member ID</b> 999999999	RxBIN: <b>004336</b> RxPCN: <b>MEDDADV</b> RxGrp: <b>RX24BE</b>
<b>MEMBER CANNOT BE CHARGED</b> Copays OV \$0 ER \$0 BH \$0 Rx \$0	
H2225-001	

**This plan covers Medicaid benefits including Medical, Behavioral Health, Dental, Pharmacy & Vision Care**



**Members:** In an emergency, call 911 or go to the nearest emergency room. Please call your PCP or care coordinator as soon as possible.

**Member Services:** 866-610-2273 (TTY 711)  
**MA Behavioral Health Help Line:** 833-773-2445  
**Pharmacy Help Desk:** 866-693-4620  
**Provider Services:** 866-420-9332

<b>Send claims to:</b> Commonwealth Care Alliance Claims PO Box 3085 Scranton, PA 18505	<b>Send dental claims to:</b> CCA Claims PO Box 508 Milwaukee, WI 53201
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[www.commonwealthcaresco.org](http://www.commonwealthcaresco.org)

#### CCA One Care (Medicare-Medicaid Plan)

 <b>CCA One Care (Medicare Medicaid Plan)</b>	
<b>Member Name</b> First M. Last	
<b>Member ID</b> 999999999	RxBIN: <b>004336</b> RxPCN: <b>MEDDADV</b> RxGrp: <b>RX24BC</b>
<b>Care Coordinator Phone:</b> 866-610-2273 (TTY 711)	
<b>MEMBER CANNOT BE CHARGED</b> Copays: OV \$0 ER \$0 BH \$0 RX \$0	
H1037-001	

**This plan covers Medicaid benefits including Medical, Behavioral Health, Dental, Pharmacy & Vision Care**

**Members:** In an emergency, call 911 or go to the nearest emergency room. Please call your PCP or care coordinator as soon as possible.

**Member Services:** 866-610-2273 (TTY 711)  
**MA Behavioral Health Help Line:** 833-773-2445  
**Pharmacy Help Desk:** 866-693-4620  
**Provider Services:** 866-420-9332

<b>Send claims to:</b> Commonwealth Care Alliance Claims PO Box 3085 Scranton, PA 18505	<b>Send dental claims to:</b> CCA Claims PO Box 508 Milwaukee, WI 53201
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[www.commonwealthonecare.org](http://www.commonwealthonecare.org)

## SECTION 3: Member Eligibility, Appeals & Grievances

### Interpreter Services

In accordance with Title VI of the Civil Rights Act of 1964, providers are required to provide interpreter services for members with limited English proficiency, at the provider's expense. Providers are also required to provide communications in an accessible format for members with a disability, such as signers or TTD/TTY services, at the provider's expense. Providers may not charge members for these services. CCA is available to help providers locate interpreter and/or accessibility services, if requested.

If a provider does not have access to needed interpretation for a CCA member, CCA will provide telephonic language assistance services. A provider, along with the member, may contact the CCA Provider Services department at 866-420-9332 during the hours of 8 a.m. to 5 p.m., Monday–Friday and they will be connected to the appropriate interpreter telephonically. For assistance during evening hours (5-8 p.m.) or weekends (8 a.m.-6 p.m.), call CCA Member Services at 866-610-2273. Have the member's name and CCA ID number available.

### Member Rights and Responsibilities

CCA members deserve the best service and health care possible. CCA is committed to maintaining a mutually respectful relationship with its members.

Clearly outlined member rights and responsibilities help foster cooperation among members, practitioners and CCA. Member rights and responsibilities are updated annually. You can find the most up-to-date versions of the member rights and responsibilities by following the links below.

- Member Rights and Responsibilities
  - CCA [One Care](#) (Medicare-Medicaid Plan)
  - CCA [Senior Care Options](#) (FIDE-SNP)

### Prevent Discrimination

CCA complies with applicable federal civil rights laws and does not discriminate on the basis of medical condition, health status, receipt of health services, claims experience, medical history, disability (including mental impairment), marital status, age, sex (including sex stereotypes and gender identity), sexual orientation, national origin, race, color, religion, creed, public assistance, or place of residence. CCA does not exclude people or treat them differently because of medical condition, health status, receipt of health services, claims experience, medical history, disability (including mental impairment), marital status, age, sex (including sex stereotypes and gender identity), sexual orientation, national origin, race, color, religion, creed, public assistance, or place of residence.

All CCA providers must:

1. Provide all medically necessary covered services to members
2. Provide services without resulting in unlawful discrimination against members
3. Assist non-English-speaking members with interpreter services if needed (providers can call CCA Provider Services for interpretation services at 866-420-9332)

## SECTION 3: Member Eligibility, Appeals & Grievances

### Office Access Parity

Network CCA providers will ensure that CCA members have equal access or parity to providers as commercial members of other health plans, or as individuals eligible to receive services through MassHealth's fee-for-service system. This parity may include hours of office operations, after-hours care, and provider coverage.

### Office Access and Availability

CCA is committed to providing provider access and availability to its members in a timely manner. In addition to this commitment, the state has provided a time frame requirement that the CCA provider network needs to adhere to in order to support each member's needs. The time frame requirements are as follows:

#### ***Primary Care Office Visits***

Primary care office visits must be available within 10 calendar days, and specialty care office visits must be available within 30 days of the member's request for non-urgent symptomatic care.

#### ***Urgent Care and Symptomatic Office Visits***

All urgent care and symptomatic office visits must be available to members within 48 hours. A symptomatic office visit is an encounter associated with the presentation of medical symptoms or signs, but not requiring immediate attention. Examples include recurrent headaches or fatigue.

#### ***Non-symptomatic Office Visits***

All non-symptomatic office visits must be available to members within 30 calendar days. Examples of non-symptomatic office visits include, but are not limited to, well and preventive care visits for covered services, such as annual physical examinations or immunizations.

Behavioral health providers access and availability time frames can be found in **SECTION 11: Behavioral Health Services Providers** of this provider manual.



## SECTION 3: Member Eligibility, Appeals & Grievances

### Member Appeals and Grievances

#### *Filing an Appeal or Grievance on Behalf of a Member*

Providers may file an appeal or grievance on behalf of a member using the procedures described below. An Appointment of Representative form (AOR) is requested to file a post service member appeal or grievances on behalf of a member. A pre-service appeal will not be delayed for receipt of the AOR from a provider only; others will need to submit the AOR, prior to beginning a member appeal or grievance.

An AOR form can be printed from the following link: [cms.gov/medicare/cms-forms/cms-forms/downloads/cms1696.pdf](https://www.cms.gov/medicare/cms-forms/cms-forms/downloads/cms1696.pdf). The form must be completed and signed by the member and the provider within 44 days of receipt of the appeal request.

Return the completed form to CCA via fax at 857-453-4517 or by mail at the following address:

CCA  
Attn: Appeals and Grievances  
30 Winter Street  
Boston, MA 02108

### Member Appeals

Appeals are procedures that deal with the review of adverse initial determinations made by CCA regarding healthcare services or medication. Appeals processed by CCA are called Level 1 appeals. Depending on whether the service or drug is covered by Medicare or Medicaid or both, there are additional levels of appeals available, including: Independent Review Entity (IRE) or Board or Hearing (BOH), Administrative Law Judge (ALJ), Medicare Appeal Counsel (MAC), and Federal Court.

Instructions for filing a Level 1 appeal with CCA are listed on the initial denial notification and include both standard and expedited options for pre-service requests. Providers may file a pre-service appeal on a member's behalf within 60 days of the denial by calling Provider Services at 866-420-9332, by sending a fax to the Appeals and Grievances department at 857-453-4517 or via mail at the address listed above.

A participating provider does not need to be the representative to initiate a pre-service appeal but is required to submit an Appointment of Representative form (AOR) for post-service member appeals prior to the end of the appeal time frame. CCA includes as parties to the appeal the member and the appeal representative, or the legal representative of a deceased member's estate. Participating providers filing a dispute regarding how a claim was processed must utilize the Provider Payment Disputes and Appeals process found in Section 6.

Non-network providers may file appeal requests within 60 days of the original payment or denial date as indicated on the EOP if the appeal includes a signed Waiver of Liability (WOL) form. Non-network provider appeals without the WOL will be dismissed if the WOL is not received within 60 days of the appeal request.

Appeal Resolution Time Frames			
Appeal Type	Part C	Part B	Part D
Standard pre-service*	30 days	7 days	7 days
Expedited pre-service	72 hours	72 hours	72 hours
Post-service	60 days	60 days	14 days



### SECTION 3: Member Eligibility, Appeals & Grievances

*\*Pre-service appeal requests that are not entirely pre-service will be split, addressing pre-service appeals and post-service claim appeals separately. If an appeal request is post-service but pre-claim, this request will be dismissed until the claim organization determination has been made for the date of service (e.g., claim is processed). Participating providers filing a dispute regarding how a claim was processed must utilize the Provider Payment Disputes and Appeals process found in Section 6.*

Pre-service appeals can be submitted as expedited (also called a “fast appeal”) or standard. If the provider indicates that applying the standard time frame could seriously jeopardize the life or health of the member or the member’s ability to regain maximum function (the physician does not have to use these exact words), the plan will process the appeal as expedited.

In some cases, CCA may extend these time frames up to 14 calendar days if the member requests the extension or if CCA justifies the need for additional information and how the extension will benefit the member.

Appeals decided by a medical director during the utilization review will be reviewed on appeal by another medical director who has not been involved in the initial level of review and does not report to the individual who made the initial determination. Appeals will be reviewed by a physician with the same or similar specialty as the appealing provider.

Providers and members may submit supporting evidence for the appeal at any point during the appeal time frame. Upon decision, the member and provider are notified in writing. For expedited appeals, the member and provider will also receive verbal notification of the decision.

If an appeal is approved, authorization will be entered within the appeal time frame. If an appeal is denied, there are additional levels of review available. CCA requires that members and their appeal representative exhaust the CCA internal appeals process before filing a Level 2 (external) appeal.

Any denial for a Medicare covered Part B or C service is automatically sent to the Medicare Independent Review Entity (IRE) for a second-level review. For Part D appeals, a second-level review must be requested in writing to the IRE as directed on the denial letter. For Medicaid covered services, the member or provider may file a request for a Level 2 review with the Board of Hearing (BOH). For services covered by both Medicare and Medicaid, both processes may be used and the decision most favorable to the member is effectuated (See External Appeals table below).

#### External Appeals

CCA ensures that members have access to all Medicare Appeal processes.

Level	Type	Entity
1	Internal	CCA
2	External	The Independent Review Entity (IRE) (Medicare); Board of Hearing (Medicaid)
3	External	Administrative Law Judge (ALJ)
4	External	Medicare Appeals Council (MAC)
5	External	Federal District Court

## SECTION 3: Member Eligibility, Appeals & Grievances

### Grievances

Grievances are defined as an expression of dissatisfaction with any aspect of the operations, activities, or behavior of a plan or its delegated entity in the provision of healthcare items, services, or prescription drugs, regardless of whether remedial action is requested or can be taken.

If a member expresses a grievance to a provider, the provider should encourage the member to contact CCA directly. If a provider wishes to file a grievance on a member's behalf, they must be the member's appointed representative.

Grievances are accepted orally and in writing at any time. CCA sends written acknowledgement of the receipt of each grievance to the member or representative within one business day of receipt. When a grievance is received, the issue is investigated internally or with our vendors or providers and tracked for quality and reporting. CCA ensures that the decision-makers on quality-of-care grievances have the appropriate clinical expertise.

A resolution of the grievance is relayed to the member or representative. Resolution can be oral for CCA One Care (Medicare-Medicaid Plan) grievances that are received orally, and all other cases are responded to in writing. Grievances about quality of care are always responded to in writing.

Grievance Resolution Time Frames	
Standard	30 days, plus extension up to 14 days, when applicable
Expedited	24 hours

Grievances are handled according to the standard time frame unless the dissatisfaction is about the refusal to expedite an initial or appeal review, or the request to take an extension on an appeal or grievance. In those instances, the case is reviewed and responded to within 24 hours and a new determination is made on the expedited review or extension.

It is the responsibility of all network providers to participate in our grievance review process. Providers are expected to respond to a request for information from CCA within 5 business days. This turnaround time is required to ensure that the plan meets its regulatory and accreditation requirements to the member and remains compliant with all state and federal requirements. A finding letter is sent to the provider and member at the end of the investigation.

## SECTION 4: Prior Authorization Requirements

### SECTION 4: Prior Authorization Requirements

In accordance with the member's Evidence of Coverage, certain services performed by contracted providers require prior authorization before being rendered. The CCA Authorization and Utilization Management department is responsible for reviewing prior authorization service requests from providers. All requests, except behavioral health and inpatient/observation admissions, must be faxed to **855-341-0720** using the Standardized Prior Authorization Request form along with the necessary clinical documentation to support the request.

- Behavioral health prior authorization service requests must be faxed to **855-341-0720** using the appropriate form for the service requested along with the necessary clinical documentation to support the request. [BH Prior Authorization Form](#)
- Inpatient/observation admissions authorization service requests must be faxed to **855-811-3467** using the standard prior authorization form for the service requested along with the necessary clinical documentation to support the request. [Standard Prior Authorization Form](#)
  - CCA utilizes Patient Ping, a secure, third-party admission and discharge notification software system
    - CCA will create the admission authorization once notified of the member's admission for facilities who contract and participate in the use of Patient Ping, preventing late authorizations.
    - If you do not contract with Patient Ping, admission notification is required within 24- 48 hours of facility admission
- CCA does not require submission of clinical information for those facilities which have granted electronic medical record (EMR) access to CCA staff for medical necessity (MN) review (except for members who have restricted EMR access. Clinical submission is still required for these members.)
  - Network providers must review their contracts with CCA to determine EMR agreements
  - All facilities which have not granted CCA EMR access are required to submit clinical information timely for Medical Necessity review
- [CCA Provider Portal](#)
  - For more information, please refer to **SECTION 6: Claims and Billing Procedures**
- Contracted acute care facilities of the Centers for Medicare & Medicaid Services (CMS) are required to issue the Medicare Outpatient Observation Notice (MOON) Form CMS10611-MOON to CCA members who receive hospital outpatient observation services. CCA members are not responsible for any cost-share and therefore shall not be billed, though they are still expected to receive and sign the MOON when they receive observation services.
  - Providers may access instructions and the MOON forms (English and Spanish) on the CMS website at <https://www.cms.gov/Medicare/Medicare-General-Information/BNI/MOON>.

Services requiring prior authorization by CCA are listed below. If a requested service or item is not listed below, please call CCA at **866-420-9332** for clarification.

- [Prior Authorization Requirements Table](#)

## SECTION 4: Prior Authorization Requirements

### Durable Medical Equipment (DME)

[Click here](#) for a code-specific list of durable medical equipment (DME) and other services requiring prior authorization (PA) for CCA One Care and SCO.

### Utilization Determination Time Frames

CCA will review and make utilization management decisions in keeping with the time frames referenced in the table below. To meet these time frames, we ask that providers submit all relevant information and documentation in a timely manner. In the event that CCA needs to request an extension, we will communicate clearly why we need additional time and adhere to CMS rules.

Expedited organization determinations (prior authorization requests) are made when the member or their physician believes that waiting for a decision under the standard time frame could place the member's life, health, or ability to regain maximum function in serious jeopardy. Expedited organization determinations may not be requested for cases in which the only issue involves a claim for payment for services that the member has already received. Expedited requests must be indicated on the prior authorization form.

Category of utilization management decision	Review and determination time frame
Standard	Determination and notification within 14 calendar days after receipt of request, and as quickly as needed based on the member's health condition
Standard Extension	Up to 14 additional calendar days (not to exceed 28 calendar days) after receipt of the original request
Expedited	Determination and notification as quickly as the member's health condition requires, but no later than 72 hours after receipt of the request
Expedited Extension	Up to 14 additional calendar days (not to exceed 17 calendar days) after receipt of the original request
Concurrent	Determination and notification as soon as medically indicated; usually within 72 hours of request
Medicare Part B Standard request	Determinations are made no later than 72 hours of request
Medicare Part B Expedited request	Determinations are made within 24 hours of request

CCA Utilization Management decision making is based only on appropriateness of care and service and existence of coverage. The organization does not specifically reward practitioners or other individuals for issuing denials of coverage. There are no financial incentives for CCA Utilization Management decision makers.

### Clinical Decision Making

CCA uses criteria based on CMS Medicare requirements defined in CMS national coverage determinations (NCDs), relevant local coverage determinations (LCDs), generally accepted criteria such as InterQual®, in addition to our Medical Necessity Guidelines (MNG's).

We use InterQual® criteria to review certain services (such as imaging, DME, and inpatient). We make these criteria available, upon request, to members and providers impacted by a denial decision.

## SECTION 4: Prior Authorization Requirements

All Medical Necessity Guidelines can be located on the CCA website, under the Medical Guidelines section of the Provider Page. Please [click here](#) for more information.

Please note: Failure to obtain the required prior authorization may result in a claim being denied or in a reduction in payment. CCA members cannot be billed for services that require prior authorization and are delivered without a prior authorization.

### About Medical Criteria Request

CCA uses written criteria based on sound clinical evidence to evaluate the medical appropriateness of healthcare services. These criteria are objective and based on current clinical and medical evidence and applied with consideration of individual needs and characteristics (e.g., age, comorbidities, prior treatment, and complications) and the availability of services within the local delivery system. For a hard copy of these policies/criteria, please contact Provider Services at 866-420-9332.

### Discharge Notification and Planning

We believe it is critical that the member or member's authorized representative, CCA, the admitting provider, and the primary care provider (PCP) are all in agreement about the treatment plan and next steps by the time the member is to be discharged from a facility.

The facility or admitting physician is required to contact CCA and provide clinical information to support discharge decisions for:

- Requests for facility stay extensions (Note: Contact must be made prior to the expiration of the approved days)
- Requests to move members to a different level of care
- Discharge plans that include any of the following:
  - Home health services or specialized durable medical equipment
  - Multiple medications
  - Programs for lifestyle changes like weight management, nutrition, smoking cessation, exercise, diabetes education, or stress management

Facilities are requested to submit all discharge documentation within 24 hours of members discharge; including medication list, after visit summary, and completed discharge summary if available to the Transitions of Care Department via fax 855-811-3467.

### Emergency Medical Treatment and Labor Act

As required by the Emergency Medical Treatment and Labor Act (EMTALA), CCA network hospital providers will provide proper medical screenings and examinations by qualified hospital personnel for all individuals who seek care in a hospital's emergency department. A provider will either provide stabilizing treatment for that individual or arrange for another qualified provider to do so. Nothing shall impede or obstruct a provider from rendering emergency medical care to an individual.



## **SECTION 4: Prior Authorization Requirements**

### **Referrals**

All contracted providers in the CCA network are required to direct members to network CCA providers when arranging for covered services related to a member's care. A list of network CCA providers can be found in the [Provider Directory](#) or by contacting CCA Provider Services at 866-420-9332.

### **Continuity of Care**

Out-of-network providers: CCA will honor covered services provided by an out-of-network provider during the continuity of care period. Please refer to our [Out-of-Network Provider Payment Policy](#).

Contracted providers: You are required to assist in the redirection to a network provider for services to continue after the continuity of care period if services are still considered medically necessary.



## SECTION 5: Centralized Enrollee Record

### SECTION 5: Centralized Enrollee Record

CCA utilizes Altruista Health as its electronic member record (EMR) or centralized enrollee record (CER).

In order to ensure the highest-quality, most effective healthcare to members, all providers are reminded to review their provider agreement with CCA for provider obligations regarding their documentation in the CCA EMR and the obligation to share clinical information with CCA primary care teams and interdisciplinary care teams.



## SECTION 6: Claims and Billing Procedures

### SECTION 6: Claims and Billing Procedures

This section is intended for CCA providers. The information here enables providers to comply with the policies and procedures governing CCA SCO and One Care Plans.

Updates or changes to this section are made in the form of provider notices that CCA provides to you by mail, facsimile, email or the CCA website.

CCA pays clean claims submitted for covered services provided to eligible CCA members. In most cases, CCA pays clean claims within 30 days of receipt.

The receipt date is the day that CCA receives the claim. Claim turnaround timelines are based on the claim receipt date. Filing limits are strictly adhered to and are specified in your contract.

Please note that network providers must file claims no later than 90 days from date of service unless the filing limit is stipulated otherwise in their contract. Non-network providers must file claims no later than 12 months, or 1 calendar year, after the date the services were furnished.

CCA accepts both electronic and paper claims with industry-standard diagnosis and procedure codes that comply with the Health Information Portability and Accountability Act of 1996 (HIPAA) Transaction Set Standards. For detailed instructions for completing both the CMS-1500/HCFA-1500 and UB-04 claim forms, please use the links below.

- [CMS HCFA-1500](#)
- [CMS UB-04 claim](#)

If CCA has returned a rejected paper or electronic claim due to missing or incomplete information, please make the necessary correction as indicated in the rejection letter and resend the claim following the standard billing practice for clean claims submission within the required timely filing limit.

Providers are responsible for obtaining prior authorization from CCA before providing services. Please consult your contract, review the Prior Authorization Requirements section of this manual, or contact the CCA Provider Services department to determine if prior authorization is needed.

#### Contact Information for Provider Claims, Billing Support, and EDI Support:

CCA Provider Services at 866-420-9332 Available M–F, 8 a.m. – 6 p.m.

EDI Support: Availity Client Services at 800-Availity (800-282-4548) M–F, 8 a.m.– 8 p.m.

[Availity Essentials Provider Portal](#)

To register click on the registration button in the upper right corner and follow the instructions.





## SECTION 6: Claims and Billing Procedures

### Billing Members

Providers shall not seek or accept payment from a CCA member for any covered service.

Providers must accept CCA payment as payment in full, as detailed in the provider’s contract with CCA. CCA members are Medicare and/or MassHealth beneficiaries and providers are prohibited from billing dual-eligible members, regardless of claims payment or denial.

Providers are responsible for obtaining prior authorization from CCA before providing services. Please consult your contract, review **SECTION 4: Prior Authorization Requirements** of this manual, or contact CCA Provider Services to determine if prior authorization is needed.

### Eligibility

Providers are required to confirm member eligibility on a regular basis prior to rendering services, even if prior authorization covers a long period.

Eligibility Verification:
Using the <a href="#">Availity Essentials Provider Portal</a> *
Logging in to the <a href="#">CCA Provider Portal</a>
Using the <a href="#">MassHealth Provider Online Service Center</a>
Using the <a href="#">NEHEN Provider Portal</a> *
Contact CCA Provider Services at 866-420-9332

*\*Supports batch eligibility transactions*

### Claims Submission

CCA accepts submissions of properly coded claims from providers by means of Electronic Data Interchange (EDI) or industry-standard paper claims. The provider acknowledges and agrees that each claim submitted for reimbursement reflects the performance of a covered service that is fully and accurately documented in the member’s medical record prior to the initial submission of any claim. No reimbursement or compensation is due should there be a failure in such documentation. Receipt of claims does not guarantee payment. Providers shall hold all members harmless, regardless of payment or denial.

Providers are responsible for obtaining prior authorization from CCA **before** providing services. Please consult your contract, review **SECTION 4: Prior Authorization Requirements** of this manual, or contact the CCA Member Services department to determine if prior authorization is needed.

## SECTION 6: Claims and Billing Procedures

### Electronic Data Interchange Claims

CCA accepts electronic claims through Electronic Data Interchange (EDI) as its preferred method of claims submission. All files submitted to CCA must be in the ANSI ASC X12N format, version 5010A, or its successor version.

Claims submitted via EDI must comply with HIPAA transaction requirements. EDI claims are sent via modem or via a clearinghouse. The claim transaction is automatically uploaded into the claims processing system. CCA has a Companion Guide and Training Manual that further explains the requirements and operations.

#### Minimum Requirements for EDI Claims:

- Member first and last name
- Date of birth
- Member ID
- Rendering provider
- Rendering provider NPI
- Pay-to name
- Pay-to tax ID
- Place of service
- Diagnosis code
- Procedure code
- Modifiers
- Billed amount
- Quantity

#### EDI Claim Submission:

##### Initial EDI Setup

To view member eligibility, claims status and submit claims electronically to CCA, providers must register with Availity Essentials. To register with [Availity](#) click on the registration button in the upper right corner and follow the instructions. Providers using electronic submission must submit clean claims to CCA or its designee, as applicable, using the HIPAA-compliant 837 electronic format or a CMS-1500/HCFA-1500/UB-04, or their successors, as applicable.

If you have additional questions or need assistance, please contact Availity Client Services at 800-Availity (800-282-4548), M–F, 8 a.m. – 8 p.m. ET.

##### Three EDI Options

CCA offers 3 options for submitting EDI claims. With the appropriate option in place for your electronic workflow, electronic billing results in fewer errors, lower costs, and increased efficiency for businesses on both ends of the transaction. These options are detailed below:

##### *Option One – Clearinghouse Submitters*

Standard 837 file submissions through a clearinghouse using the CCA payer ID number, **A2793**. This PIN is the identifier at the Clearinghouse to route claims directly to the Claims Operation department.

