



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

MassHealth
Managed Care Entity Bulletin 36
July 2020

TO: All Managed Care Entities Participating in MassHealth

FROM: Amanda Cassel Kraft, Acting Medicaid Director

RE: Community Support Program for Homeless Individuals Residing in Department of Housing and Community Development-Funded New Temporary Shelters

Background

MassHealth's mission is to improve the health outcomes of our diverse members and their families by providing access to integrated health care services that sustainably and equitably promote health, well-being, independence, and quality of life. In support of that mission, MassHealth provides broad coverage of medically necessary health care services to its members. MassHealth partners with a wide variety of service providers, including vital safety net providers, in order to offer its members access.

In light of the state of emergency declared in the Commonwealth due to the 2019 novel Coronavirus (COVID-19) outbreak, MassHealth continues to work with other state agencies in meeting the needs of its members as they access medically necessary services. Through this bulletin, MassHealth is directing Accountable Care Partnership Plans (ACPPs), Managed Care Organizations (MCOs), One Care Plans, Senior Care Organizations (SCOs), and the MassHealth behavioral health vendor (referred to here collectively as "managed care plans") regarding the delivery of MassHealth Community Support Program (CSP) services to members experiencing homelessness during the outbreak and residing in Department of Housing and Community Development (DHCD)-funded new temporary shelters.

In response to the public health emergency, the DHCD has made funding available to expand emergency overnight shelter capacity across the Commonwealth through the "Emergency Solutions Grant COVID-19 (ESG-CV) Round 2 Notice of Funding Availability" ([COMMBUYS Document Number DHCD2020-30](#)). Through this Notice of Funding Availability (NOFA), DHCD intends to temporarily fund approximately 500 additional individual shelter beds to make up for beds no longer available due to COVID-19 social distancing. MassHealth and DHCD are working together to ensure that MassHealth members residing in the DHCD-funded new temporary shelters have access to appropriate CSP services.

CSP Delivered to Members Living in DHCD-Funded New Temporary Shelters

CSP includes an array of services delivered by community-based, mobile, paraprofessional staff, supported by a clinical supervisor, to members with mental health or substance use disorder diagnoses, or to members whose psychiatric or substance use disorder diagnoses interfere with their ability to access essential medical services.

When delivered to members residing in a DHCD-funded new temporary shelter, CSP services may include, but are not be limited to:

- Assisting the member with accessing any needed medical care, including an adequate supply of medications, by helping the member to connect with the member's PCP or other healthcare provider;
- Providing immediate on-site substance use support as needed by the member and, if needed, referral to 24-hour detoxification programs;
- Providing immediate on-site behavioral health support as needed by the member, and assuring access to Emergency Services Program (ESP) crisis evaluations, support, and if needed, referrals to ongoing behavioral health care;
- For those members who test positive for COVID-19 and are required to relocate to an isolation site (e.g., Massachusetts Emergency Management Agency (MEMA)-funded isolation hotel or other designated site):
 - Working with the member to encourage them to relocate using a progressive engagement approach;
 - Ensuring a "warm hand-off" to on-site behavioral health or medical providers at the isolation site so that there is no break in care;
- Providing on-site assistance in helping the member to secure and effectively utilize the needed technology to support medical or behavioral telehealth interventions;
- Providing skilled intervention to ensure that the member complies with any social distancing practices in place at the site; and
- Carrying out other activities to ensure the member stays safe and accesses and utilizes behavioral health services.

To ensure delivery of CSP services to members living in DHCD-funded new temporary shelters, managed care plans must contract with the providers of CSP or CSP for Chronically Homeless Individuals¹ that have an entered into an agreement with one or more of the agencies operating such shelters.

Billing and Payment Requirements

MCOs, ACPPs, and the behavioral health vendor must pay CSP providers providing CSP services to members residing in DHCD-funded new temporary shelters a daily encounter rate of \$17.30 per day for each day on which services are delivered to a member. One Care and SCO plans must pay a daily encounter rate of no less than the plan's rate for CSP for Chronically Homeless Individuals. Plans may not pay more than one (1) daily encounter rate for CSP services delivered in a DHCD-funded new temporary shelter per member per day.

¹ This service may also be referred to as "CSP for Persons Experiencing Chronic Homelessness (CSPECH)."

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To receive the daily encounter rate, CSP providers must submit claims using the code H2016 with the modifier “HE”. Managed care plans should configure their payment systems to accept claims submitted using this code and modifier combination. Plans are also reminded to ensure that providers use a Z59.0 (homelessness) diagnosis code for any member receiving CSP services in a DHCD-funded new temporary shelter.

MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](#) web page.

To sign up to receive email alerts when MassHealth issues new bulletins and transmittal letters, send a blank email to join-masshealth-provider-pubs@listserv.state.ma.us. No text in the body or subject line is needed.

Questions

If you have any questions about the information in this bulletin, please contact the MassHealth Customer Service