##### *Option Two – Direct Submitters*

This option is for those entities that choose to create their own 837 file and submit that file directly to the [Availity Essentials Provider Portal](#) with the CCA payer ID number **A2793**. The easy-to-navigate web portal requires authorized billers and providers to register to access information. Once you are a registered user, please click here to access the [Availity Essentials Provider Portal](#).

CCA offers a secure web portal where providers can obtain access to claim status, member eligibility, and multiple claim submission options.

##### *Option Three – Single Claims Submitters*

Single claims submissions are for industry standard claim forms. Providers are required to register with the [Availity Essentials Provider Portal](#) for claims submission and to validate member eligibility and claim status.

**Please note:** Options Two and Three allow vendors to use our automated secure web portal interface to transmit HIPAA-compliant claims for processing and the ability to view member and provider data and claim processing status, per level of authorization.

## SECTION 6: Claims and Billing Procedures

### EDI Claim Resubmission:

#### Reprocessing EDI Claims

Providers may submit corrected claims electronically or by mailing a corrected paper claim to correct a claim that was previously submitted and paid or denied. Corrected claim submissions do not apply to an original or first-time submission. Please [click here](#) to obtain the Request for Claim Review form.

Mail corrected paper claims to:

CCA, Inc. - Claims  
P.O. Box 3085  
Scranton, PA 18505

### Electronic Funds Transfer (EFT) for All Dates of Service

CCA (in partnership with Payspan) has implemented an enhanced online provider registration process for electronic funds transfer and electronic remittance advice (ERA) services.

Once a provider has registered, this no-cost secure service offers a number of options for viewing and receiving remittance details. ERAs can be imported directly into a practice management or patient accounting system, eliminating the need to rekey remittance data.

Multiple practices and accounts are supported. Providers can reuse enrollment information to connect with multiple payers. Different payers can be assigned to different bank accounts.

Providers will no longer receive paper Explanation of Payments (EOPs). EOPs can be viewed and/or downloaded and printed from Payspan's website once registration is completed. Providers can register using Payspan's enhanced provider registration process at [payspanhealth.com](http://payspanhealth.com).

Payspan Health Support can be reached via email at [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com), by phone at 877-331-7154 (Option #1), or online at [payspanhealth.com](http://payspanhealth.com).

#### EFT Advantages:

- By using EFT, you eliminate the risks associated with lost, stolen, or misdirected checks
- With EFT, you will save yourself and your company valuable time
- EFT eliminates excess paper and helps you automate your office
- EFT is HIPAA compliant (ASC X12 835 Health Care Payment and Remittance Advice or subsequent standard)

The Administrative Simplification provision of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires the U. S. Department of Health and Human Services (HHS) to establish national standards for electronic healthcare transactions for health plans and providers.

The 835 X12N Implementation Guides were implemented as the standard documents to be used in order to comply with claims transaction requirements for EDI in healthcare.



## SECTION 6: Claims and Billing Procedures

### Explanation of Payment (EOP) Statements

CCA, in partnership with Payspan, provides online access to EOPs. Payspan delivers remittance information and electronic payment information to CCA providers, replacing the paper delivery of EOP statements. This service offers providers online access to current EOP statements.

EOPs can be printed from the [Payspan website](#), and ANSI 835 electronic remittance advice (ERAs) are also available for download. The website has tools and workflow management options to manage your payments and remittances.

To get started, providers can register using Payspan's enhanced provider registration process at [payspanhealth.com](https://payspanhealth.com).

Payspan Health Support can be reached via email at [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com), by phone at 877-331-7154 (Option #1), or online at [payspanhealth.com](https://payspanhealth.com).

## SECTION 6: Claims and Billing Procedures

### Paper Claims

All providers are encouraged to submit claims to CCA electronically. CCA does recognize, however, that some providers may choose to submit for reimbursement using industry-standard paper claim forms. If a provider does submit paper claim forms, the following forms are acceptable:

- CMS-1500/HCFA-1500
- CMS-1450 (UB-04)
- American Dental Association (ADA) Dental Claim Form (for use when billing Scion for dental services)

All information must be typed and aligned within the data fields. Please do not stamp, handwrite, or use correction fluid. For detailed instructions for completing both the CMS-1500 also known as the HCFA 1500 claim form and the UB-04 claim forms, please use the links below.

- [CMS HCFA-1500](#)
- [CMS UB-04 claim](#)

[Click here](#) for more information about Medicare Billing: Form CMS-1500.

#### Paper Claim Submission:

##### Mail all paper claims to:

CCA, Inc. - Claims  
P.O. Box 3085  
Scranton, PA 18505

Please note: While CCA accepts paper claim submissions, electronic billing and electronic funds transfer are preferred.

Please register with the [Availity Essentials Provider Portal](#).  
If providers utilize billing agencies to manage their account receivables, please grant them access to [Payspan](#).

### Use of Modifiers

CCA follows MassHealth and CMS guidelines regarding modifier usage. Pricing modifier(s) should be placed in the first position(s) of the claim form.

### Timely Claims Submission

Unless otherwise stated in your CCA contract, providers must submit clean claims, initial, and corrected, to CCA. The start date for determining the timely filing period is the “from” date reported on a CMS-1500 or 837-P for professional claims or the “through” date used on the UB-04 or 837-I for institutional claims.

Unless prohibited by law or CMS, CCA may deny payment of any claim that fails to meet CCA submission requirements for clean claims or failure to timely submit a clean claim to CCA.

Please note that contracted providers must file claims no later than 90 days from the date of service unless the filing limit is stipulated otherwise in the contract. Non-contracted providers must file claims no later than 12 months, or 1 calendar year, after the date the services were furnished.

## SECTION 6: Claims and Billing Procedures

The following items are accepted as proof that a claim was submitted in a timely manner:

- A clearinghouse electronic acknowledgement indicating claim was electronically accepted by CCA; and
- A provider's electronic submission sheet that contains all the following identifiers:
  - Patient name
  - Provider name
  - Date of service to match Explanation of Payment (EOP)/claim(s) in question
  - Prior submission bill dates
  - CCA product name or line of business

### Claim Status:

#### Checking Claim Status

Once you are a registered user, providers may check claims status, member eligibility, and provider status through the [Availity Essentials Provider Portal](#).

All other providers requesting information on the status of a claim, including clarification of any Explanation of Payment may call CCA Provider Service at 866-420-9332. If providers utilize billing agencies to manage their account receivables, please grant them access to [Payspan](#).

#### Web Portal

CCA offers two secure web portals where providers can obtain access to claim status, member eligibility, and other options.

#### CCA Provider Portal

CCA offers a secure provider portal, where active and participating providers, provider groups, hospitals, and ancillaries may register to obtain access to member eligibility and authorization status; to access and download CCA documentation, forms, and templates; or access the claims portal; and to access Explanation of Payments.

To access the [CCA Provider Portal](#), you will need to create a new account. Be sure to have the most recent CCA Explanation of Payment (EOP) available, along with "check number" and corresponding "payment amount" to assist in the validation process.

Please click the [CCA Provider Portal](#) and follow the additional steps required for access.

**Availity Essentials Provider Portal:** The easy-to-navigate claims [Availity Essentials Provider Portal](#) requires authorized billers and providers to register.



## SECTION 6: Claims and Billing Procedures

### Corrected Claims

To modify a claim that was originally submitted on paper or via EDI submission and paid or denied, providers must submit a corrected claim via either paper or 837 submissions. If the corrected claim requires the inclusion of additional information, invoice, prescription, etc., the submission must be manual.

### How to Submit a Corrected Claim

A provider may submit a corrected paper claim to modify a claim that was previously submitted and paid or denied (e.g., changing units, dates of service, bill type, etc.).

Corrected Claim Submission Requirements:

1. The original claim number **MUST** be listed
2. Any necessary modifications from the original claim
3. Any required supporting documentation
4. CMS-1500/HCFA-1500 or UB-04 paper claim form with corrections **MUST NOT** contain any of the following:
  - No handwritten changes
  - No correction fluid on form

### Submission Requirements

The provider may submit a corrected claim accompanied by requirements documentation stated above. Corrected claim requests will be considered when received within **90 days from the original payment or denial date** as indicated on the EOP and accompanied by supporting documentation when applicable. CCA reviews all corrected claim requests within 60 calendar days of receipt date.

#### Corrected Claim Submission:

**Provider must submit their paper corrected claim requests to the address below within 90 days from the original payment or denial date as indicated on the EOP:**

Commonwealth Care Alliance, Inc. - Claims  
P.O. Box 3085  
Scranton, PA 18505

#### Rejected Claims

If CCA returns/rejects a claim due to missing or incomplete information, it is the provider's responsibility to resubmit a clean claim within original filing limits.

**Mail all paper claims to:**

Commonwealth Care Alliance, Inc. - Claims  
P.O. Box 3085  
Scranton, PA 18505

## SECTION 6: Claims and Billing Procedures

### Provider Payment Disputes and Appeals

If a provider disagrees with CCA's decision of denial or reimbursement of a claim, the provider can file a payment dispute for reconsideration. All provider payment disputes must be received in writing. Examples of why a provider might submit a payment dispute for a claim decision may include:

- Denials due to timely filing
- Claims believed to be adjusted incorrectly
- Disputing a request for recovery of overpayments

#### ***Provider Payment Disputes Do Not Include:***

- Seeking resolution of a contractual issue payment disputes, wherein the provider believes CCA is paying an amount different than was contractually agreed. Please direct these concerns to [ccacontracting@commonwealthcare.org](mailto:ccacontracting@commonwealthcare.org).
- An appeal made by a provider on behalf of a specific member. These should be directed to the CCA Provider Services department 866-420-9332.
- Incomplete or incorrect claims. If CCA returns a claim due to missing or incomplete information, the claim may be resubmitted using the CCA [Request for Claim Review form](#).

#### ***All Provider Payment Disputes Must Include:***

- Request for Claim Review form
- Provider's tax identification number
- Provider's contact information
- A clear identification of the disputed item
- A concise explanation for which the provider believes the payment amount, request for additional information, or other CCA action is incorrect
- The remittance advice (or the member's name, date of service, CPT or HCPC codes, original claim number)
- Copy of the authorization (if authorization was required)
- An explanation for good cause if attempting to dispute a timely filing denial

If a provider dispute does not include all required information listed above, a request for additional information may be issued to the requesting provider. If the request for additional information is not returned with the required information by the 60<sup>th</sup> day from the initial payment dispute receipt, the payment dispute will be dismissed.

### Payment Dispute Submission Requirements for Contracted Providers

A payment dispute from a contracted provider must be made in writing, accompanied by the required documentation stated above. Payment dispute requests will be considered when received **within 90 days from the original payment or denial date**, as indicated on the EOP, with supporting documentation.

CCA reviews all payment disputes within 60 calendar days.



## SECTION 6: Claims and Billing Procedures

### Appeal Submission Requirements for Non-contracted Providers

All requests for reconsideration/claim appeal by a non-contracted providers must be made in writing accompanied by the required documentation stated below. Appeal requests will be considered when received within 60 days from the original payment or denial date as indicated on the EOP, per CMS regulations. Payment dispute requests will be considered when received **within 90 days from the original payment or denial date**, as indicated on the EOP, with supporting documentation.

#### *All Provider Payment Disputes Must Include:*

- Request for Claim Review form
- Provider's tax identification number
- Provider's contact information
- A clear identification of the disputed item
  - A concise explanation for which the provider believes the payment amount, request for additional information, or other CCA action is incorrect
- The remittance advice (or the member's name, date of service, CPT or HCPC codes, original claim number)
- Copy of the authorization (if authorization was required)
- An explanation for good cause if attempting to dispute a timely filing denial

**Waiver of Liability (WOL):** Non-contracted providers **must** include a signed [Waiver of Liability](#) form holding the member harmless regardless of the outcome of the appeal. This form must be accompanied with the claim appeal. If a signed WOL is not received with the appeal request, the provider will be issued a letter requesting the documentation accompanied by a blank WOL. If a signed WOL is not received within the appeal time period, the appeal will be dismissed.

CCA reviews all appeals within 60 calendar days. CCA will review all supporting documentation submitted with the appeal to make a determination.

### Request for Post-Service Payment Dispute or Appeal/Reconsideration:

#### **Provider Payment Disputes and Appeals:**

Contracted and non-contracted Providers must submit their request to the address below:

Commonwealth Care Alliance, Inc.  
Attn: Payment Disputes and Appeals  
P.O. Box 3566  
Scranton, PA 18505

For additional questions on provider payment disputes or appeals, please contact CCA Provider Services at 866-420- 9332.

Payment dispute requests will be considered when received **within 90 days from the original payment or denial date**, as indicated on the EOP, with supporting documentation.

## SECTION 6: Claims and Billing Procedures

### Hospice

Services rendered to CCA One Care and Senior Care Options members electing hospice should be billed to Medicare. Hospice claims for Senior Care Options member who are Medicaid-only should be billed directly to CCA.

### Payment Policy

CCA has developed a payment policy program to provide guidance to providers on current coding and billing practices set by CCA. All payment policies are designed to assist providers with claim submission. All payment policies are guides in helping CCA make determinations on plan coverage and reimbursement. Payment policies will be consistently updated to ensure accurate coding and billing guidance comply with requirements of CMS and the Massachusetts Executive Office of Health and Human Services. References to policy guidance are provided within all payment policies. Payment policies are located on the provider website under Policies and Guidelines: [Payment Policies](#).

### National Drug Coverage

Effective for claims with a date of service on or after January 1, 2018, CCA enforces the Physician, Health Care Professional, Facility and Ancillary Provider Administrative Guide for Commercial and Medicare Advantage Products national drug code (NDC) requirement. CCA implemented a new NDC requirement payment policy, effective January 1, 2018. As a result, CCA Senior Care Options and One Care professional claims submitted for reimbursement for drug-related codes must include the NDC number, quantity, and unit of measure. This requirement applies to paper claim form CMS-1500/HCFA-1500 and Electronic Data Interchange (EDI) transaction 837-P when billed for drug-related healthcare common procedure coding system (HCPCS) codes and drug-related current procedure terminology (CPT) codes. The NDC, quantity, and unit of measure will be enforced in addition to the corresponding HCPCS, and CPT codes and the units administered for each code. If you do not include the NDC with your claims submission, your claim will be denied, and you will be required to follow the Claim Reconsideration policy. Enforcing the NDC will allow CCA to differentiate and target drugs that share the same HCPCS code for drug preferences and rebates and will allow us to identify billing errors and improve reimbursement processes.

**Note:** Hospital facility outpatient claims will not be subject to enforcement of the NDC requirement at this time.

## SECTION 6: Claims and Billing Procedures

### Extended Care Facility Billing Information

Extended Care Facilities are required to submit claims with the appropriate codes for services rendered to CCA members. The use of the codes detailed below will ensure proper processing and accurate payment. Please refer to **SECTION 4: Prior Authorization Requirements**.

Revenue Code	Description
Rev Code 192	Sub-acute level of care — short-term, goal-oriented treatment plan requiring nursing care or rehabilitation at a high intensity level; lower intensity than acute care
Rev Code 191	Skilled nursing level of care — short-term, goal-oriented treatment plan while the member cannot be treated in a community-based setting; lower intensity than sub-acute
Rev Code 100	Custodial level of care — absent of a defined treatment goal, yet the member's functional or cognitive status requires the support of a facility setting
Rev Code 185	Medical leave of absence (MLOA) days (20 days max per admission)
Rev Code 183	Non-medical leave of absence (NMLOA) days will be paid an amount equal to the provider's current Medicaid reimbursement rate for up to 10 days (10 days max per year). A bed is guaranteed for the member if he or she returns to the facility during the 1st day through the 10th day after transferring out of the facility. If the member returns after this period, his or her admission shall be accommodated upon the availability of a bed, unless otherwise arranged.

## SECTION 6: Claims and Billing Procedures

### Behavioral Health Billing Information

#### *Licensure and Modifiers*

Claims for behavioral health outpatient services must include the appropriate modifier for the license of the clinician who provided the service. The table below shows licensures accepted by CCA, the corresponding modifiers, and CCA policy regarding reimbursement.

Degree	License and/or certification	Modifier	CCA Policy
Physician	MD, DO	U6, AF	May provide/bill for direct services
Physician Assistant	PA	SA	May provide/bill for direct services
Clinical Psychologist: Ph.D., Psy.D., Ed.D.	LP	AH	May provide/bill for direct services
Advanced Practice Registered Nurse; Certified Clinical Nurse Specialist, Psychiatric Nurse Mental Health Clinical Specialist	APRN, CCNS, PNMHCS	SA	May provide/bill for direct services
Licensed Independent Clinical Social Worker	LICSW	AJ	May provide/bill for direct services
Licensed Independent Clinical Social Worker, Licensed Mental Health Counselor; Licensed Marriage and Family Therapist, Licensed Clinical Social Worker	LICSW, LMHC, LMFT, LCSW	HO	May provide/bill for direct services
Licensed Alcohol and Drug Counselor I, Certified Alcohol and Drug Counselor II	LADC I, CADC II	HO	May provide/bill for direct services
Post-Master's degree level in Social Work, Counseling, Clinical Psychology	MSW, MA, MS	HL	May provide/bill for direct services only under the direct personal supervision of an independently licensed clinician at Mental Health Center/Community Health Center/Community Behavioral Health Center.
Certified Alcoholism Counselor, Certified Alcohol and Drug Counselor, Licensed Alcohol and Drug Counselor IIs (LADC II)	CAC, CADC, LADC II	HL	May provide direct services only under the direct personal supervision of an independently licensed clinician.
Master's Level Interns including psychology interns, mental health counselors and marriage and family interns.	Intern level clinician	HL	May provide/bill for direct services only under the direct personal supervision of an independently licensed clinician at Mental Health Center/Community Health Center/Community Behavioral Health Center.

## SECTION 6: Claims and Billing Procedures

### Significant Events with Reimbursement Impact

#### *Serious Reportable Events*

According to the National Quality Forum (NQF), serious reportable adverse events (SREs)—commonly referred to as “never events”—are errors in medical care that are clearly identifiable, preventable, and serious in their consequences for patients, and that indicate a real problem in the safety and credibility of a healthcare facility. In an effort to reduce or eliminate the occurrence of SREs, CCA will not provide reimbursement or allow hospitals to retain reimbursement for any care directly related to “never event.” CCA has adopted the list of serious adverse events in accordance with the Centers for Medicare & Medicaid Services (CMS).

CCA will require all participating providers to report SREs by populating present on admission (POA) indicators on all acute care inpatient hospital claims and ambulatory surgery center outpatient claims, where applicable. Otherwise, CCA will follow CMS guidelines for the billing of “never events.” In the instance that the “never event” has not been reported, CCA will use any means available to determine if any charges filed with CCA meet the criteria, as outlined by the NQF and adopted by CMS, as a serious reportable adverse event.

In the circumstance that a payment has been made for an SRE, CCA reserves the right to recoup the payment from the provider. CCA will require all participating acute care hospitals to hold members harmless for any services related to “never events” in any clinical setting.

#### *Hospital-Acquired Conditions*

According to CMS, hospital-acquired conditions (HACs) are selected conditions that were not present at the time of admission but developed during the hospital stay and could have been prevented through the application of evidence-based guidelines. Therefore, in an effort to reduce or eliminate the occurrence of HACs, CCA will not provide reimbursement or allow hospitals to retain reimbursement for any care directly related to the condition. CCA has adopted the list of HACs in accordance with CMS.

CCA will require all participating providers to report present-on-admission information for both primary and secondary diagnoses when submitting claims for discharge. Hospitals will not receive additional payment for cases in which one of the selected conditions was not present on admission. That is, the case would be paid as though the secondary diagnosis were not present. CCA will require all participating acute care hospitals to hold members harmless for any services related to HACs in any clinical setting.

#### *Provider Preventable Conditions*

A provider preventable condition (PPC) is a condition that meets the definition of a “health care–acquired condition (HCAC)” or an “other provider preventable condition (OPPC)” as defined by the Centers for Medicare & Medicare Services (CMS) in federal regulations at 42 CFR 447.26(b).

Providers shall participate in, and comply with, programs implemented by the Commonwealth of Massachusetts through its agencies, including but not limited to the Massachusetts Executive Office of Health and Human Services (EOHHS), to identify, report, analyze, and prevent PPCs.

When a provider is required to provide notification of a PPC, the provider shall provide notification to CCA in a format and frequency as specified by EOHHS.

No payment shall be made by CCA to the provider for a PPC. As a condition of payment from CCA, the provider must comply with reporting requirements on PPC as described at 42 C.F.R. sec. 447.26(d) and as may be specified by CCA and/or EOHHS.

## **SECTION 6: Claims and Billing Procedures**

CCA reserves the right to apply regulations and guidelines promulgated by CMS that relate to PPCs to support CCA actions in the application of state-specific determinations.

### **Preadmission Screening and Resident Review (PASRR) for Nursing Facilities**

The Preadmission Screening and Resident Review (PASRR) process requires that all members going to Medicaid-certified nursing facilities be given a preliminary assessment to determine whether they might have serious mental illness (SMI) or intellectual disability (ID).

This is called a "Level I screen." Those members who test positive at Level I are then evaluated in depth, called "Level II," or PASRR. The results of this evaluation outline a determination of need, determination of appropriate setting, and a set of recommendations for services to inform the member's plan of care. It is a requirement and the responsibility of the facility to ensure that every CCA member admitted for nursing care has a PASRR performed and related documentation is on file.

CCA reserves the right to audit the facility to ensure compliance with the PASRR. In addition to the audit, if it is then determined that there is no evidence of a completed PASRR on file for any admitted CCA member, CCA reserves the right to deny or retract payment to the facility for that admission. Furthermore, the facility acknowledges that CCA members do not have a financial obligation in this matter and will not be subject to any balance-billing from the facility; for any balance-billing attempts, the facility may be in breach of its contract with CCA.

## SECTION 7: Clinical Documentation and Medicare Risk Adjustment

# SECTION 7: Clinical Documentation and Medicare Risk Adjustment

## Clinical Documentation Processes

The Centers for Medicare & Medicaid Services (CMS) use a risk-adjustment system to account for medical expenses and care coordination costs for beneficiaries with special needs. As part of that system, CMS requires providers to support all diagnoses billed with “substantive documentation” in the provider’s medical record. CCA and CMS may audit providers at any point for compliance with documentation standards.

The definition of “substantive documentation” is that each diagnosis billed must be supported by three items in the medical record:

1. An **evaluation** for each diagnosis
  - Assesses relevant symptoms and physical examination findings at time of visit
  - Only contains diagnoses that are active or chronic (which must be identified as such)
  - Lists and addresses all past and recent diagnosis if they are active and of medical significance
2. A **status** for each diagnosis to indicate progress or lack thereof; for example:
  - Stable, progressing or worsening, improving
  - Not responding to treatment or intervention
3. A **treatment plan** for each diagnosis; for example:
  - Observation or monitoring for exacerbation, responses to treatment, etc.
  - Referrals to specialists or services (e.g., cardiologist or PT)
  - Discontinuations or changes to any related medications

## Coding Compliance

CCA encourages providers to code to the most appropriate level of specificity as a general standard of practice (CPT, ICD10). CCA and/or CMS may audit the provider at any point for overcoding and/or similar billing practices related to fraud, waste, and abuse.

## Educational Resources

Providers are encouraged to contact the CCA Clinical Documentation team to request education about coding and documentation compliance. Please email: [rahub@commonwealthcare.org](mailto:rahub@commonwealthcare.org).

## Behavioral Health Screening Compliance

In collaboration with EOHHS, CCA requires all of its contracted PCPs to screen and assess each member for behavioral health needs. The early identification of behavioral health needs can lead to successful referrals, intervention, and integrated treatment in a timely manner.

The EOHHS-approved behavioral health screening tool and how to evaluate results can be found in **SECTION 18: Forms**, in this manual. How to make a behavioral health specialty care referral can be found in **SECTION 14: Provider Enrollment and Credentialing**.

CCA recommends the use of the PHQ-9 depression assessment tool to assess patients for depression. The tool is a

## **SECTION 7: Clinical Documentation and Medicare Risk Adjustment**

diagnostic measure to assess for major depression as well as other depressive disorders. The PHQ-9 can be administered repeatedly to reflect improvement or worsening of symptoms.

CCA recommends the use of the Screening, Brief Intervention and Referral to Treatment (SBIRT) Standard Screening Process, including the Alcohol Use Disorders Identification Test (AUDIT), or Drug Abuse Screening Test (DAST) screening tools to assess the use of alcohol and other drug abuse and dependence. These tools are not diagnostic but can identify the existence of alcohol or other drug problems.

In addition, CCA recommends that providers conduct a mental status exam to further evaluate for other behavioral health symptoms.

### **Medicare Risk Adjustment: General Guidelines and Recommendations**

#### ***General Medicare Risk Adjustment Guidelines***

For the findings and coding of clinical encounters to be accepted by CMS for risk adjustment purposes, a clinical encounter must be in the form of a face-to-face visit by a physician or advanced practice clinician (such as a nurse practitioner (NP), physician assistant (PA), Licensed Independent Clinical Social Worker (LICSW), occupational therapist (OT), or physical therapist (PT)). Moreover, all active diagnoses must be assessed and documented during a face-to-face encounter at least once per calendar year for the diagnoses to count for risk adjustment purposes.

#### ***Annual Assessment Process***

CCA encourages providers to adopt the practice of an annual comprehensive assessment to ensure that all active conditions are reviewed at least once during the calendar year. The process of reviewing active conditions may be tied to an annual wellness exam or an annual physical exam.

The documentation and coding compliance practices and general risk adjustment guidelines described above should be adhered to in documenting and coding the findings of an annual comprehensive assessment visit.

#### ***Collaboration with Contracted Providers***

CCA requires providers to monitor the quality, access, and cost-effectiveness of their services and identify and address opportunities for improvement on an ongoing basis. Providers may be required to submit clinical data and/or clinical documentation to CCA, if requested.





## SECTION 8: Coordination of Benefits and Third-Party Liability

### SECTION 8: Coordination of Benefits and Third-Party Liability

Coordination of benefits (COB) applies to members who are covered by more than one insurance policy and serves to determine which insurance is primarily responsible for payment to ensure claims are paid correctly. An example coverage is an employer-sponsored plan. COB is administered by CCA based on the member's benefit plan and applicable law.

Third-party liability (TPL) occurs when members are injured as a result of an accident when another party may be liable for the payment of the member's medical claims. The most common types of TPL cases are motor vehicle accidents, workers' compensation injuries, work-related or occupational injuries, and slip-and-fall injuries.

In some circumstances, as provided under the member's benefits and applicable state and federal law, CCA has the right to recover from third parties.

#### Member Covered by Employer-Sponsored Health Insurance Plan

CCA is the secondary payer of coverage. CCA payment would include any remaining balance of medical claims, such as deductibles and co-insurance amounts (up to the CCA contractual amount). When a claim has been paid by a member's primary insurance carrier, providers should submit the Explanation of Benefits (EOB) indicating payment amounts and any outstanding balance. The EOB must be submitted to CCA within 60 days from the primary insurance payment date. Claims submitted without an EOB will be denied.

#### Member Involved in a Motor Vehicle Accident

In the event of a motor vehicle accident, the motor vehicle insurer is the primary payer for the full \$8,000 personal injury protection (PIP) coverage. Once the provider has received a PIP exhaustion letter, if further payment is requested, the provider should submit a bill and copy of the PIP letter to CCA within 60 days from the date the motor vehicle insurer issued the EOB form.

#### Occupational Injuries

In instances where a member suffers a work-related accident, the workers' compensation insurer is primary, and CCA is the secondary payer of coverage. For all claims relating to a worker's compensation case, the provider should submit the claim and include additional information, when possible, such as date of injury, name of the workers' compensation insurance carrier, and claim number.

In instances of a COB or TPL claim, a secondary claim form should be submitted along with other related documentation to the following address below:

Commonwealth Care Alliance,  
Inc.  
Attn: TPL/Subrogation  
Department 30 Winter Street, 11<sup>th</sup>  
Fl  
Boston, MA 02108

For questions regarding medical liens, payments, third party liability, please contact the Commonwealth Care Alliance Third-Party Liability Claims Investigation Analyst at [tplcoordinator@commonwealthcare.org](mailto:tplcoordinator@commonwealthcare.org) or call 617-426-0600 (ext. 5-1221).

**Note:** CCA remains the primary payer in all cases for the provision of services not related to the TPL or COB issue.



## SECTION 9: Pharmacy Program

### SECTION 9: Pharmacy Program

This section outlines the CCA pharmacy program, including details on our formulary and utilization management programs. Also included is a description of the CCA Step Therapy, Medication Therapy Management (MTM), and Mail Order Programs.

CCA has contracted with CVS Caremark, a national pharmacy benefits management company, to administer the pharmacy benefit on behalf of CCA. CCA has worked with its primary care partners to identify those community pharmacies in the neighborhoods of the primary care sites with whom CCA primary care providers have established relationships and members can access easily. In addition to many smaller independent pharmacies, the CCA pharmacy network includes CVS, Stop and Shop, Walmart, and many others. For a complete and up-to-date listing of contracted pharmacies, use the link below to access the online directory

[CCA Pharmacy Directory](#)

#### Formulary

CCA has established a formulary that aims to provide prescribing clinicians with a broad range of options for treatment while promoting the most cost-effective drug choices. CCA will cover the drugs listed in the formulary if they are medically necessary. Use the links below to access the formulary list on our website:

[Senior Care Options Formulary](#)  
[One Care Formulary](#)

The CCA formulary is updated monthly and posted on our website. CCA covers both Abbott and LifeScan diabetic testing supplies. Please refer to our website for a complete list of the supplies covered.

#### Prior Authorization

Certain medications require prior authorization (prior approval) before a pharmacy can fill the prescription. Clinicians may request prior authorization by calling 855-344-0930. Fax can be sent to: 855-633-7673. If a prior authorization is not granted, the drug may not be covered.

Please check the formularies linked above to access the list of medications that require prior authorization. Information regarding pharmacy-related grievances, appeals, and exceptions may be found here as well.

#### Part B vs. D Coverage Determination

Some medications require specific information to help ensure appropriate payment under Medicare “Part B versus Part D” per the Centers for Medicare and Medicaid Services (CMS).

#### Part D Medications

Medications covered under the pharmacy benefit can be oral, injectable, infusible, or topical medications such as creams and lotions. Prescription drugs under the pharmacy benefit are subject to formulary tiers and may require authorization.

[View the list of drugs and prior authorization requirements by plan.](#)

## SECTION 9: Pharmacy Program

### Part B Medications

Outpatient (Part B) medications are covered when, in accordance with Medicare coverage criteria, furnished “incident” to a physician service for drugs that are “not usually self-administered by the patient.”

View the list of [office administered part B medications that do not require authorization](#).

**Please note: Requests for outpatient part B medical pharmacy drugs are reviewed by the Utilization Management department.**

For medications not addressed in this document, refer to the Medicare Coverage Database to search for applicable coverage policies.

### Part B versus D

Medicare medical insurance or part B also covers other selected medications. Some of these medications include:

- Oral antiemetics if used within 48 hours after chemotherapy administration
- Immunosuppressants for members who received a Medicare covered transplant
- Immune globulins for members with primary immune deficiency when provided in the home
- Infusion/injectable drugs that require a pump for infusion
- Nebulized drugs for members in the home that require administration via DME

### Where to Submit a Prior Authorization

1. Medications that are processed under the pharmacy benefit, and filled at retail pharmacies as well as self-administered specialty medications (Part D medications) should be submitted to CVS Caremark:

Phone 855-344-0930  
Fax 855-633-7673  
Mail CVS Caremark Part D Appeals and Exceptions  
P.O. Box 52000, MC109  
Phoenix, AZ 85072-2000

For your convenience, the standard prior authorization request form used for submitting requests for medications to be obtained by the member using their pharmacy benefit can be found [here](#).

2. Medications that are processed under the medical benefit and administered by healthcare professionals in the physician office setting (Part B medications) should be faxed to the Utilization Department at 855-341-0720. For your convenience, the standard prior authorization request form used for submitting requests for outpatient part B medical pharmacy drugs (J-Codes) can be found [here](#).



## SECTION 9: Pharmacy Program

### Where to Submit an Appeal

1. Appeals for medications that are processed under the pharmacy benefit and filled at retail pharmacies, as well as self-administered specialty medications, should be submitted to CCA using the [Request for Redetermination of Medicare Prescription Drug Denial form](#).

Phone 855-344-0930

Fax 855-633-7673

Mail CVS Caremark Part D Appeals and Exceptions  
P.O. Box 52000, MC109  
Phoenix, AZ 85072-2000

2. Appeals for medications that are processed under the medical benefit and administered by healthcare professionals in the physician office setting can be submitted to CCA.

Mail Commonwealth Care Alliance, Inc.  
Appeals and Grievances Department  
2 Avenue de Lafayette, 5th Floor  
Boston, MA 02110

### Avoid delays

Completing and submitting the correct PA form will ensure there is sufficient information for processing your request. This will prevent delays and unnecessary denials.

Please be sure to include:

- Prescriber name
- Office phone number
- Member name
- Member ID
- Requested medication/J -Code
- Anticipated treatment start date
- Dosing information and frequency
- Diagnosis
- Past therapeutic failures or contraindications
- Any pertinent clinical notes
- Pathology reports
- Lab test results

**The time frame for processing coverage determination requests is 24 hours for expedited requests and 72 hours for standard requests. To ensure efficient review of prior authorization requests, please submit complete requests.**



## SECTION 9: Pharmacy Program

### Step Therapy Program

In support of efforts to provide members with the best medical care at a reasonable cost, CCA has worked closely with healthcare professionals to develop step therapy programs. These programs initiate drug therapy for a medical condition with the most cost-effective and safest drug and step up through a sequence of alternative drug therapies as a preceding treatment option fails.

Step therapy applies coverage rules at the pharmacy point of service (e.g., a first-line drug must be tried before a second-line drug can be used). If a prescription is written for a second-line drug and the step therapy rule was not met, the claim is rejected. A message is transmitted to the pharmacy indicating that the patient should be treated with the first-line drug before coverage of the second-line drug can be authorized. If a new member has been stabilized on a second-line prior to enrolling with CCA, the new member is allowed to remain on the second-line drug, per the CCA transition policy.

Please review the CCA transition policy and access step therapy program information for One Care and Senior Care Options linked below.

Senior Care Options: [Senior Care Options Covered Drugs | CCA MA](#)

One Care: [CCA One Care Covered Drugs | CCA MA](#)

### Extended Day Supply

CCA members can get an extended day supply (up to 100 days) at contracted community pharmacies for medications that are used for the treatment or management of chronic conditions. This is in addition to members being able to receive extended day supply through mail order. Whether members choose to get their extended day supply through a community pharmacy or mail order, members will still be able to fill their medications at \$0 copay. For more information, please [click here](#).

### Medication Therapy Management Program

CCA offers medication therapy management (MTM) programs to members who take a number of different drugs, have chronic diseases (such as asthma, diabetes, or COPD), and have a high annual drug cost. If members meet these three qualifications, they may be eligible for extra help in taking their medications. This program improves patients' knowledge of their medications. The review includes prescription, non-prescription, and over-the-counter medications along with other supplements. Moreover, MTM programming helps to identify and to address problems or concerns that the patient may have and empowers patients to self-manage their medications and their health conditions.

For more information, please [click here](#).

## SECTION 10: Information for Ancillary Providers—Extended Care Facilities, Medical Equipment & Vision

# SECTION 10: Information for Ancillary Providers—Extended Care Facilities, Durable Medical Equipment & Vision

### Extended Care Facilities

CCA provides benefit coverage to its members at extended care facilities or nursing facilities. The protocols for benefit coverage take into account covered services, exclusions, clinical conditions and criteria, authorizations, and operational expectations.

#### *Prior Authorization*

Prior authorization is required and shall be granted from the designated CCA care team authorizing the extended care facility to render specified covered services to a CCA member. Payment to a facility for covered services requires prior authorization. For more information, please see **SECTION 4: Prior Authorization Requirements** of this manual.

#### *Covered Services Include:*

- Sub-acute level of care—short-term, goal-oriented treatment plan requiring nursing care or rehabilitation at a high intensity level; lower intensity than acute care. Sub-acute/skilled days shall be limited to 100 days per benefit period
- Skilled nursing level of care—short-term, goal-oriented treatment plan while the member cannot be treated in a community-based setting, lower intensity than sub-acute. Sub-acute/skilled days shall be limited to 100 days per benefit period
- Custodial level of care—absent of a defined treatment goal, yet the member’s functional (ADL) or cognitive status requires the support of a facility setting
- Medical leave of absence (MLOA) days—a bed is guaranteed for the member if he or she returns to the facility during the 1st day through the 20th day after transferring out of the facility. If the member returns after this period, his or her admission shall be accommodated upon the availability of a bed, unless otherwise arranged
- Non-medical leave of absence (NMLOA)—a bed is guaranteed for the member if he or she returns to the facility during the 1st day through the 10th day after transferring out of the facility. If the member returns after this period, his/her admission shall be accommodated upon the availability of a bed, unless otherwise arranged
- Inpatient rehabilitation—intensive rehabilitation program for members. Members who are admitted must be able to tolerate an intensive level of rehabilitation services and benefit from a team approach
- Long-term acute care facility services—treatment of patients with serious medical conditions that require care on an ongoing basis but no longer require intensive care or extensive diagnostic procedures

### Level-of-Care Determinations

All level-of-care determinations prior to, and during a member’s admission to an extended care facility are made at the discretion of CCA clinical staff and/or those designated and authorized by CCA to direct member care.

Conditions and criteria for **Skilled Nursing Facility (SNF) Services Under Medicare Part A** are determined in the Medical Necessity Guidelines found here: <https://www.commonwealthcarealliance.org/ma/providers/medical-policies/medical-necessity-guidelines/>.

Conditions and criteria for **Determination and Documentation of Medical Necessity in an Inpatient Rehabilitation Facility** are determined in the Medical Necessity Guidelines found here: <https://www.commonwealthcarealliance.org/ma/providers/medical-policies/medical-necessity-guidelines/>.

Conditions and criteria for **Long-Term Acute Care Hospital (LTACH)** are determined by InterQual guidelines.

## SECTION 10: Information for Ancillary Providers—Extended Care Facilities, Medical Equipment & Vision

### Rehabilitative Services in a Skilled Nursing Facility

Rehabilitation services provided intermittently while at the custodial level of care. Intermittent therapy cannot exceed 4 calendar days per week as approved by CCA staff. Prior authorizations are required for all evaluations and treatment.

### Notice of Medicare Non-coverage (NOMNC)

The extended care facility shall deliver the Notice of Medicare Non-Coverage on behalf of CCA no later than 2 days before a member's covered services end in accordance with Medicare requirements. The extended care facility shall provide CCA with a copy of the notice within the same timeframe as the member for monitoring and documentation purposes.

### Service Specification of Extended Care Facilities

1. Maintain 24 hours a day, 7 days a week availability to provide extended care facility services in accordance with state and federal regulations, and be accessible by phone, directly, at all times.
2. Upon request, provide admission for extended care facility services within 24 hours of the request subject to bed availability and with the prior authorization of CCA nursing staff and/or those designated and authorized by CCA to direct patient care.
3. Maintain and respect the rights of members at all times
4. Inform CCA nursing staff and/or those designated and authorized by CCA to direct patient care as to the availability of beds upon their request.
5. Ensure that personnel providing services under this agreement meet current applicable federal, state, and local licensing standards for the provision of healthcare services, and are fully MA state credentialed healthcare providers, as described in Section 14, Provider Credentialing. The extended care facility agrees to notify CCA of changes in provider(s) status that would disqualify provider(s) from meeting above standards.
6. Before or during admission, a full written transfer summary with appropriate physician's orders signed by the PCP will be provided to the facility by the member's PCP or designee.
7. Provide extended care facility services to members in conformance and full cooperation with the treatment plan developed by the PCP or primary care team (PCT). Facility agrees to allow the member's PCP or designee to continue as the member's physician of record.
8. Contact the PCP/PCT immediately, upon notice of significant changes and/or relevant findings in regard to the status of the member.
9. Agree to meet with PCT clinical staff as needed.
10. **A) Skilled Nursing Facility.** Conform to CCA's protocols for timely updates and submissions of SC1, MDS, and Medications List forms upon CCA request; provide the PCT and/or CCA with timely clinical updates appropriate to the member's status in a mutually agreed upon format and frequency. Additionally, the quarterly submission of facility care plans is required to be sent to the Transitions of Care Department via fax to 855-811-3467.  
**B) Rehabilitation Facility.** Provide CCA with timely clinical updates appropriate to the member's status in a mutually agreed upon format and frequency.  
**C) Long-Term Acute Care Facility Services.** Provide CCA with timely updates of Medications List forms upon CCA request; provide the PCT and/or CCA with timely clinical updates appropriate to the member's status in a mutually agreed upon format and frequency.
11. For long term care members, providers are encouraged to download members CCA's quarterly care plans from CCA's provider portal.



**SECTION 10: Information for Ancillary Providers—Extended Care Facilities, Medical Equipment & Vision**

**Status Change Form (SC-1) for CCA Members**

Facilities are required to submit a Status Change form (SC-1) to Commonwealth Care Alliance and the appropriate Medicaid member enrollment center for certain triggering events; “Commonwealth Care Alliance Member” must be clearly indicated on the SC-1 form. Please see the chart below for additional requirements:

Event Triggers	Approvals and/or Forms	Where to Send Information
<b>Short-Term Stays</b>		
Less than 2 months	Nursing facility calls Commonwealth Care Alliance Provider Services to request authorization for SNF stay; Provider Services forwards call to appropriate clinical coordinator	866-420-9332
Greater than 2 full months but less than 6 months	a) <a href="#">Status Change Form (SC-1)</a> indicating member is short term with “Senior Care Options member” or “One Care member” clearly written on form. Appropriate boxes on form should be checked and a physician’s signature is required.	a) MassHealth Enrollment Center 45–47 Spruce Street Chelsea, MA 02150 Fax 617-889-3285  Also fax a copy to Commonwealth Care Alliance at 617-830-0534
	b) MDS 3.0	b) Electronic submission of MDS 3.0 to MassHealth and fax a copy to clinical coordinator at Commonwealth Care Alliance Transitions of Care at 855-811-3467
<b>Short-Term Discharges</b>		
Upon discharge of short-term stay greater than 2 months but less than 6 months	<a href="#">Status Change Form (SC-1)</a> indicating member is short term with “Senior Care Options member” or “One Care member” clearly written on form. Appropriate boxes on form should be checked and physician’s signature is required.	MassHealth Enrollment Center 45–47 Spruce Street Chelsea, MA 02150 Fax 617-889-3285  Also fax a copy to Commonwealth Care Alliance at 617-830-0534



**SECTION 10: Information for Ancillary Providers—Extended Care Facilities, Medical Equipment & Vision**

Event Triggers	Approvals and/or Forms	Where to Send Information
<b>Long-Term Stays</b>		
If the admission is long-term (more than 6 months)	a) <a href="#">Status Change Form (SC-1)</a> indicating long-term status with “Senior Care Options member” or “One Care member” clearly written on form. Appropriate boxes on form should be checked. <b>Note:</b> When the member is admitted for a long-term stay in a nursing facility, eligibility for MassHealth is redetermined and patient paid amount is calculated upon completion of additional MassHealth forms as LTC supplement.	a) Submit to MassHealth Enrollment Center where the nursing facility is located and fax a copy to Commonwealth Care Alliance at 617-830-0534
	b) MDS 3.0 In compliance with state and federal regulations	b) Submit MDS 3.0 to clinical coordinator via fax to Commonwealth Care Alliance Transitions of Care team at 855-811-3467
If a short-term stay becomes a long-term stay after 3 months	<a href="#">Status Change Form (SC-1)</a> indicating the member will be long term, with “Senior Care Options member” or “One Care member” clearly written on form. Appropriate boxes on form should be checked. <b>Note:</b> When the member is admitted for a long-term stay in a nursing facility, eligibility for MassHealth is redetermined and patient paid amount is calculated upon completion of additional MH forms as LTC supplement.	Submit to MassHealth Enrollment Center where the nursing facility is located and fax a copy to Commonwealth Care Alliance at 617-830-0534
At the end of the third month	**MDS 3.0 - needs to be posted at the end of the third calendar month.	Electronic submission of MDS 3.0 to MassHealth and fax a copy to clinical coordinator at Commonwealth Care Alliance Transitions of Care at 855-811-3467

**SECTION 10: Information for Ancillary Providers—Extended Care Facilities, Medical Equipment & Vision**

Event Triggers	Approvals and/or Forms	Where to Send Information
<b>Long-Term Discharges</b>		
Upon discharge of long-term stay more than 6 months	<a href="#">Status Change Form (SC-1)</a> indicating member is long term with “Senior Care Options member” or “One Care member” clearly written on form. Appropriate boxes on form should be checked and a physician’s signature is required.	MassHealth Enrollment Center 45–47 Spruce Street Chelsea, MA 02150 Fax 617-889-3285  Also fax a copy to Commonwealth Care Alliance at 617-830-0534
<b>Status Changes</b>		
E.g., when a member meets the MDS significant change criteria or member is changing from short-term to long-term status	a) MDS 3.0	a) Electronic submission of MDS 3.0 to MassHealth and fax a copy to clinical coordinator at Commonwealth Care Alliance Transitions of Care at 855-811-3467

\*MDS’s are also required as determined by MassHealth.

Note: Long-Term Care Screening form is not required to be completed for CCA members.



## SECTION 10: Information for Ancillary Providers—Extended Care Facilities, Medical Equipment & Vision

### Member Enrollment Centers (MEC)

#### **Chelsea**

80 Everett Avenue  
Chelsea, MA 02170

Toll-free: 800-841-2900  
Fax: 617-887-8777

When submitting or inquiring about a long-term care applicant residing in a nursing facility serviced by the Chelsea MEC, please use this fax number: 617-889-3285.

#### **Springfield**

88 Industry Avenue, Suite D  
Springfield, MA 01104-3259

Toll-free: 800-841-2900

#### **Taunton**

21 Spring Street, Suite 4  
Taunton, MA 02780

Toll-free: 800-841-2900

#### **Tewksbury**

367 East Street  
Tewksbury, MA 01876

Toll-free: 888-665-9993 or 800-841-2900



## SECTION 10: Information for Ancillary Providers—Extended Care Facilities, Medical Equipment & Vision

### Durable Medical Equipment

CCA contracts with local, statewide, and national vendors to provide durable medical equipment (DME) and medical/surgical supplies for its members. CCA uses Tomorrow Health for processing durable medical equipment orders and assisting members with finding a DME supplier to suit their needs. Members can contact Tomorrow Health at (844) 402-4344. Referring providers can send orders to Tomorrow Health online at [tomorrowhealth.com](http://tomorrowhealth.com) for full order visibility from start to end or via fax at (888) 616-2361.

#### *Durable Medical Equipment*

DME are products that are (a) fabricated primarily and customarily to fulfill a medical purpose; (b) generally not useful in the absence of illness or injury; (c) able to withstand repeated use over an extended period of time; and (d) appropriate for home use. DME services includes, but are not limited to, the purchase of medical equipment, replacement parts, and repairs for such items such as canes, crutches, wheelchairs (manual, motorized, custom fitted, and rentals), walkers, commodes, special beds, monitoring equipment, orthotic and prosthetic devices, and the rental of personal emergency response systems (PERS). Coverage includes related supplies, repair, and replacement of the equipment.

#### *Medical/Surgical Supplies*

Medical and surgical supplies are products that are (a) fabricated primarily and customarily to fulfill a medical or surgical purpose; (b) used in the treatment of a specific medical condition; and (c) non-reusable and disposable. This includes, but is not limited to, items such as urinary catheters, wound dressings, glucose monitor supplies, and diapers.

#### *Prior Authorization*

All services provided must be deemed appropriate by the member's PCP and/or care team. Certain equipment and supplies may require prior authorization. Payment to providers for those covered services requiring prior authorization is contingent upon the provider receiving prior authorization before services are rendered.

#### *Eligibility*

All providers are required to confirm eligibility on a regular basis, even if the prior authorization covers a long period.

Eligibility may be confirmed by:
Use the <a href="#">Availity Essentials Provider Portal</a> *
Logging in to the <a href="#">CCA Provider Portal</a>
Using the <a href="#">MassHealth Provider Online Service Center</a>
Using the <a href="#">NEHEN Provider Portal</a> *
Contacting CCA Provider Services at 866-420-9332

\*Supports batch Eligibility transactions

## **SECTION 10: Information for Ancillary Providers—Extended Care Facilities, Medical Equipment & Vision**

### ***Service Specifications for Durable Medical Equipment***

CCA DME providers are responsible for meeting specified standards for accessibility, repairs, and equipment delivery and removal. The standards are listed below:

#### ***Accessibility***

- Maintain 24 hours a day, 7 days a week availability to provide services, and be accessible by telephone directly by on-call coverage at all times
- Provide all emergently needed supplies, services, or equipment within 2 hours of receiving the request. Emergently needed services or equipment shall include that for which malfunctions or absence presents an immediate life-threatening situation to the member, including, but not limited to, oxygen and respiratory services and equipment
- Provide all other needed supplies, services, or equipment, including wheelchairs and wheelchair repairs, within 24 hours of receiving request, and notify the PCP or primary care site (PCS), at the time of request, of any anticipated delay or back order in the provision of supplies, services, and/or equipment
- Make every effort to fill a same-day order if requested
- Provide the closest available substitute wheelchair on loan, free of charge, for the duration of any wheelchair repair service
- Designate a liaison to accept requests and coordinate supplies, services, and equipment for CCA members

#### ***Capped Rentals***

Payments for this category are made on a monthly rental basis not to exceed a continuous 13-month period. For the first 3 rental months, the monthly rental fee schedule is limited to 10% of the average allowed purchase price. For each of the remaining months, the monthly rental is limited to 7.5% of the average allowed purchase price. This means that months 1–3 are paid at the fee schedule allowed rental rate, and months 4–13 are paid at 75% of the fee schedule allowed rate. At the end of the capped rental period (after 13 paid rental months), the title of ownership for capped rental devices transfers from the provider to the patient.

Reimbursement claims for capped rental items must be submitted with the appropriate modifier. Claims submitted without the appropriate modifier will be denied. When billing a capped rental item, please include the modifier “RR” as primary modifier. The “KH” modifier shall only be used for the first month of billing, the “KI” modifier shall only be used for the second and third months of billing, and the “KJ” modifier shall then be used for the remainder of the capped rental period (months 4–13).

Payment for routinely purchased equipment category is made in a lump sum and the total payment may not exceed the actual charge or the fee for a purchase. New equipment should be billed with modifier “NU” and used equipment with modifier “UE.”

For additional information, please review the [Durable Medical Equipment \(DME\)](#) payment policy.

#### ***Repairs***

- Make every effort to complete repair with one service call. Provider shall contact the PCP and/or care team prior to subsequent visits if a repair requires more than one service call
- Notify PCP and/or care team in writing if rebuilt parts are used in a repair
- As requested, make available to PCP and/or care team the expected life of consumables such as batteries and provide warranties, serial or model numbers for equipment such as wheelchairs, batteries, beds, lifts, etc.

#### ***Equipment Delivery and Removal***

- Contact CCA member to make arrangements for delivery of equipment

## SECTION 10: Information for Ancillary Providers—Extended Care Facilities, Medical Equipment & Vision

- Fit all equipment properly to the member’s specifications at the time of delivery
- Instruct member or caretaker in the safe and proper use of equipment (lifts, walkers, oxygen concentrators, etc.)
- Remove any rental items within 48 hours of notification

**Note:** Emergently needed services or equipment shall include that for which malfunctions or absence presents an immediate life-threatening situation to the member, including, but not limited to, oxygen and respiratory services and equipment.

### ***Prescriptions***

In accordance with CMS requirements, CCA requires a prescription for all DME and medical supply orders. Prescriptions become an important source of supporting documentation if a provider is asked to submit records for a claims audit or other necessary reviews. Examples of when a prescription is required include, but are not limited to, disposable items, purchases, rentals, order changes, replacement items, or when the supplying provider changes.

### ***Proof of Delivery***

In accordance with CMS requirements, providers are expected to ensure proof of delivery protocols are met and that documentation is available if requested by CCA. The proof of delivery documentation verifies that the member received the item(s) and includes, but is not limited to, the member’s name, description of item(s), quantity, and date delivered.

## **Dental**

CCA (CCA) uses Skygen for preventive and comprehensive dental services. Skygen’s provider line is 855-434-9243. Medical dental services, such as emergency care, should be billed through CCA’s medical claims. Please refer to [Key Contact information section](#) for claims information.

Skygen Portal: [pwp.sciondental.com](http://pwp.sciondental.com)

Skygen:

Electronic submission payer ID “SCION”

Paper claim via current ADA Dental Claim form, sent via postal mail:

CCA Claims

PO Box 508

Milwaukee WI 53201

## **Vision**

CCA uses Vision Service Plan (VSP) for routine eye care and eyewear. VSP’s provider line is 800-615-1883.

**Non-routine vision** services, such as emergency care, must be billed through CCA’s medical claims.

Please refer to the Key Contact information section for claims information. Vision Service Plan Portal:

[www.vspproviderhub.com](http://www.vspproviderhub.com)

### **Network provider claims address:**

Vision Service Plan

Attention: Claim Services PO Box 495907

Cincinnati, OH 45249-5907

### **Out-of-network provider claims address:**

Vision Service Plan

Attention: Claim Services PO Box 595918

Cincinnati, OH 45249-5918



## **SECTION 10: Information for Ancillary Providers—Extended Care Facilities, Medical Equipment & Vision Hearing**

CCA uses NationsHearing for routine hearing services, including hearing exams and hearing aids. NationsHearing's provider line is 800-921-4559. Medical hearing services, such as emergency care, should be billed through CCA medical claims. Please refer to the [Key Contact section](#) for claims information.

NationsHearing Provider Portal: [providers.nationshearing.com](http://providers.nationshearing.com)

NationsHearing Claims Address:

NationsBenefits

Attn: Claims

1801 NW 66th Avenue, Suite 100

Plantation, FL 33313

## SECTION 11: Behavioral Health Services Providers

### Philosophy and Components of Service

CCA's (CCA's) person-centered approach is an integral part of who we are as a leading healthcare organization. Our Senior Care Options and One Care members are the principal voices in the planning and management of their care. CCA's multi-disciplinary clinical care teams make up our members' central professional support system, including CCA care partners, primary care providers, specialty providers, behavioral health providers, home- and community-based services providers, and long-term services and support (LTSC and GSSC) coordinators. CCA identifies and engages members in care management programs to enable them to overcome barriers that limit their ability to manage their own health and well-being. This process is conducted in a manner consistent with each member's personal and cultural values, predicated on recovery and wellness principles, and with the goal of helping members reach their self-defined level of optimal functioning.

CCA is committed to full integration of behavioral health (BH) services that include our members' self-directed components of care team members as noted above. We hold both our internal and external our providers to the highest standard of care and expect that contracted behavioral health providers will work closely with our CCA care teams, PCPs and LTSC and GSSC support coordinators as well as any specialty BH, or other, provider. Our network of outpatient and diversionary services providers is built to ensure that each member has access to a provider within a -15-mile, 30-minute, radius of their zip code.

Providers may provide services utilizing telehealth and are responsible for ensuring telehealth services are HIPAA compliant and follow MassHealth guidelines for the use of telehealth to deliver covered services. Accordingly, a full continuum of behavioral health services is available to all CCA members. Behavioral health services fall into the categories described below, all of which are covered by CCA and some of which are subject to prior authorization requirements.

### Behavioral Health Performance Specifications

CCA contracted providers are expected to read, understand, and follow the [Behavioral Health Performance Specifications](#). Providers are expected to comply with all the provisions outlined in the CCA BH performance specifications, including:

- Covered services
- Components of treatment/provider responsibilities
- Training, inclusive language, culturally responsive care, and trauma-informed care
- Staffing requirements
- Assessments, treatment planning, and documentation
- Collateral and care coordination
- Discharge planning, aftercare, and collateral linkages
- Quality management



## SECTION 11: Behavioral Health Services Providers

### Behavioral Health Clinical Provider Engagement Department (BH PE):

BH PE is responsible for building collaborative relationships with providers and driving provider performance through the use of data and education. The team utilizes data to help support community relations with providers as well as support clinical improvement in the care delivered to CCA members. BH PE works to educate providers about the CCA mission and vision and the value that each provider is delivering to CCA members, including a focus on creating linkages between all behavioral health and substance use levels of care, from psychiatric inpatient to community-based services, for improved transitions of care. BH PE analyzes network utilization and shares provider performance with our network. By highlighting key areas of focus, including monitoring and interpreting utilization data, we are better able to support understanding of meaningful utilization patterns and strategic analysis of clinical issues using member specific data to inform larger system trends. In response to provider data and performance, BH PE supports provider activities consistent with provider and CCA priorities, including but not limited to, Healthcare Effectiveness Data and Information Set (HEDIS®) metrics, discharge planning, readmissions, and community tenure.

### Provider Concerns

CCA encourages its network providers to relay any concerns they have regarding any aspect of care for CCA members. This includes, but is not limited to, quality of care, administrative operations, and access to care. These concerns should be reported to CCA Provider Services at 866-420-9332.

### Health Record Maintenance

Providers must meet all requirements related to maintenance of health records, including documentation of the following in the member's EMR: acknowledgement of member rights, consent to treatment, releases of information, and demographic information; clinical (medical and behavioral health) history; comprehensive clinical biopsychosocial/behavioral health assessments; individualized treatment plans; progress notes; safety plans (if applicable), recovery plans (if applicable), relapse prevention plans (if applicable), and discharge plans and/or transition of care plans for all services provided, documentation of contact with the member, their family, guardians, or significant others; and documentation of treatment outcomes. Health records are made available to CCA when requested. Health records should conform to CCA documentation standards, to the standards of the community and to all applicable laws and regulations including, but not limited to, state licensing, Centers for Medicare & Medicaid Services (CMS), and/or national certification board standards. Providers should be aware that CCA can make a request to review records (onsite or remotely) at any time, with the expectation of the review being able to be conducted within 48 hours of this request. For detailed information on Behavioral Health documentation requirements, please [click here](#).

### Adverse Incident Protocol

An adverse incident is defined as an occurrence that represents actual or potential serious harm to the well-being of a member, or to others by the actions of a member, who is receiving services managed by the contractor or has recently been discharged from services managed by the contractor.

Some common examples of adverse incidents that should be reported to CCA include but are not limited to:

- Death
- Injuries/accidents
- Absence without authorization
- Any sexual assault, or alleged sexual assault, to or by members

## **SECTION 11: Behavioral Health Services Providers**

- Serious injury/medical emergency requiring transport and admission to an acute care facility (whether the care rendered is ambulatory or requires admission for treatment)
- Violations, or alleged violations, of Department of Mental Health (DMH) restraint and/or seclusion regulations
- Any physical assault, or alleged physical assault, to or by members
- Unscheduled event that results in the evacuation of the program

## SECTION 11: Behavioral Health Services Providers

- Public health hazard (including, but not limited to food contamination and lice or bedbug infestation)
- Medication errors or incidents, including but not limited to missed medication administration, administration of the wrong medication, member medication refusal, and member sharing/distributing their prescribed medication with/to others.
- Riot

All adverse incidents and/or serious reportable events (SRE) should be reported to the CCA Serious Reportable Events (SRE) team by faxing a copy of the mass.gov incident report form [Behavioral Health - Reporting Adverse Incidents | Mass.gov](#) with CCA specified as the managed care entity, to CCA Senior Quality of Care Specialist at 857-317-8405 within 24 hours

### Levels of Care

#### *Behavioral Health Services That Require Prior Authorization or Notification of Admission*

As stated on the CCA website, CCA annually develops, selects, and/or approves clinical criteria to ensure medical necessity. CCA utilizes the following criteria for determining and authorizing services:

- National coverage determinations (NCDs)
- Local coverage determinations (LCDs)
- Applicable state Medicaid guidelines
- InterQual or ASAM
- CCA Medical Necessity Guidelines (MNGs)

**SECTION 11: Behavioral Health Services Providers**

<b>Behavioral Health Services that require a Notification of Admission (NOA)</b>					
<b>Type of Service</b>	<b>Level of Care</b>	<b>Notification of Admission</b>	<b>Notification Process</b>	<b>PA and/or Medical Necessity Review Process</b>	<b>Continued Authorization Process</b>
<b>Inpatient Services:</b>	Inpatient Services for Substance Use Disorder (ASAM Level 4)	PA not required for admission.  Notification of admission is required within 48 hours.	Admitting facility required to notify CCA BH UM within 48 hours of admission at 866-420-9332	No authorization required.  Medical necessity determination is made by the provider.	No continued authorization required.  Medical necessity determination is made by the provider.
<b>Inpatient Services</b>	Inpatient for Behavioral Health Services	Notification of admission is required within 2 business days of admission.  Inpatient notification may be submitted via fax 24 hours a day/7 days a week.	All BH inpatient admissions require the BH Inpatient Notification of Admission Form to be faxed to 617-830-0118	Emergency admissions: See notification process	All BH inpatient admissions require the BH Inpatient Notification of Admission Form to be faxed to 617-830-0118
<b>Inpatient Services</b>	Observation/Holding Beds	PA not required for admission.  Notification is required within 24 hours.	See process for medical	No authorization or medical necessity review process required.	No continued authorization required.
<b>Diversionsary Services</b>	Acute Treatment Service (ATS) for Substance Use Disorders - ASAM Level 3.7	PA not required for admission.  Notification of admission is required within 48 hours.	Admitting facility required to notify CCA BH UM within 48 hours of admission at 866-420-9332	No authorization required.  Medical necessity determination is made by the provider.	No continued authorization required.  Medical necessity determination is made by the provider.
<b>Diversionsary Services</b>	Enhanced Acute Treatment Services (EATS) for Substance Use Disorders - ASAM Level 3.7	PA not required for admission.  Notification of admission is required within 48 hours.	Admitting facility required to notify CCA BH UM within 48 hours of admission at 866-420-9332	No authorization required.  Medical necessity determination is made by the provider.	No continued authorization required.  Medical necessity determination is made by the provider.
<b>Diversionsary Services</b>	Individualized Treatment and Stabilization for Substance Use Disorders – ASAM 3.5/3.7	PA not required for admission.  Notification of admission is required within 48 hours.	Admitting facility required to notify CCA BH UM within 48 hours of admission at 866-420-9332	No authorization required.  Medical necessity determination is made by the provider.	No continued authorization required.  Medical necessity determination is made by the provider.

**SECTION 11: Behavioral Health Services Providers**

<b>Diversiónary Services</b>	Clinical Stabilization Services (CSS) for Substance Use Disorders - ASAM Level 3.5	PA not required for admission.  Notification of admission is required within 48 hours.	Admitting facility required to notify CCA BH UM team within 48 hours of admission at 866-420-9332	No authorization required.  Medical necessity determination is made by the provider.	No continued authorization required.  Medical necessity determination is made by the provider.
<b>Behavioral Health Services that require a Prior Authorization (PA)</b>					
Type of Service	Level of Care	PA Required	PA Submission Process	Medical Necessity Review Process	Determination Turnaround Time
Diversiónary Services	Residential Eating Disorder Treatment Services	Yes	Provider faxes Prior Authorization form to 855-341-0720	BH UM will review request for medical necessity at time of admission and for concurrent review(s).	Standard Requests: Within 14 calendar days
Behavioral Health Special Procedures	rTMS Services	Yes	Provider faxes Prior Authorization form to 855-341-0720	BH UM team will review request for medical necessity.	Standard Requests: Within 14 calendar days
Behavioral Health Special Procedures	Esketamine for Treatment- Resistant Depression	Yes	Provider faxes Prior Authorization form to 855-341-0720	BH UM team will review request for medical necessity.	Standard Requests: Within 14 calendar days
Behavioral Health Special Procedures	Specialing	Yes	Provider contacts CCA BH UM reviewer during telephonic concurrent review	Requesting provider calls BH UM team at 866-420-9332	Standard Requests: Within 72 hours

## SECTION 11: Behavioral Health Services Providers

### Behavioral Health Services that Do Not Require Prior Authorization or Notification of Admission

#### *24-Hour Diversionary Services:*

- Adult Community Crisis Stabilization
- Residential Rehabilitation Services (RRS) for Substance Use Disorders (SUD) ASAM Level 3.1
  - Adult Residential Rehabilitation Services for SUD
  - Co-Occurring Residential Rehabilitation Services for SUD (COE-RRS)
  - Family Residential Rehabilitation Services for SUD
  - Pregnancy Enhanced Residential Rehabilitation Services for SUD
  - Young-Adult Residential Rehabilitation Services for SUD (One Care only)

#### *Non-24-Hour Diversionary Services*

- Certified Peer Specialist
- Community Support Program (CSP)
- Community Support Program for Homeless Individuals (CSP-HI)
- Community Support Program for Justice Involved Individuals (CSP-JI)
- Community Support Program for Tenancy Preservation Program (CSP-TPP)
- Intensive Outpatient Programs (IOP)
- Partial Hospitalization Program (PHP)
- Program of Assertive Community Treatment (PACT)
- Psychiatric Day Treatment
- Recovery Coaching
- Recovery Support Navigator (RSN)
- Structured Outpatient Addiction Program (SOAP)

#### *Behavioral Health Crisis Service:*

- Adult Mobile Crisis Intervention (AMCI)
- Behavioral Health Crisis Evaluations/Intervention Services in the Emergency Department or on Medical/Surgical floors
- Behavioral Health Crisis Management Services in the Emergency Department or on Medical/Surgical floors

#### *Behavioral Health and Substance Use Disorder Outpatient Services:*

- Acupuncture for Withdrawal Management
- Ambulatory Withdrawal Management (ASAM Level 2WM)
- Behavioral health outpatient treatment
  - Couples/Family Treatment
  - Group Treatment
  - Individual Treatment
- Case Consultation
- Diagnostic Evaluation
- Dialectical Behavioral Therapy (DBT)
- Electroconvulsive Therapy (ECT)

## **SECTION 11: Behavioral Health Services Providers**

- Family Consultation
- Inpatient/outpatient Bridge Visit
- Medication Assisted Treatment (MAT)
- Medication Management
- Neuropsychological/Psychological Testing
- Office-based Opioid Treatment (OBOT)
- Opioid Replacement Therapy (ORT)
- Opioid Treatment Program (OTP)
- Psychiatric Consultation on Inpatient Medical Unit
- Urgent Outpatient

## SECTION 11: Behavioral Health Services Providers

### Behavioral Health Inpatient Covered Services

Office visits must be available within the following time frames to CCA members for behavioral health services other than emergency services, emergency service programs, or urgent care:

- Non-24-hour diversionary services within 2 calendar days of discharge
- Appointments to review and refill medications within 14 calendar days of discharge
- Other outpatient services within 7 calendar days of discharge
- All other behavioral health services within 14 calendar days

For members discharging from 24-hour levels of care, it is expected that the discharging facility arrange follow-up appointments for the member within the above referenced timeframes and that they are documented on the members' discharge plan.

In addition to our contracted network, CCA-licensed behavioral health clinicians are available 24/7 on call. BH clinicians are also available for in-person home, office, or telehealth appointments within 48 hours of discharge and 48 hours for medication assessment and management.

**Inpatient Services for Substance Use Disorder (ASAM Level 4):** Provides a planned substance use treatment program offering 24-hour, medically managed evaluation and treatment for individuals who are experiencing severe withdrawal symptoms and/or acute biomedical complications as a result of substance use. Level IV services are rendered in a hospital that can provide life support in addition to 24-hour physician and nursing care. Daily individual physician contact is required for this level of care. A multidisciplinary staff of clinicians trained in the treatment of addictions and mental health conditions, as well as overall management of medical care, are involved in the member's treatment.

**Inpatient for Behavioral Health Services:** Provides the most intensive level of psychiatric care, which is delivered in a general hospital with a psychiatric unit licensed by the Department of Mental Health (DMH), or a private psychiatric hospital licensed by the DMH. Multidisciplinary assessments and multimodal interventions are provided in a 24-hour, locked, secure and protected, medically staffed, and psychiatrically supervised treatment environment. Twenty-four-hour skilled nursing care, daily medical care, and a structured treatment milieu are required. The goal of acute inpatient care is to stabilize members who display acute psychiatric conditions associated with either a sudden onset and a short, severe course, or a marked exacerbation of symptoms associated with a more persistent, recurring condition. Typically, the member poses a significant danger to self or others, and/or displays severe psychosocial dysfunction. Inpatient mental health providers comply with the following.

**Observation/Holding Beds (OBS/HB):** Provide up to 24 hours of care in a locked, secure, and protected, medically staffed, psychiatrically supervised treatment environment that includes 24-hour skilled nursing care and an onsite or on-call physician. The goal of this level of care is prompt evaluation and/or stabilization of members who display acute psychiatric conditions. Upon admission, a comprehensive assessment is conducted, and a treatment plan is developed. The treatment plan emphasizes crisis intervention services necessary to stabilize and restore the member to a level of functioning that does not require hospitalization. This level of care may also be used for a comprehensive assessment to clarify previously incomplete member information, which may lead to a determination of a need for a more intensive level of care. This service is not appropriate for members who, by history or initial clinical presentation, are very likely to require services in an acute care setting exceeding 24 hours. The duration of services at this level of care may not exceed 24 hours. Admissions to observation/holding beds occur 24/7, 365 days a year and are on a voluntary basis only. Members on an involuntary status who require observation will be authorized for a one-day inpatient admission. Observation/holding beds providers agree to adhere to both the inpatient mental health services performance specifications and to the observation/holding beds performance specifications. Where there are differences between the inpatient mental health services and



## SECTION 11: Behavioral Health Services Providers

observation/holding beds performance specifications, these observation/holding beds specifications take precedence.

**Administratively Necessary Days (AND):** One or more days of inpatient hospitalization provided to members, when said members are clinically ready for discharge, but an appropriate setting is not available. Services shall include appropriate continuing clinical services.

**Specialing:** Therapeutic services provided to a member in a variety of 24-hour settings, on a one-to-one basis, to maintain the individual's safety. **(Requires a Prior Authorization)**

**No Reject Policy:** The provider accepts for admission all individuals in need of inpatient mental health services who are referred by an emergency services program (AMCI) provider, regardless of the availability of capacity or clinical presentation. Providers are expected to collaborate and communicate with the CCA BH Transitions of Care team within one business day after admission, and then every 3 business days throughout the duration of the admission, to collaborate on discharge planning for our members admitted to the inpatient psychiatric unit.

### Behavioral Health Diversionary Covered Services

Diversionary services for mental health and substance use treatment are provided as clinically appropriate alternatives to behavioral health inpatient services, or to support a member returning to the community following a 24-hour acute admission; or to provide intensive support to maintain functioning in the community. There are two categories of Diversionary Services: those provided in a 24-hour facility; and those which are provided in a non-24-hour setting or facility. network CCA providers of diversionary services are expected to collaborate with the CCA Behavioral Health Utilization Management department, giving notice within 48 hours of admission so that the CCA Transitions of Care and care teams can coordinate discharge planning and aftercare.

#### 24-Hour Diversionary Services:

**Adult Community Crisis Stabilization (CCS):** Provides staff-secure, safe, and structured crisis stabilization and treatment services in a community-based setting that serves as a medically necessary, less restrictive, and voluntary alternative to inpatient psychiatric hospitalizations. ACCS provides a distinct level of care where the primary objectives of multi-disciplinary treatment include:

de: restoration of functioning; strengthening the resources and capacities of the member, family, and other natural supports; and timely return to a natural setting and/or least restrictive setting in the community. Services at this level of care include: crisis stabilization; initial and continuing biopsychosocial assessment; care coordination; psychiatric evaluation and medication management; peer support; and/or other recovery-oriented services. ACCS services are short-term, providing 24-hour observation and supervision, and continual reevaluation. ACCS provides a home-like, consumer-friendly, and comfortable environment conducive to recovery. Treatment is carefully coordinated with existing and/or newly established treatment providers.

**Acute Treatment Services (ATS) ASAM Level 3.7:** Provides 24/7 medically monitored addiction treatment services that include evaluation, counseling, education, and withdrawal management in a non-hospital setting. Medical withdrawal management services are delivered by nursing and counseling staff under the supervision of a licensed physician. Services include biopsychosocial evaluation, individual and group counseling, psychoeducational groups, and discharge planning. Acute treatment services are provided to members experiencing, or at significant risk of developing, an uncomplicated, acute withdrawal syndrome as a result of alcohol and/or other substance use. Members receiving ATS do not require the medical and clinical intensity of a hospital-based, medically managed detoxification service, nor can they be effectively treated in a less intensive outpatient level of care.

Providers are expected to collaborate and communicate with the CCA BH UM team within 48 hours of admission and discharge from an acute treatment facility.

## SECTION 11: Behavioral Health Services Providers

### **Enhanced Acute Treatment Services for Individuals with Co-occurring Mental Health and Substance Use (E-ATS)**

**ASAM Level 3.7:** Provides diversionary and/or step-down services for members in need of acute, 24-hour substance use treatment, as well as psychiatric treatment and stabilization. Detoxification services are provided through a planned program of 24-hour, medically monitored evaluation, care, and treatment and are tailored for individuals whose co-occurring mental health and substance use diagnosis require such a program, including the prescription and dosage of medications typically used for the treatment of mental health. E-ATS services for individuals with co-occurring mental health and substance use are rendered in a licensed, acute care, or community-based setting with 24-hour physician and psychiatrist consultation availability, 24-hour nursing care and observation, counseling staff trained in substance use and mental health treatment, and overall monitoring of medical care. Services are provided under a defined set of physician-approved policies, procedures, and clinical protocols.

Individuals may be admitted to an E-ATS program directly from the community, including referrals from emergency services program (AMCI) providers, or as a transition from inpatient services. Members with co-occurring conditions receive specialized services within enhanced acute treatment services. E-ATS is for individuals with co-occurring mental health and substance use diagnoses, to ensure treatment for their co-occurring psychiatric conditions. E-ATS also serves pregnant people who require specialized services, including obstetrical care, in addition to substance use treatment. These services are provided in licensed freestanding or hospital-based programs.

**Clinical Stabilization Services (CSS) ASAM Level 3.5:** Provides 24-hour, clinically managed detoxification services that are provided in a non-medical setting. These services, which usually follow Acute Treatment Services (ATS), include supervision, observation, support, intensive education, counseling regarding the nature of addiction and its consequences, relapse prevention, outreach to families and significant others, and aftercare planning for members beginning to engage in recovery. CSS provides multi-disciplinary treatment interventions and emphasizes individual, group, family, and other forms of therapy. Linkage to aftercare, relapse prevention services, and peer support and recovery-oriented services, such as Alcoholics Anonymous and Narcotics Anonymous, are integrated into treatment and discharge planning. CSS is intended for members with a primary substance use diagnosis that is manageable at this level. Members may be admitted to CSS directly from the community or as a transition from inpatient services.

**Residential Rehabilitation Services for SUD (RRS) ASAM Level 3.1:** Provides a 24-hour, safe, structured environment, located in the community, which supports members' recovery from addiction and moderate to severe mental health conditions while supporting member reintegrating into the community and returning to social, vocation/employment, and/or educational roles. Scheduled, goal-oriented, clinical services are provided in conjunction with psychiatry and medication management to support stabilization and development of skills necessary to achieve recovery. RRS services can include:

- Adult Residential Rehabilitation Services for Substance Use Disorders
- Co-Occurring Enhanced Residential Rehabilitation services for Substance Use Disorders
- Family Residential Rehabilitation Services for Substance Use Disorders
- Pregnancy & Postpartum Enhanced Residential Rehabilitation Services for Substance Use Disorders
- Young Adult (21-25) Residential Rehabilitation Services for Substance Use Disorders (One Care Only)

**Residential Eating Disorder Treatment:** This service requires a 24-hour, safe, structured environment, located in the community, which supports members with eating disorders. This level of care is a structured therapeutic program that is intended to replicate real-life experiences with the support of a multidisciplinary team who deliver evidence-based behavioral health and medical approaches along with nutritional approaches to support members in recovery.

### **Non-24-Hour Diversionary Services:**

## SECTION 11: Behavioral Health Services Providers

**Certified Peer Specialist:** Mentoring, advocacy, and facilitation of support for Enrollees experiencing a mental health disorder, provided by self-identified persons with lived experience of a mental health disorder and wellness who has been trained by an agency approved by the Massachusetts DMH.

**Community Support Program (CSP):** Provides an array of services delivered by community-based, mobile, paraprofessional staff to members with psychiatric and/or substance use diagnoses, and for whom their psychiatric or substance use diagnoses interfere with their ability to access essential medical services. CSP staff are supported by a clinical supervisor. CSPs do not provide clinical treatment services. CSPs provide outreach and support services to enable members to utilize clinical treatment services and other supports. The CSP service plan assists the member with attaining their goals in their clinical treatment plan in outpatient services and/or other levels of care and works to mitigate barriers to doing so.

In general, a member who can benefit from CSP services has a mental health, substance use, and/or co-occurring diagnosis that has required psychiatric hospitalization or the use of another 24-hour level of care or has resulted in serious impairment with a risk of admission. CSP services are used to prevent hospitalization. In combination with outpatient and other clinical services, CSP services are designed to respond to the needs of individuals whose pattern of service utilization or clinical profile indicates high risk of readmission into any 24-hour behavioral health inpatient/diversionary treatment setting. These services are designed to be maximally flexible in supporting individuals to implement their clinical treatment plans in outpatient and/or other levels of care and attain the skills and resources needed to maintain community tenure. Such services may include:

- Assisting members in improving their activities of daily living skills (ADLs) so they can perform ADL more independently or access services to support them in doing so
- Providing service coordination and linkage including:
  - Assistance with transportation to essential medical and behavioral health appointments
  - Assisting with obtaining benefits, housing, and healthcare
  - Collaborating with emergency services programs/mobile crisis intervention (AMCIs) and/or outpatient providers; including working with AMCI's to develop, revise and/or utilize member crisis prevention plans and/or safety plans as part of the crisis planning tools for youth
  - Fostering empowerment, recovery, and wellness, including linkages to recovery-oriented peer support and/or self-help supports and services

**Community Support Program for Homeless Individuals (CSP-CH, formerly CSP-CHI & C-SPECH):** Community Support Program for Homeless Individuals (CSP-HI) is a specialized CSP service to address the health-related social needs of members who: (1) Are experiencing homelessness and are frequent users of acute health services (2) Are experiencing chronic homelessness, as defined by the US Department of Housing and Urban Development, (3) Have identified a Permanent Supportive Housing (PSH) housing opportunity. Once housing is imminent (members moving within 120 days), members receiving CSP may receive CSP-HI services. CSP-HI includes assistance from specialized professionals who, based on their unique skills, education, or lived experience, have the ability to engage and support individuals experiencing chronic homelessness. Their support includes helping members in searching for permanent supportive housing, preparing for and transitioning to an available housing unit, and once housed, coordinating access to physical health, behavioral health, and other needed services geared towards helping them sustain tenancy and meet their health needs.

**Community Support Program for Tenancy Preservation Program (CSP-TPP):** CSP-TPP is a specialized CSP service to address the health-related social needs of members who are at risk of homelessness and facing eviction because of behavior related to a disability. CSP-TPP works with the member, the Housing Court, and the member's landlord to preserve tenancies by connecting the member to community-based services to address the underlying issues causing the lease violation. To qualify for participation as a CSP-TPP provider, a provider must have an active contract with the Department of Housing and Community Development or Mass Housing to provide tenancy preservation program services.

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CSP-TPP providers are not required to be licensed by DPH. CSP-TPP includes help from specialized professionals who have the education and/or lived experience required, and who can engage and support members facing eviction by:

- Assessing the underlying causes of the member's eviction, and identifying services to address both the lease violation and the underlying causes
- Developing a service plan to maintain the tenancy
- Providing clinical consultation services as well as short term, intensive case management and stabilization services to members
- Making regular reports to all parties involved in the eviction until the member's housing situation stabilizes

**Community Support Program for Justice Involved (CSP-JI):** CSP-JI is a more intensive form of CSP for individuals who have experienced involvement with the justice system, including re-entry following incarceration, parole supervision, and probation supervision. CSP-JI is a community-based service and support program that seeks to work with members in coordinating their behavioral health supports and related resources that support members in achieving and sustaining community tenure. Community-based service coordination and support services such as CSP-JI should be flexible, with the goal of maximizing the ability of members who have experienced involvement with the justice system, including re-entry following incarceration, parole supervision, and probation supervision, to engage with behavioral health services and other supportive care that support the goal of attaining and maintaining community tenure. Providing low-threshold, high-support, services to members who have experienced involvement with the justice system has been shown to significantly decrease the likelihood of admission to a 24-hour level of care.

**Intensive Outpatient Program (IOP):** Provides a time-limited, multi-disciplinary, multimodal structured treatment in an outpatient setting. Such programs are less intensive than a partial hospitalization program or psychiatric day treatment but are significantly more intensive than standard outpatient services. This level of care is used to support and treat complex clinical presentations and is differentiated from longer-term, structured day programs intended to achieve or maintain stability for individuals with severe and persistent mental illness. IOPs may be developed to address the unique needs of a special population. Clinical interventions are targeted toward the specific clinical population or presentation and generally include modalities typically delivered in office-based settings, such as individual, couple, and family therapy, group therapies, medication management, and psycho-educational services. Adjunctive therapies such as life planning skills (assistance with vocational, educational, and financial issues) and expressive therapies may be provided but must have a specific function within a given member's treatment plan. As the targeted clinical presentation and the member's functioning improve, treatment intensity and duration are modified. All treatment plans are individualized and focus on acute stabilization and transition to community-based outpatient treatment and supports as needed.

**Partial Hospitalization and Day Treatment (PHP):** Provides a non-24-hour diversionary treatment program that can be hospital-based or community-based. The program provides diagnostic and clinical treatment services on a level of intensity similar to an inpatient program, but on less than a 24-hour basis. These services include therapeutic milieu; nursing; psychiatric evaluation; medication management; individual, group, and family therapy; peer support and/or other recovery-oriented services; substance use evaluation and counseling; and behavioral plan development. The environment at this level of treatment is highly structured, and there is a staff-to-member ratio sufficient to ensure necessary therapeutic services, professional monitoring, and risk management. PHP may be appropriate when a member does not require the more restrictive and intensive environment of a 24-hour inpatient setting but does need up to eight hours of clinical services, multiple days per week. PHP is used as a time-limited response to stabilize acute symptoms. As a transitional level of care and a step-down from inpatient services, this level of care can maximize stabilizing a member's deteriorating condition, support him/her in remaining in the community, and avert hospitalization.

**Program of Assertive Community Treatment (PACT):** A multi-disciplinary team approach to providing acute, active, ongoing, and long-term community-based psychiatric treatment, assertive outreach, rehabilitation and support. The program team provides assistance to members to maximize their recovery, ensure consumer-directed goal setting, assist individuals in gaining a sense of hope and empowerment, and provide assistance in helping the Enrollees served become better integrated into the community. Services are provided in the community and are available, as needed by the member, 24 hours a day, 7 days a week, 365 days a year. This program is rendered through contracted DMH vendors.

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**Psychiatric Day Treatment:** Provides a coordinated set of individualized, integrated, and therapeutic supportive services to members with psychiatric diagnosis, who need more active or inclusive treatment than is typically available through traditional outpatient mental health services. While less intensive than partial hospitalization, psychiatric day treatment is an intensive, clinical program that includes diagnostic, medical, psychiatric, psychosocial, and adjunctive treatment modalities in a structured setting. Psychiatric day treatment programs provide rehabilitative, pre-vocational, educational, and life-skill services to promote recovery and attain adequate community functioning, with focus on peer socialization and group support.

**Recovery Coaches (RC):** A non-clinical services provided by individuals with at least 2 years of sustained recovery who holds, or is actively working to obtain, credentialing as a Certified Addiction Recovery Coach (CARC) through the Massachusetts Board of Substance Abuse Counselor Certification, or alternative licensure or certification process, as directed by EOHHS. Eligible members will be connected with Recovery Coaches at critical junctures in the members' treatment and recovery. The focus of the Recovery Coach role is to create a relationship between equals that is non-clinical and focused on removing obstacles to recovery, to facilitate initiation and engagement to treatment, and to serve as a guide and motivating factor for the member to maintain recovery and community tenure. Peer recovery coaches must have lived experience with substance use and other addictive disorders, and/or co-occurring mental health disorders and have been trained to help their peers with similar experiences to gain hope, explore recovery, and achieve life goals.

**Recovery Support Navigator (RSN):** A specialized care coordination service intended to engage members with Substance Use Disorder(s) in accessing and continuing substance use disorder treatment. RSNs may be located in a variety of substance use disorder treatment environments, doing outreach and building relationships with members in programs, including withdrawal management and step-down services. If a member accepts RSN services upon leaving a substance use disorder treatment program, the RSN will work with the member on accessing appropriate treatment and staying motivated for treatment and recovery.

**Structured Outpatient Addiction Programs (SOAP):** SOAP consists of short-term, clinically intensive, structured, day and/or evening substance use services. These programs are used as a transition service in the continuum of care for members being discharged from community-based acute treatment services (ATS) for substance use ASAM level 3.7, and members being stepped down from clinical stabilization services (CSS) for substance use ASAM level 3.5. SOAP provides multi-disciplinary treatment to address the sub-acute needs of members with addictions and/or co-occurring diagnosis, while allowing them to maintain participation in the community, work or school, and involvement in family life. SOAP services are only provided in Department of Public Health (DPH)-licensed, freestanding facilities skilled in addiction recovery treatment, outpatient departments in acute-care hospitals, or licensed outpatient clinics and facilities.

### Behavioral Health Covered Crisis Services

**Adult Mobile Crisis Intervention Program (AMCI):** Provides crisis assessment, intervention, and stabilization services 24/7 and 365 days per year to members who are experiencing a behavioral health crisis. The purpose of the AMCI is to respond rapidly, assess effectively, and deliver a course of treatment intended to promote recovery, ensure safety, and stabilize the crisis in a way that allows a member to receive medically necessary services in the community, or if medically necessary, in an inpatient or 24-hour diversionary level of care. In all encounters with a member in crisis, the AMCI provides a core service, including:

- Crisis assessment, intervention, and stabilization including a crisis behavioral health assessment
- Short-term crisis counseling that includes active listening, solution-focused/strengths-oriented crisis intervention aimed at working with the member and their family and/or other natural supports to understand the current crisis, identify solutions, and access resources and services for comfort, support, assistance, and treatment
- Arrangement of after-care referrals for the behavioral health services that the member selects to further treat their behavioral health or substance use
- Resources and referrals for additional services and supports for the member and their family, such as recovery-oriented and consumer operated resources in their community

AMCI providers are expected to include the three basic components of crisis assessment, intervention, and stabilization

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with the understanding that AMCI providers require flexibility in the focus and duration of the initial intervention, the member's participation in the treatment, and the number and type of follow-up services.

AMCI services are directly accessible to members who seek behavioral health services on their own and/or who may be referred by any other individual or resource, such as family members, guardians, community-based agencies, service providers, primary care physicians, residential programs, state agency personnel, law enforcement, or courts. AMCI services are community-based in order to bring treatment to members in crisis, allow for member choice, and offer medically necessary services in the least restrictive environment that is most conducive to stabilization and recovery. Local AMCIs provide crisis behavioral health services in the community, through mobile crisis intervention services, accessible community-based locations, and adult community crisis stabilization (ACCS) programs. The mission of the AMCI is to deliver high-quality, culturally competent, clinically, and cost-effective care focused on stabilization, resiliency, wellness, and recovery.

For CCA members, emergency services shall be provided immediately 24/7, with unrestricted access to members who present at any qualified provider, whether a network provider or a non-network provider. Examples of emergency services include, but are not limited to, response to a call with a live voice or a face-to-face visit within 60 minutes of outreach.

### **Behavioral Health Crisis Evaluations and Intervention Services in the Emergency Department or on**

**Medical/Surgical Floors:** Behavioral Health crisis evaluations include the initial comprehensive assessment of risk, diagnosis, and treatment needs, the initial crisis interventions, the initial documentation and coordination of appropriate disposition, and the required reporting and community collaboration for members presenting in a behavioral health crisis. Behavioral Health Crisis Management Services may be provided in person or via telehealth as requested by the individual, and as clinically appropriate. Acute hospitals are responsible for the provisions of behavioral health crisis evaluations, including a comprehensive assessment, crisis interventions, disposition planning and coordination, reporting, and community collaboration, 24 hours per day, seven days per week and 365 days per year for members who are presenting in the ED or medical/surgical floors with behavioral health crisis.

**Behavioral Health Crisis Management Services in the Emergency Department or on Medical/Surgical floors:** Are provided on days subsequent to the initial Behavioral Health Crisis Evaluation and Interventions for individuals in the Emergency Department or Medical/Surgical floors experiencing a behavioral health crisis in need of ongoing behavioral health crisis supports. Behavioral Health Crisis Management Services include ongoing behavioral health crisis interventions, ongoing determination and coordination of appropriate disposition, and ongoing reporting and community collaboration. Behavioral Health Crisis Management Services may be provided in person or via telehealth as requested by the individual, and as clinically appropriate. Acute hospitals are responsible for following procedural components of this service including: crisis interventions, disposition planning and care coordination procedures, all members who present with opioid use who are discharged to the community shall be offered nasal Naloxone and given resources for medication-assisted treatment (MAT)/medication for opioid disorder (MOUD) and other support services.

Hospitals must follow the Expedited Psychiatric Inpatient Admission (EPIA) protocol for reporting all members awaiting psychiatric inpatient placement (EPIA protocol may be accessed here: [www.mass.gov/info-details/expedited-psychiatric-inpatient-admissions-epia-policy](http://www.mass.gov/info-details/expedited-psychiatric-inpatient-admissions-epia-policy)). All hospitals shall establish and maintain referral relationships with their local Community Behavioral Health Centers (CBHC(s)), and participate in ongoing collaboration, planning, and process implementation to ensure a successful and seamless experience for individuals in crisis, and to ensure continued enhancement to the crisis system.

### **Behavioral Health & Substance Use Disorder Outpatient Covered Services**

Outpatient behavioral health services are services that are rendered in an ambulatory care setting such as an office, a clinic environment, a member's home, telehealth or other locations appropriate for psychotherapy or counseling. Services consist of time-effective, defined episodes of care that focus on the restoration, enhancement, and/or maintenance of a member's optimal level of functioning, and the alleviation or amelioration of significant and debilitating symptoms impacting at least

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one area of the member's life domains (e.g., family, social, occupational). The goals, frequency, intensity, and length of treatment vary according to the needs of the member and the response to treatment. A clear treatment focus, SMART goals, measurable outcomes, and a discharge plan including the identification of realistic discharge criteria are developed as part of the initial assessment and treatment planning process and are evaluated and revised as needed.

CCA is committed to providing convenient access and availability of behavioral health services that support the needs of each CCA member and support each member's care plan. Excluding emergency services (AMCI) and urgent care, behavioral health office visits will be made available within the following time frames to members for the following behavioral health services:

- Non-24-hour diversionary services: Within 2 calendar days of discharge
- Urgent care services access: Within 48 hours
- Other outpatient services: Within 7 calendar days of discharge
- Appointments to review and refill medications: Within 14 calendar days of discharge
- All other behavioral health services: Within 14 calendar days

In addition to our contracted network, CCA behavioral health clinicians are available 24/7 on call. Behavioral health services are also available for in-person home or office appointments within 48 hours of discharge and 48 hours for medication assessment and management.

**Acupuncture for Withdrawal Management:** Acupuncture for withdrawal management is a treatment program providing acupuncture services for individuals experiencing side effects from the use of alcohol and/or other drugs. An acupuncturist is defined as an individual licensed by the Board of Registration in Medicine in accordance with M.G.L. c. 112, §§ 150 through 156.

**Ambulatory Withdrawal Services (also known as ambulatory detoxification) ASAM Level 2WM:** Ambulatory withdrawal services are provided in an outpatient clinical setting, under the direction of a physician, and are designed to stabilize the medical condition of an individual experiencing an episode of substance use or withdrawal complications. Ambulatory withdrawal services are indicated when the individual experiences physiological distress during withdrawal, but where the situation is not life threatening. The individual may or may not require medication, and 24-hour nursing is not required. The severity of the individual's symptoms determines the setting, as well as the amount of nursing and physician supervision necessary, during treatment. Ambulatory withdrawal services can be provided in an intensive outpatient program.

**Behavioral Health Outpatient Treatment:** BH outpatient treatment should result in positive outcomes within a reasonable time frame for specific diagnosis symptoms and/or problems. The evaluation of goals and treatment should be based on the member's diagnosis, symptoms, and level of functioning. Treatment should be targeted to specific SMART goals that have been mutually negotiated between the provider and the member. Goals of initial and extended outpatient therapy may include crisis resolution, symptom reduction, stabilization, improvement in adaptation, and/or recovery from addiction. Treatment modality, frequency, and length of treatment should be individualized for each member. Most clinical situations can be effectively managed using a short-term and/or intermittent model of treatment with varying modalities and frequency of contact as needed.

Individuals with chronic or recurring behavioral health conditions may require a longer-term approach with intermittent visits over extended periods, or sustained contacts with increased intensity of services around periods of relapse or decompensation; and members must have flexibility in accessing outpatient treatment, including transferring.

**Couples/Family Treatment:** The use of psychotherapeutic or counseling techniques in the treatment of a group, most of whom are not related by blood, marriage, or legal guardianship.

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**Group Treatment:** The use of psychotherapeutic or counseling techniques in the treatment of a group, most of whom are not related by blood, marriage, or legal guardianship.

**Individual Treatment:** The use of psychotherapeutic or counseling techniques in the treatment of an individual on a one-to-one basis.

**Case Consultation:** A case consultation is a documented meeting of at least 15 minutes' duration, either in person or by telephone, between the treating provider and other behavioral health/medical clinicians or physician, concerning a member who is a client of the BH provider to identify and plan for additional services, coordinate a treatment plan, review the member's progress, or revise the treatment plan. Case consultation shall not include clinical supervision or consultation with other clinicians within the same provider organization.

**Diagnostic Evaluation:** A diagnostic evaluation is an assessment of a member's level of functioning, including physical, psychological, social, educational, and environmental strengths and challenges for the purpose of diagnosis and treatment planning.

**Dialectical Behavioral Therapy (DBT):** DBT is an evidence-based, clinician directed, outpatient treatment modality that combines strategies from behavioral, cognitive, and other supportive psychotherapies for members with a diagnosis of borderline personality who exhibit chronic parasuicidal behaviors, as well as members with other diagnoses who struggle with safely managing incidences of emotional dysregulation. DBT includes individual therapy, DBT skills groups, therapeutic consultation to the member on the telephone or telehealth, and the therapist/therapists' internal consultation meeting(s). Through an integrated treatment team approach to services, DBT seeks to enhance the quality of the member's life through group skills training and individual therapy that is grounded in a dialectical approach of support and confrontation. Providers of this service must consult with the member's care team to discuss the clinical appropriateness of this treatment. CCA prefers DBT-certified clinicians as providers of this service, but exceptions can be made pending discussion with the CCA clinical team.

**Electroconvulsive Therapy (ECT):** Electroconvulsive (ECT) therapy is the initiation of generalized seizure activity with an electric impulse while the member is placed under anesthesia. This procedure is administered in a hospital facility or community facility licensed to do so by the Department of Mental Health (DMH). ECT may be administered on either an inpatient or outpatient basis, depending on the member's mental and medical status. Providers should follow DMH regulations that govern administration of this procedure. ECT may cause short- or long-term memory impairment of past or current events. The number of sessions undertaken during a course of ECT usually ranges from 6 to 12. ECT is most commonly performed at a schedule of three times per week. Maintenance ECT is most commonly administered at intervals of one to three weeks. The decision to recommend the use of ECT derives from a risk/benefit analysis for members. This analysis considers the diagnosis of the individual and the severity of the presenting illness, the individual's treatment history, the anticipated speed of action/efficacy of ECT, the medical risks, and anticipated adverse side effects. Providers must complete a workup including medical history, physical examination, and any indicated pre-anesthetic lab work to determine that there are not contra-indications to ECT and that there are no less intrusive alternatives to ECT before scheduling administration of ECT.

**Esketamine for Treatment-Resistant Depression:** Esketamine treatment has been shown to be an effective intervention for severe depression, with or without anxiety, particularly for individuals who have struggled with standard therapies. Esketamine therapy is an outpatient or inpatient service that focuses on treating individuals living with major depressive disorder (MDD) who are not responding to standard treatments. In addition, those who are experiencing severe symptoms of depression or other mental illness that are threatening their health or safety may be good candidates for esketamine, which can often work more quickly than other treatments. Esketamine is used to help depressed individuals who have not responded to at least two courses of medications most often prescribed for depression or are experiencing acute suicidal thoughts or behaviors and urgently require a fast-acting intervention. The FDA-approved drug esketamine nasal spray allows the drug to be taken more easily in an outpatient treatment setting (under the supervision of a doctor), making it more accessible for patients. The medication administration is completed under the direct observation of a healthcare



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provider, and patients are required to be monitored by a healthcare provider for at least 2 hours. Esketamine is only part of the treatment for a person with depression. To date, it has only been shown to be effective when taken in combination with an oral antidepressant. For these reasons, esketamine is not considered a first-line treatment option for depression. It's only prescribed for people who have MDD with acute suicidal ideation or behavior and who haven't been helped by at least two other depression medications.

**Family Consultation:** A family consultation is a meeting of at least 15 minutes' duration, either in person or by telephone, with family members or others who are significant to the member and clinically relevant to a member's treatment to identify and plan for additional services, coordinate a treatment plan, review the individual's progress, or revise the treatment plan.

**Inpatient/Outpatient Bridge Visit:** A single-session visit conducted by an in-network outpatient provider at a psychiatric inpatient unit or as enhanced acute treatment services (E-ATS) program. The bridge consultation is intended to provide therapeutic contact between an outpatient therapist and the member to facilitate aftercare treatment planning prior to discharge and may be requested by the member or the member's family/guardian, the inpatient team, the E-ATS treatment team, the primary outpatient clinician or master's-level outpatient liaison who is attempting to engage the member in outpatient treatment. Regardless of the initiation source, the outpatient provider will arrange and coordinate the bridge consultation with the inpatient unit or E-ATS program. During the consultation it is expected that the outpatient clinician will meet face-to-face with the member and attend the inpatient or E-ATS treatment team meeting or meet with the clinician who is a member of the treatment team.

**Medication Assisted Treatment (MAT):** MAT is the use of a medication approved by the U.S. Food and Drug Administration (FDA), in combination with counseling and behavioral therapies, for the treatment of opioid-related substance use.

**Medication Management:** Medication management is the level of outpatient treatment where the primary service is provided by a qualified prescribing provider, either a psychiatrist, an advanced practice registered nurse (APRN), or certified clinical nurse specialist (CCNS). The prescriber evaluates the member's need for psychotropic medications and provides a prescription and ongoing medical monitoring for efficacy and medication side effects. Psychiatric medication prescribers are expected to coordinate care with other mental health, medical, and substance use providers. Telehealth services are available for members with specific geographic, cultural, linguistic, or special needs that cannot be met in their community. Telehealth can be provided using a combination of interactive video and audio. Medication visits may consist specifically of a psychopharmacological evaluation, prescription, review, and/or monitoring by the prescriber. Visits may also include counseling and/or coordination of care with other physicians or other qualified healthcare professionals or agencies.

**Neuropsychological/Psychological (Testing):** Both neuropsychological testing and psychological testing involve the culturally and linguistically competent administration and interpretation of standardized tests to assess a member's psychological, cognitive, behavioral, and emotional functioning. Testing goals include: determining identifiable and measurable differences, determining a baseline of functioning, and/or determining a deviation from a baseline of functioning along the domains listed above. Using standardized, valid, and reliable testing tools, the psychologist aims to develop a hypothesis regarding the member's difficulties in functioning, determine an accurate diagnosis, and provide targeted information to guide effective treatment strategies. Testing can include standard psychological as well as neuropsychological assessment procedures. The categories are differentiated from each other by the referral question and the assessment procedures used.

**Office-Based Opioid Treatment (OBOT):** OBOT refers to outpatient treatment services provided outside of licensed OTPs by clinicians to patients with addiction involving opioid use, and typically includes a prescription for the partial opioid agonist buprenorphine, the provision of naltrexone, or the dispensing of methadone, in concert with other medical and psychosocial interventions to achieve and sustain remission.

**Opioid Replacement Therapy (ORT):** ORT is the medically monitored administration of methadone, buprenorphine, or other U.S. Food and Drug Administration (FDA)-approved medications to treat opioid use, in conformance with FDA and Drug Enforcement Administration (DEA) regulations. This service combines medical and pharmacological interventions with

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counseling, educational, and vocational services and is offered on a short-term (detoxification) and long-term (maintenance) basis.

**Opioid Treatment Program/Methadone Maintenance (OTP):** OTPs are licensed and accredited opioid agonist treatment programs, often called methadone maintenance treatment (MMT) programs, currently authorized to dispense methadone and buprenorphine in highly structured protocols defined by federal and state law. These programs medically monitor the administration of methadone, buprenorphine, or other U.S. Food and Drug Administration – approved medications to treat opioid use as a medication-assisted treatment (MAT), as well as for pain management. This service combines medical and pharmacological interventions with counseling, educational, and vocational services and is offered on a short-term (withdrawal management) and long-term (maintenance) basis. An opioid treatment program is provided under a defined set of policies and procedures, including admission, continued stay, and discharge criteria stipulated by Massachusetts state regulations and the federal regulations. Unless contraindicated, the family, guardian, and/or natural supports are actively involved in the treatment as required by the treatment plan, or there are active efforts being made and documented to involve them.

**Psychiatric consultation on Inpatient Medical Unit:** An in-person meeting of at least 15 minutes' duration between a psychiatrist or Advanced Practice Registered Nurse Clinical Specialist and a member at the request of the medical unit to assess the member's mental status and consult on a behavioral health or psychopharmacological plan with the medical staff on the unit.

**Repetitive Transcranial Magnetic Stimulation (rTMS):** Repetitive Transcranial Magnetic Stimulation (rTMS) is a multisession treatment that uses magnetic fields to stimulate nerve cells associated with mood control and depression. rTMS is a noninvasive procedure, and serious side effects are rare. rTMS temporarily modulates cerebral cortical function and changes the level of neuronal activity in key regions of the brain related to higher-level cognitive function and is used to treat medication-resistant [major depression](#); however, there is also emerging evidence of its efficacy in treating [PTSD](#). The treatment has been approved by the FDA since 2008 for the treatment of refractory major depressive disorder (MDD), defined as less than a 50% response to medication and outpatient therapy trials. rTMS is approved for readministration if a member has had a successful outcome on an initial trial of rTMS. The procedure takes place in an outpatient setting, is noninvasive, and does not require anesthesia. The procedure is generally administered daily, 5 days a week, over a four- to seven-week period but could be shorter depending on rating scale assessment results. Tapering occurs following the active treatment phase and lasts approximately three weeks. Side effects include lightheadedness and mild headaches. Seizures constitute a rare side effect. Medications can be continued but should not be changed during treatment and members are encouraged to continue with outpatient therapy. Providers and members should conduct a risk/benefit assessment when determining if rTMS is an appropriate treatment.

**Urgent Outpatient Services (UOS):** Urgent Outpatient Services (UOS) are rapid responses provided by the outpatient mental health provider to members, in response to their perceived urgent behavioral health needs that, if left unattended, may lead to the need for more acute services. Urgent outpatient services provide a same or next business day response to the member's urgent request that assists him/her by providing assessment, stabilization, and service linkages. UOS are not intended to replace or be interchangeable with emergency services program/mobile crisis intervention services. UOS are ideally provided on the same day as the request and no later than within 24 hours or one business day. These services focus on clinical assessment, brief crisis intervention, stabilization of the crisis, and the alleviation of immediate symptoms that are interfering with the member's functioning. The goal of UOS is to stabilize the member and make the needed aftercare arrangements to transition him/her to ongoing outpatient services or other appropriate behavioral health services as soon as possible. In addition, the UOS provider provides the member with information regarding local resources and refers him/her to appropriate community supports and services, when needed.

## SECTION 12: Long-Term Services and Support Providers

# SECTION 12: Long-Term Services and Support Providers

CCA is committed to full integration of long-term service and support (LTSS), and of behavioral health (BH), in addition to the medical service needs identified for each member. Accordingly, we provide a wide range of LTSS and BH services for all CCA members.

## Long-Term Services and Supports

Long-term services and supports (LTSS) are covered for CCA members. LTSS are considered covered services when (a) delivered consistent with provider regulation, training, licensure, certification, and/or other designation by the Commonwealth of Massachusetts; (b) delivered consistent with the specific scope and conditions referenced in the provider's contractual agreement, this provider manual, and CCA policies; and (c) authorized in accordance with CCA service authorization policies.

LTSS include certain services the member receives in their home and/or community.

Examples of LTSS received in the community include:

**Adult Day Health (ADH):** ADH programs are community-based, nonresidential service that supports members with physical, cognitive, complex medical, and/or behavioral health impairments by providing nursing care, supervision, and health related support services in a structured, program setting. The programs typically operate up to 6 hours per day and can provide transportation to and from the program site. ADH not only supports members who attend the day program but supports families and other caregivers by providing them with respite while the member attends the program.

**Day Habilitation (DH):** DH is a community-based, nonresidential service that supports members with developmental or intellectual disabilities to help them achieve their optimal level of physical, cognitive, psychosocial, and occupational capabilities in a structured, program setting. The program helps each member set realistic and measurable goals and establishes individually designed activities and therapies necessary to reach those goals. The programs typically operate up to 6 hours per day and CCA can provide transportation to and from a member's program.

**Supportive Day Programs:** These programs help participants who have an assessed need for increased social integration and/or structured day activities in a group setting. The services include social services and activities, nutrition, and transportation. These services focus on the participant's strengths and abilities, while maintaining their connection to the community and helping them to retain their daily skills. The programs typically operate up to 6 hours per day

Examples of LTSS typically received in the home include:

**Adult Foster Care (AFC):** AFC is a personal care service delivered to a member in their home or in the home of the AFC caregiver that includes daily assistance with activities of daily living (ADLs) and instrumental activities of daily living (IADLs). AFC services are provided by a live-in caregiver who is employed or contracted by an AFC agency provider. The caregiver may be a relative, as long as they are not the spouse or a legally responsible relative. In addition to the ADL and IADL assistance, AFC services include care management and nursing oversight of the provided personal care.

**Doula:** A qualified professional who provides non-medical emotional, informational, and physical support to individuals and families during pregnancy, delivery, and the post-pregnancy period.

**Doula Group Practice:** An entity that is not part of a hospital, other group practice, or other healthcare facility that possesses its own legal identity, maintains its own patient records, administers its own budget and personnel, and is organized primarily for the purpose of rendering doula services

**Group Adult Foster Care (GAFC):** GAFC is a personal care service delivered to a member who requires daily assistance with activities of daily living (ADLs) and instrumental activities of daily living (IADLs). The GAFC direct care aide comes to

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the member's home or residence for approximately two hours per day to provide support. In addition to the ADL and IADL assistance, GAFC services include care management and nursing oversight of the provided personal care.

**Home Care Services:** Members have several types of in-home support options to promote independence and self-determination, including assistance with and/or skills training in general household tasks, personal care, personal finance, health, shopping, use of community resources, community safety, and other social and adaptive skills to live in the community.

A worker or support person performs general household tasks such as preparing meals, doing laundry, and routine housekeeping, and/or to provide companionship to the member. In addition, the worker might provide a range of personal support and assistance to enable an member to continue to live as independently as possible. Personal care support could include assisting with bathing, dressing, personal hygiene, and other activities of daily living. Such assistance may take the form of hands-on assistance or cueing and supervision to prompt the member to perform a task.

Home care services also can include chore services, grocery shopping and delivery, and home-delivered meals. The full range of supports include:

- Chores
- Companion services
- Grocery & shopping
- Home health aide
- Homemaking services
- Laundry
- Personal care
- Supportive home care aide

**Self-Directed Care: Personal Care Attendant (PCA):** The Personal Care Attendant (PCA) program is a program that helps members with permanent or chronic disabilities maintain their independence, stay in the community, and manage their own personal care. The member, also known as the PCA consumer (the person receiving PCA services), is the employer of the PCA, unless managed by a surrogate, and is fully responsible for recruiting, hiring, scheduling, training, and, if necessary, firing PCAs. PCAs provide authorized and scheduled services to assist a member with activities of daily living (ADLs) and instrumental activities of daily living (IADLs). PCA assessors complete a functional assessment to confirm eligibility for PCA, as well as the number of weekly personal care hours needed to support the member. Personal Care Management (PCM) agencies also work to support the member by providing them with skills training on how to be an employer of their PCA(s), determine whether a member may need a surrogate to support the member with certain employer functions, and generally support members in employing and directing their own PCA.

Below is a listing of additional services that require prior authorization and are available if appropriate for members' individual circumstances:

**Home Delivered Meals (HDM) and Medically Tailored Meals (MTM):** Home-delivered meals (HDM) and medically tailored meals (MTM) are food delivery programs that are used to supplement nutrient intake and facilitate access to quality foods. HDM programs provide non-tailored foods to individuals who have limitations in their ability to procure and prepare food due to illness, disability, isolation, or food insecurity. The program can offer special therapeutic (e.g., low sodium, pureed, etc.) and culturally appropriate meals. MTM are home-delivered meals that are prepared or chosen by registered dietitian nutritionists or other qualified health professionals as part of a treatment plan.

**Home Modifications:** Physical adaptations in a member's private residence, such as widening of doorways, installation of ramps, and installation of specialized electric and plumbing systems to accommodate needed medical equipment and supplies. Excluded modifications include those that do not provide direct medical or remedial benefit or would normally be the landlord's responsibility. Modifications to increase total square footage are covered only when necessary to complete a covered adaptation.

## SECTION 12: Long-Term Services and Support Providers

**Medication Management:** Support to a member capable of self-administering medications. This includes reminders to take medication, checking the package for correct member name and dosage, opening medication containers, reading the medication name, reading, and explaining instructions, and observation and documentation of the member's actions regarding the medication.

**Non-Medical Transportation:** Provided to enable the member to access community services, activities, and resources.

**Peer Support Services:** Services by persons with lived experience similar to a member's, to provide training, instruction, and mentoring to individuals about self-advocacy, participant direction, civic participation, leadership, benefits, and ability to function in the home and participate in the community.

**Respite Care:** Services provided to relieve a member's informal caregivers from the daily stresses and demands of caring for a member in order to strengthen or support the informal support system. Respite care may be provided for any time duration in a member's home, or as a short-term stay in an overnight facility.

## **SECTION 12: Long-Term Services and Support Providers**

### **Clinical Conditions, Criteria and Authorization for Long-Term Services and Supports**

- In addition to factors considered in determining the necessity and appropriateness of medical services, CCA evaluates likelihood that the member would require admission to a treatment facility with and without the proposed service
- Value of an environmental assessment in implementing the member's care plan
- Member's ability to safely leave the home
- Member's dependency on others to safely leave the home

### **Long-Term Services and Supports Coordinator (LTSC)**

One Care members may elect to have an independent long-term service and supports coordinator (LTSC) to assist with coordination of their LTSS needs. LTSCs provide expertise in community supports to the member and his/her care team, advocate for the member's LTSS needs, and participate as a member of the interdisciplinary care team (ICT), all at the member's discretion. Most aging services access points (ASAPs), some independent living centers (ILCs), and some recovery learning centers (RLCs) provide LTSS coordination services.

### **Geriatric Support Services Coordinator (GSSC)**

As a member of the primary care team for Senior Care Options members, the GSSC participates in initial and ongoing assessments of members, including developing community-based care plans and determining the appropriateness of institutional long-term care services. The GSSC also arranges and coordinates services with the LTSS providers.

## SECTION 13: Quality Improvement Program

### SECTION 13: Quality Improvement Program

Commonwealth Care Alliance (CCA) is focused on sustainable and evidence-based healthcare that addresses the population health needs and improves the health and well-being of people with significant and special needs. This includes advocating for affordable, high-quality, and cost-effective healthcare policies that promote equitable healthcare for the individuals who need it most. The Quality Improvement (QI) Program is integral to providing evidence-based feedback through measuring outcomes, identifying a strategy for quality improvement, and overseeing the implementation of those improvement activities. CCA strives to improve the health and well-being of our members by innovating, coordinating, and providing the highest-quality, individualized care.

#### Quality Management Program Overview

CCA's Quality Program is structured to ensure that our members' perspective is built into elements of its quality assurance activities. An underlying tenet of the program is that a true partnership between those receiving care and those providing and managing care can promote autonomy, independence, and better health outcomes for the Plan's members, regardless of product or benefit package. The Quality Improvement Program is responsible for measuring outcomes, identifying a strategy for quality improvement, and overseeing the implementation of those improvement activities.

The Quality Management Program is designed to:

- Support quality of care and service, including a focus on assessing and improving member experience and empowerment.
- Understand the needs, expectations, and experience of members and their caregivers and implement improvements to incorporate these perspectives into care delivery and system operations.
- Improve organizational, operational, and clinical processes throughout the enterprise and the network based upon analysis of available data as well as clinical, administrative, and practitioner input.
- Improve clinical care and service quality by collaborating with our network of providers and implementing innovative network quality programs.
- Improve care and services for CCA members including members with special needs and those in need of long-term services and supports (LTSS).

The goal of the CCA Quality Management Program is to improve performance in the five components of the Institute for Healthcare Improvement's (IHI) "Quintuple Aim:"

1. Health of a Population
2. Experience of Care
3. Cost of Care
4. Workforce Well-being and Safety Advancing Health Equity

CCA achieves the QI program goal by focusing on the Institute of Medicine's (IOM) "Six Aims for Improvement:"

1. Safety: Member/Patient injury avoidance is maintained or improved by engagement with CCA.
2. Effectiveness: Care and services are evidence-based; and our network is providing effective care where low value care and underuse of effective care and service are avoided.
3. Timeliness: Care and services are delivered when they are needed; excessive wait times and delays are continually monitored and reduced when possible.
4. Person-Centeredness: The care and services provided honor the individual's choices, culture, context, and specific needs.
5. Efficiency: Care and service processes are developed with the intent to avoid excess costs and waste of human and capital resources.
6. Equity: There is consistency in the appropriate provision of person-centered care and services across CCA and the network for individuals with different racial, ethnic, gender and cultural identities.
7. Core to CCA's ongoing Quality Strategy are the following five organizational capabilities believed to be essential to delivering consistently high quality, member-centered care and services:

## SECTION 13: Quality Improvement Program

- Knowing the consumers we serve as a population – what needs do they have, what matters to them, what obstacles and barriers do they face.
- Including our customers' point of view early and often – seeing the voices of our consumers and our provider network as guidance into operational, clinical, and strategic decision-making.
- Understanding the impact of our actions on consumers – assessing potential impact on our consumers of organizational decisions, policies and programs and seeking mitigation strategies when impact may be perceived as negative by the members.
- Embedding awareness of our consumers' needs into the culture of the organization – creating a shared understanding of consumer needs the organization is solving and how every staff person, regardless of functional area, contributes to solving those needs every day.
- Creating accountabilities with our community partners, contract providers and vendors to ensure delivery of consumer-centered care and services – including and measuring attributes of consumer centricity in contracts with third party care delivery partners as a requirement for doing business with CCA.

To be successful, CCA also embraces a population health strategy to improve care and health for target populations. CCA employs a dedicated Population Health team to perform analysis and to provide actionable information to different operational and clinical departments across the organization as well as network providers. The team plays a key role in supporting the pursuit of the Quintuple Aim. In addition, the team offers dedicated resources for CCA's strategic goals of improving health equity, decreasing disparities in care, and advancing provision of Culturally and Linguistically Appropriate Services (CLAS).

CCA is committed to ensuring all CCA members are treated fairly in all healthcare interactions and have equitable access to high-quality healthcare services. CCA defines Health Equity as "when everyone has a fair and just opportunity to be as healthy as possible regardless of age, race, ethnicity, gender identity, sexual orientation, disability status, socioeconomic status, or English proficiency." CCA wants to create a partnership with the provider network to accelerate the effectiveness of broader health equity efforts across the health care system.

Our members come from a multitude of backgrounds and different life experiences that make everyone unique. It is important to recognize that all members do not have the same needs and may require a variety of medical, behavioral, and social supports to obtain their optimal health and well-being. To be responsive to these differences, CCA is committed to making its services culturally and linguistically appropriate and embedding the National Standards for Culturally and Linguistically Appropriate Services (CLAS) principles throughout the organization. CCA aims to ensure that all interactions with Members are culturally and linguistically accessible and that all internal processes reflect these standards.

By developing a deeper understanding of people as individuals, we improve our ability to design interventions tailored to their needs and preferences and gain better insight of the collective needs across all populations. CCA believes this is best accomplished when we partner with our provider network to focus quality improvement efforts toward improving the provision of culturally and linguistically appropriate services and decreasing health care disparities.

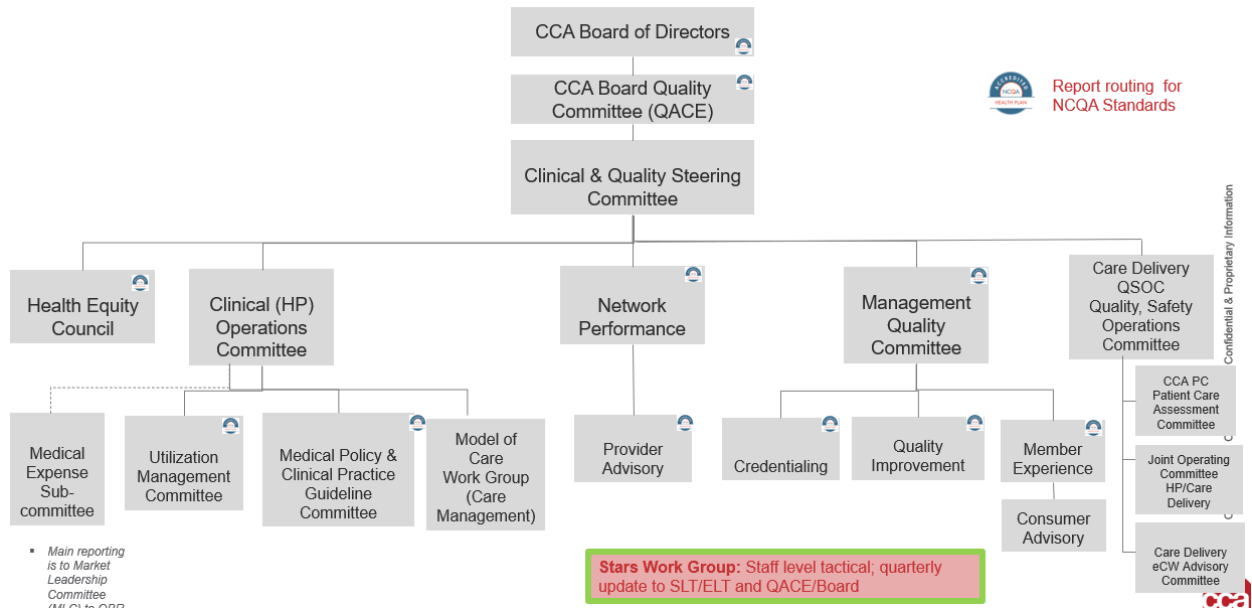


## SECTION 13: Quality Improvement Program

### Quality Program Structure

#### I. Quality Program Structure and Utilization Oversight

CCA has in place a robust committee infrastructure to oversee, evaluate, and guide the CCA Quality Management Program.



#### A. Board of Directors

The CCA Board of Directors (BOD) assumes ultimate responsibility for quality of care and service and professional practices, including review of CCA's quality strategy and approval of CCA's annual Quality Improvement Workplan. The Board delegates responsibility for oversight of quality to the Board Quality Committee. The Board delegates responsibility for development and management of CCA's Quality Program to the Chief Medical Officer who delegates responsibility for management oversight of the quality program to the Chief Quality Officer.

#### B. Quality, Access & Consumer Experience Committee

The Quality, Access & Consumer Experience Committee has been established by the Board of Directors of CCA to assist the Board in fulfilling its responsibilities for oversight of CCA's quality program and to ensure the quality of CCA's clinical care, patient safety, and customer service.

#### C. Management Quality Committee

The purpose of the Commonwealth Care Alliance (CCA) Management Quality Committee is to provide oversight and strategic input to quality issues and value of services for CCA members across products.

## SECTION 13: Quality Improvement Program

### D. Clinical and Quality Steering Committee

The Clinical and Quality Steering Committee reviews progress on clinical care delivery and quality strategic initiatives to support key decisions and include executive feedback.

### E. Health Equity Council

The Health Equity Council serves as the governing body for strategies decision making and oversight on health equity objectives. The Health Equity Council is chartered to guide and support CCA's strategic vision to be a leader in achieving health equity for our members and offering a Culturally and Linguistically Appropriate Services (CLAS) program.

### F. Quality Improvement Committee

The purpose of the Quality Improvement Committee (QIC) is to provide a forum for organizational oversight of Clinical Quality and performance improvement initiatives. The QIC focuses on the Quality Improvement Work Plan, publicly reported measures, and the ongoing report out of Clinical Quality and performance improvement initiatives. The goal of the QIC is to collaborate with the Management Quality Committee to maximize the value of healthcare received by members within all products to maintain/improve the overall health of CCA members.

### G. Provider Advisory Council

The purpose of the Provider Advisory Council is to convene a group of network, contracted health care providers practicing in Primary Care and Behavioral health to engage with CCA leadership.

Council responsibilities include:

- Facilitate the open exchange of ideas, share values, goals, and visions, and promote collaboration and mutual accountability between CCA and the Provider Network.
- Promote evidence-based and emerging best practices to support our network in empowering CCA members to achieve their health goals, addressing SDOH/barriers to care, while advancing health equity.
- Review, provide input and make recommendations to CCA on its policies, procedures, quality improvement activities, clinical guidelines/medical policy, clinical model of care, performance reports and population health initiatives.
- Provide input to CCA on our network provider experience with common health plan interfaces: including “moments that matter” and “pain points” in our work together.
- Assist CCA with developing effective communications to our Provider Network.
- Recommend and discuss strategies and ideas on increasing access and availability, consumer choice, and providing quality care to members with special needs.

### H. Credentialing Committee

The Credentialing Committee reviews provider network qualifications, quality and credential/recredential network-contract and other practitioners.

### I. Member Experience Committee

The Member Experience Committee serves as the advisory body for the development, implementation, and oversight of the CCA member-centered quality strategy and oversight of aggregate and individual grievances.

### J. Utilization Management Committee

The Utilization Management Committee (UMC) is a Commonwealth Care Alliance (CCA) enterprise-wide standing committee that has oversight responsibilities for the development and implementation of an effective utilization management program, including behavioral health and pharmacy services. The UMC's scope includes all covered benefits and expanded services administered by CCA and its contracted providers.

## **SECTION 13: Quality Improvement Program**

### **Quality Improvement Program**

A Quality Work Plan is developed annually with specific improvement targets on a range of measures covering standardized quality measures, CCA administrative functions, care management services, provider network clinical services, etc. The Work Plan includes monitoring of issues and opportunities as identified in prior years that the organization determines require additional follow-up.

The performance goals and targets are set against external benchmarks (when available) and include year-over-year comparisons. CCA also considers setting improvement targets for subsets of the population to eliminate disparities. Disparity analysis is often done by race, ethnicity, language, disability status, sexual orientation, gender identity, sex, age, geography, etc.

CCA prepares a comprehensive Quality Improvement Program Evaluation annually to review program activities and performance statistics. This evaluation summarizes ongoing quality improvement activities, evaluates the overall effectiveness of the quality program, and identifies opportunities for improvement. The report includes highlights of goals which have been achieved and analyses relevant measures and other data to identify potential contributing factors and barriers for those initiatives where targets have not been met. The data analyzed in the evaluation, together with the input from collaborating teams, help guide next steps for long-range initiatives and projects to inform the Quality Improvement Program Description and Quality Work Plan in the subsequent year.

### **Program Monitoring and Evaluation**

The board of directors, Board Quality Committee, and the Management Quality Committee assesses the annual Quality Improvement Work Plan through a formalized quality improvement annual evaluation, which assesses the results of the plan. This evaluation guides the next steps and development of a Quality Improvement Plan for the coming year.

## SECTION 13: Quality Improvement Program

### Collaboration with Contracted Providers in the Creation, Implementation, and Monitoring of the Quality Program Improvement Plan

#### Provider Advisory Council

CCA strongly believes that its provider network has a substantial and fundamental role in determining the success of its annual Improvement Plan. Specifically, collaboration with and cooperation of CCA contracted providers is critical to Improvement Plan development, execution, and evaluation. CCA collaborates with contracted providers to identify opportunities for improvement. To this end, CCA has established a Provider Advisory Council, a group of network, contracted healthcare providers practicing in primary care and behavioral health to engage with CCA leadership to facilitate the open exchange of ideas and promote collaboration and mutual accountability between CCA and the network.

CCA convenes diverse, multidisciplinary network, contracted health care providers to provide feedback on process and systems to improve health, access, cost and experience of members and providers up to four times a year. In this forum the Provider Advisory Council and health plan leadership discuss:

- Open exchange of ideas, share values, goals, and visions, and promote collaboration and mutual accountability between CCA and the Provider Network.
- Evidence-based and emerging best practices to support out network in empowering CCA members to achieve their health goals, removing barriers to care, while advancing health equity.
- Input and recommendations to CCA on its policies, procedures, activities, clinical guidelines, clinical model of care and population health initiatives.
- How to identify quality improvement opportunities and provide input to CCA on the provider experience including moments that matter and pain points in our work together.
- How to assist CCA with developing effective communications across the Provider Network and enable a robust provider engagement strategy.
- Recommended efficiencies and best practices regarding service availability, and consumer choice, including ways to close gaps in clinical services and access to care, particularly for underserved populations.

#### Network Quality Improvement Programs:

CCA's Performance Incentive Program was designed to align with the organization's mission and goal to improve health equity. The program focuses on measures with wide variation in practice, where CCA overall is not performing at the target level, and where there are opportunities for improvement in specific sub-populations (Demographic, RELD SOGI, SDOH impact). CCA has built incentives into our contracts with primary care provider entities to promote and recognize their achievement in clinical and service quality on specific performance measures. The model involves shared performance goals, based on population-based assessment and work towards overall improvement in member health which align with CCA funding source quality requirements, such as CMS Star and MMP Withhold. Understanding the current Population Health program and capacity primary care provider entities is an essential element in our collaboration and quality improvement programs. Understanding baseline performance in the following HEDIS domains:

- Effectiveness of Care Coordination (Transitions)
- Effectiveness of Care for Chronic Conditions
- Effectiveness of Care Prevention and Screening
- Access and Availability of Care
- Utilization and Risk Adjusted Utilization

## SECTION 13: Quality Improvement Program

CCA is available for performance management support to review performance and discuss opportunities for improvement, to identify ways CCA can collaborate on gap in care closure campaigns, and to review how to engage members who, as an example, have not accessed primary care within the calendar year.

### Data Integration and Reporting

Data from multiple sources is integrated to produce quality metric reports on CCA performance overall, and where feasible, at the Primary Care Practice site and the individual clinician level. Reports include, but are not limited to, measures from HEDIS, CAHPS, HOS, Medicare Part D Patient Safety, Medicare Part C Reporting, Complaints, Appeals, Provider Summary reports and CCA-specific metrics developed and reported for priority quality evaluation and improvement initiatives. These reports are reviewed multiple times throughout the year on the Committee, department, or individual level. They serve as one factor of the need for the development and implementation of Quality Improvement and Clinical initiatives. As a key component in our expression of the Plan-Do-Study-Act (PDSA) model, data serves to drive better care and services to our members.

### Collaborating for Quality Through Data

Throughout the year, CCA produces gap reports and site reports for internal and network contracted provider distribution. CCA analyzes and reports HEDIS measure results at the Primary Care practice level whenever the site level sample size is adequate for meaningful reporting and comparisons. These performance reports include blinded comparisons to other Primary Care sites and are reviewed with practice leadership and clinicians each year. These reviews serve as the basis for developing annual priorities and improvement at each site. Internal gap reports are shared across the CCA clinical functional areas to drive internal practitioner care of their assigned members. External gap reports are provided to individual network contracted physicians to assist them in providing high quality care to members. Site reports are provided to larger to medium group network contracted practitioners to provide them with a global view of the care and services being provided to their members. This includes both utilization and cost data as well as the clinical measures data. Both internal and network contracted providers review and assess this data to make comparisons between patterns of care, including outcomes, rendered to members.

### Prioritized Quality Initiatives

Though they may change over time, CCA priority quality initiatives, as outlined in each year's Improvement Plan, typically focus on protocols, processes, and procedures to improve the effectiveness and/or efficiency of care delivery.

In addition to ongoing monitoring and maintenance of CCA compliance with CMS and MassHealth quality-related standards and expectations, priority initiatives for 2025 include:

- **Admissions and Readmissions:** Reducing ambulatory sensitive conditions through PCP access and coordinated transitions into the community.
- **Social determinants of health:** Removing barriers such as transportation, housing instability and hunger.
- **Chronic condition management:** Managing diabetes, kidney disease, COPD, and metabolic syndrome through care management coordination, medication adherence and building self-management skills.
- **Behavioral health integration:** Integrating medical and behavioral health services; screening for depression and creating wellness plans to support improved community tenure and lessening disease burden.
- **Preventive care and Vaccination rate improvement:** Continuing to support access to annual wellness visits and physical exams that are key in Primary Care supporting healthy behaviors and getting annual care and services that improve health outcomes.

## SECTION 13: Quality Improvement Program

### Compliance with CMS and MassHealth Requirements

CCA must comply with a number of CMS and MassHealth quality-related standards and expectations. Requirements for compliance include several ongoing data submissions, including but not limited to:

- Healthcare Effectiveness Data and Information Set (HEDIS®)
- Consumer Assessment of Healthcare Providers and Systems (CAHPS®)
- Health Outcomes Survey (HOS)
- Quality-of-care grievances
- Model of care description development and maintenance
- Quality Improvement Program description
- Quality Improvement Program evaluation
- Quality Improvement Work Plan
- Performance improvement projects (PIPs)
- Chronic care improvement projects (CCIPs)

In addition, CCA is committed to using evidence-based guidelines as a basis for quality measurement and improvement.

### Healthcare Effectiveness Data and Information Set Guidelines (HEDIS®)

CCA assesses its performance using several tools and measurement methodologies, including HEDIS. HEDIS is a standardized set of performance measures widely used by managed care organizations to enable comparisons of performance over time. The performance measures in HEDIS are related to many significant diagnoses such as cancer, heart disease, asthma, and diabetes. HEDIS is sponsored, supported, and maintained by the National Committee for Quality Assurance (NCQA), which defines standards for accreditation of health plans in the US. A subset of the HEDIS performance measures is reported to required regulatory entities on an annual basis, per state requirements.

With HEDIS, CCA is assessed on six domains of care:

- Effectiveness of care
- Access/availability of care
- Experience of care
- Utilization and risk adjusted utilization
- Health plan descriptive information
- Measures reported using electronic clinical data systems

Specifications for HEDIS measurement are updated annually by NCQA.

Performance results, assessed and reported annually, are sourced by administrative claims data as well as medical record reviews. CCA works with each of its providers to ensure uniformity in understanding around documentation requirements to support the medical record review component of this annual assessment.

A subset of HEDIS results is used to calculate the CCA Medicare star rating.

## SECTION 13: Quality Improvement Program

### Consumer Assessment of Healthcare Providers and Systems (CAHPS®)

In addition to HEDIS, CCA participates in a standardized survey of consumers' experiences to evaluate its performance in areas such as customer service, access to care and claims processing. The survey used is called the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). CAHPS® is sponsored, supported, and maintained by the Agency for Healthcare Research and Quality (AHRQ).

Data are collected from a random sample of CCA members each spring. A subset of CAHPS® results is used to calculate the CCA Medicare star rating.

### Health Outcomes Survey (HOS)

The Medicare Health Outcomes Survey (HOS), another standardized tool, is performed on behalf of CCA to evaluate the healthcare status and health-related quality of life of its members by comparing response data from year one to response data provided by the same set of members in year two.

Data are collected each spring. A subset of HOS results is used to calculate the CCA Medicare star rating.

### Quality-of-Care Concerns

CCA is committed to providing the highest-quality, most effective healthcare to its members. CCA relies heavily on its provider network to identify potential quality-of-care concerns and to escalate such concerns according to standard policy.

### Confidentiality

All persons participating in quality improvement activities adhere to the CCA confidentiality policy, which is compliant with HIPAA rules and regulations. Results of improvement activities and reports do not contain any identified patient information and, when necessary, are coded or reported in aggregate. All information generated by improvement activities is protected by applicable state and federal laws and regulations.

### Critical Incident Reporting

All critical incidents must be reported to the Commonwealth Care Alliance team. To do this, email a copy of the MassHealth Critical Incident Report Form to the CCA Senior Quality of Care Specialist at [CCAcriticalincident@commonwealthcare.org](mailto:CCAcriticalincident@commonwealthcare.org). This form must be sent to CCA within 24 hours of discovery. Some common examples of adverse incidents that should be reported to CCA include, but are not limited to:

- Premature death of a member resulting from or related to any of the following:
  - Suicide, homicide, drug overdose, suspected medication error, direct medical care, fire or natural disaster, or mistreatment, or allegation of mistreatment, of a member, including but not limited to abuse, neglect, emotional harm, or sexual or financial exploitation.
- Serious physical or psychological injury, regardless of the location where the injury occurred, related to any of the following:
  - delivery of care provided directly by an Individual Care Plan's (ICP) care staff.
  - motor vehicle accident related to a member's substance use disorder or involving ICP-provided transportation.
  - medical equipment failure/failure to deliver medical equipment in a timely manner.
  - second-degree or higher burns
  
  - suicide attempt, self-injurious behavior or overdose related to substance use.
  - falls with a fracture that meet any of the following three conditions:
    - requiring hospitalization (admission or observation stay more than 23 hours) related directly to the fall,
    - involving a member with a history of falls within the past six months; or

## SECTION 13: Quality Improvement Program

- associated with a head injury.
    - exposure to hazardous materials (including lead, chemical, or bloodborne pathogens).
  - suspected medication error.
  - mistreatment, or allegation of mistreatment, of a member, including but not limited to abuse, neglect, emotional harm, or sexual or financial exploitation.
  - suspected or alleged criminal activity against the member.
  - preventable pressure injury (Stage 3 and 4); or
  - any use of restraints, restrictive interventions, or seclusion.
- Incident that does not involve an injury and is related to one of the following:
  - an incident in which a member wanders away or leaves an area without supervision or authorization and presents a safety threat to the member and/or others.
  - member missing from scheduled care, resulting in potential serious harm.
  - displacement of member from permanent or temporary housing due to unsafe living conditions including but not limited to fire, serious flooding, pest infestation, hoarding, or natural disaster.
  - failure to follow policies and procedures involving the use of restraints, restrictive interventions, or seclusion.
  - mistreatment, or allegation of mistreatment, of a member, including but not limited to abuse, neglect, emotional harm, or sexual or financial exploitation; or
  - suspected or alleged criminal activity against the member.



## SECTION 14: Provider Enrollment and Credentialing

# SECTION 14: Provider Enrollment and Credentialing

## Provider Enrollment

Providers and facilities are responsible for notifying CCA of any changes to provider enrollment information.

Examples of these changes include, but are not limited to:

- Adding new providers to a practice or facility
- Terminating providers from a practice or facility
- Changes to demographic information
- Changes to panel status (Seeing Patients/Accepting New Patients)
- Changes to a Group NPI or Tax ID number

All requests must be sent to Provider Data Management at [PNMDepartment@commonwealthcare.org](mailto:PNMDepartment@commonwealthcare.org) 45 days before the change or update. The following forms may be used as part of the submission and should be accompanied by a signed W-9.

To add a new provider under a practice or facility, please complete the HCAS Provider Enrollment Form:

[www.hcasma.org/attach/HCAS-Provider-Enrollment-Form-4.1.24.docx](http://www.hcasma.org/attach/HCAS-Provider-Enrollment-Form-4.1.24.docx)

To add or terminate ten or more providers under a practice or facility, please complete CCA's Medical Roster Template.

To make changes to a provider's information, please complete the Standardized Provider Information Change Form:

[https://masscollaborative.org/Attach/Provider\\_Information\\_Change\\_Form.pdf](https://masscollaborative.org/Attach/Provider_Information_Change_Form.pdf)

## Provider Credentialing

The CCA Credentialing Committee oversees the credentialing and re-credentialing process for all provider applicants to the CCA network. The Credentialing Committee approves or denies the provider's participation in our network based upon the review of the application, supporting documents, and results of the credentialing verification process.

In some specific instances, CCA delegates primary source verification to another entity. Notwithstanding delegation, CCA retains the right to approve, suspend, or terminate practitioners from our network. If you have any questions, please contact the Credentialing department at [credentialing@commonwealthcare.org](mailto:credentialing@commonwealthcare.org).

## Credentialing and Re-credentialing Process

### *Types of Providers Credentialed*

CCA credentials providers that are permitted to practice independently under Massachusetts law, including but not limited to:

- Acupuncturists
- Audiologists
- Chiropractors
- Hearing instrument specialists

## SECTION 14: Provider Enrollment and Credentialing

- Optometrists
- Alcohol and drug addiction counselors (CADC-II and LADC-I)
- Licensed marriage and family therapists (LMFT)
- Licensed mental health counselors (LMHC)
- Licensed independent clinical social workers (LICSW)
- Nurses—nurse practitioners and other advanced practice nurses (ARNP, CNS, CRNP, NP, PNMHCS, RNCS)
- Oral surgeons
- Physicians (MD and DO)
- Physician assistants
- Podiatrists
- Psychologists (Ed.D., LP, PhD, PsyD)
- Speech, occupational, and physical therapists

### ***Information Required for Credentialing***

CCA requires the following information for credentialing:

**Application:** A completed, signed, and dated practitioner application form (i.e., HCAS, CAQH) that includes supporting documents, work history, education and training, attestation, authorization and release, professional liability insurance information, malpractice history, disciplinary action information, board certification status, primary hospital, and names of all other hospitals where you have privileges.

Work history must be submitted via the application or a CV. As of the date the application is signed, physicians must submit 5 years of history. Each entry of work history must be dated with the month and year. Any gap of employment of greater than 6 months must include a written explanation.

For behavioral health providers treating substance use disorders, providers need to report on continuing education units (CEU) trainings they have participated in on substance use disorder.

Physicians must give written confirmation from their primary hospital stating that they are credentialed or re-credentialed pursuant to Massachusetts state law.

Either CCA or a delegated contracted, NCQA-certified Credentials Verification Organization (CVO) will perform and document primary source verification on certain information that you have provided to us. Examples of this information include verification of full license to practice, DEA certificate, board certification, highest level of education or training, professional liability claims history, work history, Medicare/Medicaid sanctions, and disciplinary action history. Sources of primary source verification include, but are not limited to, the National Practitioner Data Bank, state licensing agencies, malpractice carriers, and the Office of the Inspector General.

**Credentialing Quality:** CCA assembles internal quality issues related to the practitioner that have been identified and documented through our ongoing quality monitoring process, including adverse events, member grievances, appeals and complaints and audits of practitioner records.

### ***Your Right to Review and Correct Erroneous Information***

You have a right to review information that we have obtained to evaluate your credentialing application, including information from outside sources, except for references, recommendations, or other peer-review protected information.

## **SECTION 14: Provider Enrollment and Credentialing**

If the information we receive from outside sources varies substantially from information submitted to us by you, we will notify you in writing of the discrepancy. Our letter to you will include a description of the discrepancy, a request for an explanation and/or correction from you, who you should return the letter to, and the time frame you have to do so. We will document receipt of your response.

### ***Your Right to Be Informed***

You have a right to be informed, upon request, of the status of your application at any time during the credentialing process. If you make an inquiry to the Credentialing department, we will respond to any questions you have, inform you of any outstanding information needed by us prior to a credentialing/re-credentialing determination, and, if none, inform you of the date your application is scheduled to be reviewed for a final credentialing determination.

### ***Credentialing File Review, Determinations, Notice, and Reporting***

After all necessary information has been collected and verified, provider credentialing files are reviewed by the Credentialing Committee to determine if credentialing criteria are met. Based on this review, practitioners may be credentialed, approved with conditions, denied initial credentialing, or terminated from participation in our programs.

### ***Notice to Practitioners***

All applicants granted initial credentialing are notified in writing of the approval no later than 45 calendar days from the approval date. Any initial applicant who is denied credentialing, or a participating practitioner whose credentials are approved with conditions or terminated, is notified in writing of the action, and the reasons therefore, within 45 calendar days from the Committee's decision. Practitioners who are re-credentialed in the ordinary course do not receive written notice.

### ***Notice to Members***

If a PCP or certain specialists are terminated for any reason, CCA is required to notify members who have been obtaining services from these practitioners that the practitioner is no longer participating with CCA.

### ***Reporting***

CCA complies with all regulatory and government reporting requirements. All denials, conditional approvals, or terminations that constitute disciplinary actions under state law and/or adverse professional review actions under federal law will be reported as required. Reports to the Board of Registration in Medicine are required to be made within 30 days of the date of the Credentialing Committee action.

### ***Credentialing/Re-credentialing Criteria***

Practitioners are credentialed and re-credentialed based on the following credentialing criteria:

- Contract with CCA: Practitioner must be contracted with CCA.
- Completed credentialing application: Practitioner must have submitted an accurate and fully completed credentialing application.
- Education and training: Practitioner must have appropriate education and training consistent with his/her profession and specialty, as further described in our Credentialing Policies and Procedures.
- License: Practitioner must have an active and valid Massachusetts license, and additional certifications where required, to practice his/her profession and specialty.
- DEA and Massachusetts Controlled Substances Registration (MCSR)/Certified Director of Safety (CDS) certification: Practitioner must have DEA or MCSR/CDS certification, as applicable.

## SECTION 14: Provider Enrollment and Credentialing

- Professional liability insurance: Practitioner must maintain professional liability insurance no less than \$1,000,000 per claim/\$3,000,000 annual aggregate, or higher if required by the Commonwealth of Massachusetts, or be covered under the Federal Tort Claims Act (FTCA). (Applicants who meet the professional liability requirements because they are covered under the FTCA and are credentialed by CCA may only deliver services to members who are patients of the entity that is covered by the FTCA.) Dentists must maintain at least \$1,000,000/\$2,000,000, or as specified by the Commonwealth of Massachusetts.
- Board certification: In accordance with the CCA Board Certification Policy, physicians, podiatrists, oral surgeons, and nurse practitioners must be:
  - Board certified by a CCA–recognized specialty board; or
  - In the process of achieving initial board certification by a CCA–recognized specialty board and achieve board certification in a time frame relevant to the guidelines established by the applicable specialty board. Waivers will be considered by CCA only when necessary for CCA to maintain adequate member access
- Hospital privileges: Physicians must have hospital admitting privileges at a hospital contracted with CCA, unless the physician has alternative admitting arrangements as described below. If there are any restrictions on the physician’s hospital privileges, the physician must provide a detailed description of the nature and reason for such restrictions, which shall be considered and evaluated by the Credentialing Committee at its discretion.
- Alternative admitting arrangements: If you do not have hospital admitting privileges at a hospital contracted by CCA, you must provide an explanation of arrangements you have put in place for members to be admitted to plan-contracting hospitals (which can be an arrangement with a contracted physician who does have privileges at the hospital, provided that the covering physician sends confirmation of these arrangements to the Credentialing department).
- If you do not have hospital admitting privileges at any hospital, you must:
  - Provide the names of two CCA–contracted physicians (who are not financially linked to your practice) who can provide reference letters attesting to your clinical competence. (Credentialing department staff will request reference letters from these two physicians at the time of initial credentialing and re-credentialing.) The Credentialing Committee will review these references and in its sole discretion determine whether they are adequate for an exception to be made.
  - Provide an explanation of arrangements you have put in place for your members to be admitted to a CCA–contracted hospital (which can be an arrangement with a CCA–contracted covering physician who does have privileges at a CCA–contracted hospital, provided that the covering physician sends confirmation of these arrangements to the Credentialing department)
- Federal/state program exclusions: Practitioner must not be currently excluded, terminated, or suspended from participation in Medicare, Medicaid, or any other federal or state healthcare program
- Criminal proceedings: Practitioner must not have been involved in any criminal proceedings that may be grounds for suspension or termination of your license to practice
- Compliance with legal standards: Practitioner must be in compliance with all applicable legal requirements relating to the practice of your profession, including meeting all continuing education requirements
- Quality care and service:
  - Based on all the information collected as part of the credentialing process, practitioner must reasonably be expected to provide quality and cost-effective clinical care and services to plan members
  - Practitioner must not have engaged in behavior which may adversely impact member care or service, including but not limited to: behavior which negatively impacts the ability of other participating providers to

## SECTION 14: Provider Enrollment and Credentialing

work cooperatively with you; reflects a lack of good faith and fair dealing in your dealings with CCA, its provider network, or its members; reflects a lack of commitment to managed care principles or a repeated failure to comply with CCA managed care policies and procedures; indicates a lack of cooperation with the CCA Quality Improvement or Utilization Management Programs; or constitutes unlawful discrimination against a member under any state or federal law or regulation. Provider shall not discriminate by product and shall maintain access and hours equally for all CCA members

- Practitioner must not have engaged in any behavior which could harm other healthcare professionals, patients, or CCA employees. Such behaviors include, but are not limited to, acts of violence committed within or outside the practitioner's practice, whether or not directed toward other healthcare professionals, patients, or CCA employees, and must be judged by the Credentialing Committee to create a significant risk to other healthcare professionals, patients, or CCA employees
- Primary care providers (PCPs): In addition to meeting the above criteria, applicants applying for credentials as PCPs must be:
  - A physician or osteopathic physician trained in Family Medicine, Geriatric Medicine, Internal Medicine, General Practice, Adolescent and Family Medicine, Pediatric Medicine, or Obstetrical and Gynecological Medicine (for female members only); or a nurse practitioner (NP). For NPs: the NP must submit the name of the participating supervising physician. NPs are required to be trained as an adult nurse practitioner, pediatric nurse practitioner, or family nurse practitioner
  - PCPs (who are physicians or osteopathic physicians) must be board certified in Family Medicine, Internal Medicine, Pediatric Medicine, or Obstetrics & Gynecology or must meet the criteria specified in the Board Certification Policy
  - Exceptions: The Credentialing Committee may authorize a specialist physician to serve as a member's PCP if the member has a life-threatening, degenerative, or disabling condition or disease that requires prolonged specialized care (e.g., human immunodeficiency virus (HIV), end-stage renal disease, or an oncology diagnosis), and the Committee believes it will be in the best interest of the member to make this exception. Specialists acting in the capacity of a PCP must be or must become CCA-participating providers and must adhere to all CCA standards applicable to PCPs. Covering practitioners for the specialist-PCP must be credentialed by CCA
  - Access and availability: As part of its credentialing determinations, the Credentialing Committee may consider, at its discretion, CCA network access and availability needs

You are not entitled to be credentialed or re-credentialed on the basis that you are licensed by the state to practice a particular health profession, or that you are certified by any clinical board or have clinical privileges in a CCA contracted entity. CCA, in its sole discretion, credentials and re-credentials practitioners based on its criteria set forth in its credentialing policies and summarized in this manual. CCA is responsible for all final determinations regarding whether a practitioner is accepted or rejected as a participant in our network. No CCA credentialing or re-credentialing decisions are based on a practitioner race, ethnic/national identify, gender, age, sexual orientation, or the types of procedures in which the practitioner specializes. We may include practitioners in our network who meet certain demographic, specialty or cultural needs of members.

## SECTION 14: Provider Enrollment and Credentialing

### *Re-credentialing*

You will be required to update and re-attest to your information every 3 years. If a practitioner does not keep his or her information current, or re-attest to information to ensure it is available for re-credentialing, termination may result, in which case the practitioner would need to re-apply to CCA as an initial applicant.

**Please note that, unlike initial credentialing, re-credentialing includes an assessment of quality-related information collected by CCA as a result of its ongoing clinical and service quality monitoring process.** This information may include, but is not limited to, adverse events, member grievances, appeals and complaints, member satisfaction surveys, utilization management information, and information generated from CCA site reviews or audits of practitioner records.

### *Ongoing Monitoring and Off-Cycle Credentialing Reviews and Actions*

Between re-credentialing cycles, CCA conducts ongoing monitoring of information from external sources, such as sanctions from state licensing boards (e.g., Massachusetts Board of Registration in Medicine), Medicare/Medicaid, the Office of Inspector General, and internal sources, such as member grievances and adverse clinical events. This information is routinely included in practitioner file reviews during re-credentialing cycles, but it may also be reviewed by a Medical Director or the Credentialing Committee at any time between re-credentialing cycles. After review, the Committee may take no action, may continue the practitioner's credentials with conditions, may require the practitioner to complete a full off-cycle credentialing application and review, or may terminate the practitioner from CCA programs.

If information is received through the monitoring process that causes the CCA Medical Director or the Chief Medical Officer to believe that a practitioner has placed or is at substantial risk for placing a member in imminent danger and that failure to summarily suspend credentials is contrary to the immediate best interests of member care, he or she may summarily suspend a practitioner's credentials. In such event, the practitioner is notified in writing immediately, including the reasons for the action, and the subsequent procedure to be followed by CCA. Any summary suspension will be reviewed by the full Credentialing Committee at its next regularly scheduled meeting. The Committee may reinstate the practitioner, or take any action described in the preceding paragraph.

Under its state contracts, if CCA receives a direct notification from MassHealth or the Connector to suspend or terminate a practitioner, CCA is required to suspend or terminate the practitioner from its network. In such a case, CCA will notify the practitioner in writing, with the reasons therefore, no later than three business days from the date CCA receives such notice. There is no right of appeal from a suspension or termination based on a termination directive from MassHealth or the Connector.

## SECTION 14: Provider Enrollment and Credentialing

### Credentialing Appeals Process for Practitioners

#### *Right of Appeal*

If the Credentialing Committee denies your initial credentialing application, approves your network participation with conditions, or terminates your network participation, and such action constitutes a “disciplinary action” as defined in the CCA Credentialing Policies, you are entitled to appeal the disciplinary action. A disciplinary action is an adverse action taken by the CCA Credentialing Committee, up to and including termination from CCA, on the basis of a committee determination that the practitioner does not meet CCA credentialing criteria related to the competence or professional conduct of the practitioner (i.e., quality of care or service.) Examples include, but are not limited to, a denial or termination due to the volume or nature of malpractice suits against the practitioner, or the quality or quantity of adverse clinical events generated during a practitioner’s affiliation with CCA.

Practitioners have no right of appeal from an action that is:

- An “adverse administrative action”—an adverse action taken by the Credentialing Committee against a practitioner, up to and including termination from CCA, that is not related to the Committee’s assessment of the practitioner’s competence or professional conduct. Examples include, but are not limited to, a denial or termination due to failure to meet CCA board certification requirements, failure to maintain adequate professional liability coverage, or failure to meet other contractually specified obligations; or
- A CCA termination based on a directive from MassHealth or the Connector to terminate or suspend a practitioner who is contracted with the plan for MassHealth or Commonwealth Care

#### *Notice*

If the Credentialing Committee takes a disciplinary action, the practitioner will be notified in writing (by signature -requested delivery) within 30 calendar days following the date of the action. The notice will contain a summary of the reasons for the disciplinary action and a detailed description of the appeal process.

#### *Practitioner Request for Appeal*

You may request an appeal in writing by sending a letter to the CCA Credentialing Committee chairperson postmarked no more than 30 calendar days following your receipt of CCA’s notice of disciplinary action. CCA will not accept provider appeals after the 30-calendar-day period. You have a right to be represented in an appeal by another person of your choice (including an attorney). Your appeal should include any supporting documentation you wish to submit.

When we receive a timely appeal, we will send you an acknowledgement letter. The Credentialing Committee Chairperson will arrange for your case to be sent back to the Credentialing Committee for reconsideration.

If no appeal request is received by the filing deadline, the Credentialing Committee’s action is final.

#### *Credentialing Committee Reconsideration*

Upon timely receipt of an appeal request, the Credentialing Committee will review the appeal and reconsider its original decision. Upon reconsideration, if the Committee overturns its original decision, you will be notified in writing. If the Committee upholds its original decision or modifies it such that another type or level of disciplinary action is taken, you will be notified in writing that an appeals panel will be assembled to review the appeal, the date and time of the appeal panel hearing, whether you are invited to attend the hearing, and other administrative details.

## **SECTION 14: Provider Enrollment and Credentialing**

### ***Appeals Panel Hearing and Notice***

The appeals panel is a medical peer-review committee that is appointed by CCA to hear the appeal. The hearing will occur no earlier than 30 calendar days and no later than 90 calendar days following CCA's receipt of your appeal request, unless otherwise determined by CCA. The hearing shall consist, at a minimum, of the panel's review of the written submissions by CCA and the practitioner, but may, at the sole discretion of CCA, allow for presentation of live testimony by CCA and/or the practitioner. The panel is empowered to uphold, modify, or overturn the Credentialing Committee's decision. The appeals panel's decision is final.

You will be notified of the decision of the appeals panel, and the reasons therefore, no later than 45 calendar days from the date of the hearing.

### ***Re-application Following Denial or Termination***

In the event initial credentialing is denied, or if a practitioner is terminated from the network, CCA will not reconsider his/her reapplication for credentialing for 2 years following the effective date of denial or termination, unless the Credentialing Committee, at its sole discretion, deems a shorter period to be appropriate.

### ***Role of the Credentialed Primary Care Provider (PCP)***

A PCP is responsible for supervising, coordinating, and providing initial and basic care of members who have selected that provider for general healthcare services. The PCP also initiates referrals for specialty care and assessments needed by a member and maintains overall continuity of a member's care. Examples of specialty care services may include medical, behavioral, and long-term support services. The referral process may include PCPs utilizing the CCA directory of contracted providers wherever possible and a review of the prior authorization requirements, found in Section 4 of this provider manual. The PCP provides coverage for members 24 hours a day, 7 days a week. A PCP is a provider selected by the member, or assigned by CCA, to provide and coordinate the member's care.

PCPs are physicians practicing in one of the following specialties: family medicine, internal medicine, geriatrics, general practice, adolescent and family medicine, pediatric medicine, and obstetrics/gynecology (for female members only). Nurse practitioners (NPs) may also function as CPs, if they are trained in Internal Medicine, Pediatrics, Family Medicine, or Women's Health.

***Specialists as Primary Care Provider (PCP):*** When designated as a PCP, a specialist assumes all administrative and clinical responsibilities of a PCP, including responsibility for making necessary referrals to other specialists and addressing the preventive and routine care needs of the assigned member. A PCP who believes that one of his/her plan members should receive primary care from a specialist should contact our Care Management department.

### ***Role of the Credentialed Specialist***

Credentialed specialists are physicians who are board-certified in a specific specialty recognized by the American Board of Medical Specialties. In addition to specialty physicians, contracted providers may be credentialed in the disciplines of podiatry, chiropractic, audiology, or other specialties where an accrediting body has established criteria for education and continuing medical education. We must credential all covering providers.

### ***Organizational Providers***

We assess the quality of all organizational providers prior to contracting. We will confirm that the provider is in good standing with all state and federal regulatory bodies, has been reviewed and approved by an accrediting body, or if not accredited, we will compare the facility's most recent Department of Public Health survey against CCA standards. We will conduct an onsite assessment if the facility is not accredited and has not had a recent Department of Public Health survey.



## SECTION 14: Provider Enrollment and Credentialing

The facilities credentialed include, but are not limited to, the following provider types:

- Acute care hospitals
- Addiction disorder facilities
- Adult day health
- Adult foster care
- Ambulatory surgery centers
- Assisted living facilities
- Certified home health agencies
- Community-based organizations
- Community health centers
- Community mental health centers
- Durable medical equipment suppliers
- Freestanding diagnostic radiology centers
- Freestanding outpatient dialysis centers
- Freestanding laboratories
- Hospices
- Inpatient psychiatric facilities
- Intermediate care facilities for the mentally disabled
- Long-term acute care hospitals (LTACs)
- Long-term service and support providers
- Nursing facilities (NFs)
- Outpatient behavioral health clinics
- Rehabilitation hospitals
- Residential treatment centers for psychiatric and addiction disorders
- Skilled nursing facilities (SNFs)\_

The initial network application process for organizational providers includes the submission of the following, at a minimum:

- A CCA facility/group application
- A state license
- Medicare and Medicaid certification
- Professional liability insurance
- A copy of accreditation status

## SECTION 14: Provider Enrollment and Credentialing

We may request other documentation, based on provider type. For those facilities not accredited by one of the accreditation agencies listed below or not recently visited by the Department of Public Health, a CCA site visit to that facility is required.

- AAAASF: American Association for the Accreditation of Ambulatory Surgery Facilities
- AAAHC: Accreditation Association for Ambulatory Health Care
- AASM: American Academy of Sleep Medicine
- ACDD: Accreditation Council for Developmental Disabilities
- ACHC: Accreditation Commission for Health Care
- ACR: American College of Radiology
- CAP: College of American Pathologists
- CARF: Commission on Accreditation of Rehabilitation Facilities
- CCAC: Continuing Care Accreditation Commission
- CHAP: Community Health Accreditation Program
- CLIA: Council Laboratory Improvement Amendment
- COA: Counsel on Accreditation
- COLA: Clinical Laboratory Accreditation (a deemed accrediting authority for CLIA)
- DNV: Det Norske Veritas Healthcare, Inc.
- HFAP: Healthcare Facilities Accreditation Program
- HQAA: Healthcare Quality Association Program
- IAC: Intersocial Accreditation Commission
- NCQA: National Committee for Quality Assurance
- TCT: The Compliance Team, Inc., of Exemplary Providers
- TJC: The Joint Commission



## **SECTION 14: Provider Enrollment and Credentialing**

### **Re-credentialing of Organizational Providers**

All contracted organizational providers are re-credentialed every 3 years, or more often, as determined necessary or as requested by the Credentialing Committee.

#### ***Quality-of-Care Issues***

Organizational providers may be required to have a site visit in the event that a serious quality of care issue has been identified, the provider has been sanctioned, the provider's accreditation has been withdrawn, or a pattern of quality-of-care problems has been identified by CCA. Organizational providers are required to notify us within 10 business days of any actions by a state agency that might affect their credentialing status with us, including, but not limited to, a change in license status, change in ability to perform specific procedures, or a freeze in admissions, type, or number of patients the provider is allowed to admit.

### **Credentialing Contact Information**

Credentialing Department  
CCA, Inc.  
2 Avenue de Lafayette, 5<sup>th</sup> Floor  
Boston, MA 02111  
[credentialing@commonwealthcare.org](mailto:credentialing@commonwealthcare.org)

## SECTION 15: Marketing Guidelines

### SECTION 15: Marketing Guidelines

Providers may market CCA to prospective members; however, they must follow current Medicaid and Medicare marketing guidelines.

#### Provider-Based Activities

To the extent that a provider can assist a member in an objective assessment of his/her needs and potential options to meet those needs, they may do so. Contracted providers may engage in discussions with members should a member seek advice. However, CCA must ensure that contracted providers are aware of their responsibility to remain neutral when assisting with enrollment decisions and Do Not:

- Offer scope-of-appointment forms
- Accept Medicare enrollment applications
- Make phone calls or direct, urge, or attempt to persuade members to enroll in a specific plan based on financial or any other interests of the provider
- Mail marketing materials on behalf of CCA
- Offer anything of value to induce plan members to select them as their provider
- Offer incentives to persuade members to enroll in a particular plan or organization
- Conduct health screening as a marketing activity
- Accept compensation directly or indirectly from the plan for enrollment activities
- Distribute materials/applications in an exam room

Contracted providers may:

- Provide the names of plans/Part D sponsors with which they contract or participate
- Provide information and assistance in applying for the low-income subsidy (LIS)
- Make available or distribute plan marketing materials and enrollment forms in common areas
- Refer their patients to other sources of information, such as SHIPs, CCA marketing representatives, their state Medicaid office, local Social Security Office, the CMS website [www.medicare.gov/](http://www.medicare.gov/), or 1-800-MEDICARE
- Share information with patients from the CMS website, including the Medicare and You Handbook or Medicare Plan Finder at [www.medicare.gov/plan-compare](http://www.medicare.gov/plan-compare), or other documents that were written by or previously approved by CMS
- Share information with patients from the MassHealth Senior Care Options website, [www.mass.gov/senior-care-options-sco](http://www.mass.gov/senior-care-options-sco)
- Share information with patients from MassHealth's One Care website, [www.mass.gov/one-care](http://www.mass.gov/one-care)

## SECTION 15: Marketing Guidelines

### Provider Affiliation Information

Plans/Part D sponsors may allow contracted providers to announce new or continuing affiliations.

Continuing affiliation announcements may be made through direct mail, email, phone, or advertisement. The announcement must clearly state that the provider may also contract with other plans/Part D sponsors.

New provider affiliation announcements may be made once within the first 30 days of a new contract agreement. In the announcement, plans/Part D sponsors may allow contracted providers to name only one plan/Part D sponsor. This may be done through direct mail, email, or telephone. Neither the plan/Part D sponsor nor the contracted provider is required to notify members that the provider may contract with other plans/Part D sponsors in new affiliation announcements. Any affiliation communication materials that describe plans in any way, (e.g., benefits, formularies), must be approved by MassHealth and CMS. CCA is responsible to work with the contracted provider to ensure approval is granted from both MassHealth and CMS.

For more detail, please see the current [Medicare Marketing Guidelines](#) and [Marketing Guidance for Massachusetts Medicare-Medicaid Plans](#). Marketing guidelines are updated minimally once per year.

## SECTION 16: Compliance and Fraud, Waste & Abuse Program

### SECTION 16: Compliance and Fraud, Waste & Abuse Program

#### CCA's Compliance Program

Commonwealth Care Alliance, Inc. (CCA), is committed to conducting its business operations in compliance with ethical standards, internal policies and procedures, contractual obligations, and all applicable federal and state statutes, regulations, and rules, including but not limited to those pertaining to the Centers for Medicare and Medicaid Services (CMS) Part C and D programs; the Massachusetts Executive Office of Health and Human Services (EOHHS), MassHealth, and the Office of Inspector General (OIG). This Compliance Program applies to all CCA lines of business. The CCA compliance commitment includes its internal business operations, as well as its oversight and monitoring responsibilities related to its first-tier, downstream and related entities (FDR).

CCA has formalized its compliance activities through a comprehensive Compliance Program. The Compliance Program incorporates the fundamental elements of an effective compliance program identified by CFR 422.503(b) (4) (vi) and CFR 423.504(b) (4) (vi) and the OIG federal sentencing guidelines.

The CCA Compliance Program contains the following core elements, including measures to prevent, detect, and correct Fraud, Waste, and Abuse (FWA):

- Code of Conduct and written policies and procedures
- Compliance Officer, Compliance Committee and appropriate oversight
- Compliance training and education program
- Effective lines of communication and reporting
- Well-publicized disciplinary standards and enforcement
- Effective system for routine monitoring, auditing, and identification of compliance risks
- Procedures for prompt response to compliance issues and remediation
- First-tier, downstream, and related entity compliance oversight

The CCA Compliance Program is developed to:

- Promote compliance with all applicable federal and state laws and contractual obligations
- Prevent, detect, investigate, mitigate, and appropriately report suspected incidents of program non-compliance
- Prevent, detect, investigate, mitigate, and appropriately report suspected incidents of fraud, waste, and abuse
- Promote and enforce the CCA [Code of Conduct](#)

## **SECTION 16: Compliance and Fraud, Waste & Abuse Program**

### **CCA Compliance Expectations of CCA's Network Providers**

Commonwealth Care Alliance (CCA), Inc. holds its providers to the same standards as required under Medicare and MassHealth, including requirements that apply to CCA to hold providers to by virtue of its Medicare Advantage or MassHealth Managed Care Entity contract functions. As such, providers in-network are required to ensure compliance with the following:

- Providers must enroll in Medicare and Medicaid, unless the provider is a type which is not offered enrollment into Medicare.
- Providers enrolling in Medicaid must comply with all screening requirements, including 42 CFR 455 Subparts B and E.
- Medicare Opt-Out rules, in that any provider who is eligible to enroll in Medicare and opts out is not allowed to remain in-network.
- Providers must not engage in any practice with respect to any Enrollee that constitutes unlawful discrimination under any other state or federal law or regulation, including, but not limited to, practices that violate the provisions of 45 CFR Part 80, 45 CFR Part 84, 45 CFR Part 90, 45 CFR Part 92, MGL 151B.
- A provider must not be excluded from participation in a federal or state healthcare program under either Section 1128 or Section 1128A of the Social Security Act, nor any rules or regulations under any state's Medicaid program.
- Providers must report their inclusion on any state or federal exclusion or debarment list and it shall submit repayment of any claims for dates of service after the exclusion or debarment date.
- Providers shall adhere to medical records documentation standards as required by CMS and with any particular processes required by their specific professional licensure.
- Providers must notify CCA of any changes which may impact their listing in the provider directory, including but not limited to accessibility, languages offered, specialization, location, etc.

## SECTION 16: Compliance and Fraud, Waste & Abuse Program

### The CCA's Fraud, Waste and Abuse (FWA) Program

CCA is committed to preventing, identifying, investigating, reporting and recovering suspected overpayments related to fraud, waste, and abuse. CCA looks to its providers to assist in this effort.

The mission of the CCA FWA Program is to assist in protecting the integrity of CCA, and federal and state programs. This CCA FWA Program is an integral part of the CCA Compliance Program. Anyone conducting business with CCA is expected to report any suspected cases of fraud, waste, or abuse to CCA through one of the following reporting mechanisms, without fear of retaliation or retribution for reports made in good faith:

- Fill out a [Compliance Incident Report](#)
- Report to the CCA Compliance Hotline at 866-457-4953 (may be reported anonymously)
- Email [cca\\_compliance@commonwealthcare.org](mailto:cca_compliance@commonwealthcare.org)
- Mail directly to:

CCA, Inc.  
Attn: Fraud, Waste, and Abuse Department  
30 Winter Street, 11<sup>th</sup> Floor  
Boston, MA 02108

Definitions of fraud, waste, and abuse:

- Fraud is defined as knowingly, intentionally, and willfully executing, or attempting to execute, a scheme or artifice to defraud any healthcare benefit program; or to obtain, by means of false or fraudulent pretenses, representations, or promises, any money or property owned by or under the custody or control of any healthcare benefit program. Examples of fraud include but are not limited to: a provider billing for services or supplies that were not provided; or a member knowingly sharing their CCA ID card with a non-member of CCA in order to obtain services.
- Waste is defined as the overutilization of services, or other practices that directly or indirectly result in unnecessary costs. Waste is generally not considered to be caused by criminally negligent actions but rather the misuse of resources. Examples of waste include but are not limited to: a mail-order pharmacy sending medications to members without first confirming the member still needs them; or a physician ordering excessive diagnostic tests.
- Abuse involves payment for items or services when there is no legal entitlement to that payment even when the provider has not knowingly and/or intentionally misrepresented facts to obtain payment. Examples of abuse include but are not limited to: a medical professional providing treatment to a patient that is inconsistent with the diagnosis; or misusing codes and modifiers on a claim such as upcoding or unbundling codes.



## **SECTION 16: Compliance and Fraud, Waste & Abuse Program**

The CCA FWA Program, as well as specific policies and procedures, are designed to prevent, detect, investigate, mitigate, and appropriately report suspected cases of fraud, waste, and/or abuse. CCA is subject to several laws and regulations pertaining to FWA, including, but not limited to, the federal Anti-Kickback Statute, the federal False Claims Act, the applicable state False Claims Acts, and federal and state whistleblower protections.

The [Anti-Kickback Statute](#) prohibits the exchange, or offer to exchange, anything of value in an effort to induce (or reward) the referral of federal healthcare program business. It is an intent-based statute requiring that the party “knowingly and willingly” engaged in the prohibited conduct.

[The Federal False Claims Act](#) imposes civil liability on any person who knowingly submits or causes the submission of a false or fraudulent claim to the federal government. Additionally, the [Massachusetts False Claims law](#) allow for State prosecution of companies and individuals who mislead or defraud state or municipal entities through the use of false or fraudulent claims, records, or statements.

A whistleblower is a person who exposes any kind of information or activity that is deemed illegal, unethical, or not correct within an organization that is either private or public. Whistleblower protections protect individuals making good faith reports from retaliation and grant federal and state protection. Learn more at [https://www.whistleblowers.gov/know\\_your\\_rights](https://www.whistleblowers.gov/know_your_rights).

[Click here](#) to access CCA compliance and FWA resources information on the CCA website.

## **SECTION 16: Compliance and Fraud, Waste & Abuse Program**

### ***Regulations***

In accordance with 42 C.F.R. §§ 422.504(i)(4)(v), all business conducted by CCA, and its contracted entities must be in compliance with applicable federal and state requirements, laws, and regulations; applicable local laws and ordinances; and the ethical standards/practices of the industry.

### ***General Compliance and Fraud, Waste and Abuse Training***

All providers contracted with CCA are required to complete general compliance and FWA training on an annual basis. If a provider is enrolled in the Medicare Part A or B program, these training and education requirements are determined to have been satisfied. The Centers for Medicare & Medicaid Services (CMS) has developed a [Medicare Parts C and D General Compliance Training](#) program and a [Medicare Parts C and D Fraud Waste and Abuse Training](#). There is a certificate of completion at the end of the training, and we encourage all providers and their employees to retain a copy of the certificate in their records. CCA reserves the right to request verification and/or conduct audits of our providers to verify adherence to this training requirement.

### ***How to Report any Suspected Compliance Concerns***

If you suspect any compliance concern, including suspected incidents of FWA related to CCA member or program, please report it via one of the following methods:

- Call the CCA Interim Chief Compliance Officer at 617-426-0600 (ext. 52376)
- Call the CCA Compliance Hotline at 866-457-4953. The Compliance Hotline is a confidential and anonymous avenue for reporting a compliance concern such as a suspected fraud, waste, or abuse case.
- Submit a [Compliance Incident Report](#)
- Email [cca\\_compliance@commonwealthcare.org](mailto:cca_compliance@commonwealthcare.org). Please note that this is not an anonymous method.

### ***Policies and Procedures***

CCA maintains compliance and FWA policies, including the following relevant topics:

- Compliance Training and Education
- Fraud, Waste, and Abuse
- Reporting, Investigating, and Externally Reporting a Compliance Concern
- Compliance Monitoring
- Compliance Auditing
- Whistleblower Protections, False Claims Act, and Deficit Reduction Act
- Anti-Kickback Statute and Stark Law

## SECTION 17: Provider Training

### SECTION 17: Provider Training

Training and shared learning among our contracted providers is a key element of our strategy for communicating best practices and assuring the quality and integration of services delivered to CCA members.

#### Provider Training Requirements

All contracted providers, and their downstream and related entities, must comply with federal and state requirements for fraud, waste, and abuse training and annual compliance training of all employees. Instructions for performing these trainings and CCA oversight can be found on our website [here](#).

#### Primary Care Providers

In addition to the training above, network CCA providers contracted as primary care providers, and their downstream and related entities, must comply with state requirements for training, which include trainings for compliance, cultural competency, and model of care.

CCA reserves the right to request verification that all primary care site providers and their downstream and related entities have completed required trainings. Failure to demonstrate compliance with training requirements may result in CCA terminating its contract with the primary care site.

#### Behavioral Health Facility Human Rights

All contracted behavioral health facilities that offer inpatient care are required to have human rights protocols in place. These protocols must be consistent with the Department of Mental Health (DMH) protocols and periodically reviewed. The protocols include, but are not limited to, staff training and education. In addition to training, the facility should also have, or designate, a human rights officer and a human rights oversight committee and be able to provide written documentation to members regarding these rights.

All licensed clinicians must obtain CEUs to maintain their license. It is the provider's responsibility to ensure that staff have valid licensure and documented on an annual basis. CCA has the right to request documentation to audit the validity of all licenses to ensure they are current and valid.

#### One Care–Specific Training for Providers

##### *One Care Providers on Care Teams*

CCA provides training to all contracted providers serving on a One Care interdisciplinary care team (ICT). The required training focuses on topics designed to help improve healthcare quality through person-centered coordinated care.

Additionally, the three Massachusetts One Care plans have worked with MassHealth and its contractor, UMass, to develop a single coordinated training program to address the numerous federal and state training requirements. The required training topics include:

##### **Part One:**

Part One is a five-module training series developed by key stakeholders to focus on topics designed to provide foundational information on the One Care program and to help improve healthcare quality through person-centered, coordinated care. Topics include:

- Introduction to the Duals Demonstration
- Contemporary models of disability (Independent Living, the Recovery Model, Self-Determination)
- Cultural competence

## SECTION 17: Provider Training

- Americans with Disabilities Act (ADA) compliance
- Enrollee rights

To accommodate different learning styles, these trainings are offered via live and recorded webinars, self-paced online modules, and regional seminars. To learn more about all the training options available to you and to learn how to enroll for your preferred option, go to <https://onecarelearning.ehs.state.ma.us/>. UMass and the One Care plans will coordinate the tracking of your participation in part one of the training requirements.

To receive credit for attending the training, you will need to follow a link provided at the end of the module to attest to completion of the training. You only need to complete these five required modules once. To help ease your administrative burden and time commitment as a network provider, the three One Care plans have worked with the University of Massachusetts Medical School and MassHealth to develop this single training program that coordinates the numerous federal and state training requirements for this program. Once you have completed this section of the training, you will receive a certificate of completion for your records.

### Part Two: Training for Our Health Home and Behavioral Health Home Partners

Part Two of the required training is more specific to your day-to-day work as a network provider with the CCA One Care plan. This training includes topics in the plan-specific model for the One Care program. The requirement to complete these modules may vary depending on your role and your organization's role with CCA:

- CCA model of care, benefits, and authorizations, LTSS coordination, and care transitions
- Wellness
- MDS, assessment, and care planning

For your benefit, CCA has also developed additional optional trainings, including:

- Care planning and care teams
- Overview of behavioral health topics
- Overview of motivational interviewing

## SECTION 18: Forms

### SECTION 18: Forms

All forms below may be accessed utilizing this link: [Download the forms.](#)

Appointment of Representative (Form CMS-1696)\*

BH Inpatient Notification of Admission Form

Notice of Privacy Practices

Prior Authorization Form – Massachusetts Medication Requests

Standard Prior Authorization Request Form

Prior Authorization Form - Repetitive Transcranial Magnetic Stimulation Request

Prior Authorization Form - Out of Network Prior Authorization Form – Psychological and Neuropsychological Assessment

CCA Esketamine Prior Authorization Request

CCA Out of Network ECT Authorization Request

CCA Referral Services to Marie's Place

Provider Referral Form: Senior Care Options

Provider Referral Form: One Care

The Patient Health Questionnaire 2 Overview (PHQ 2)

The Patient Health Questionnaire (PHQ 9)

Mental Status Exam

CAGE Questionnaire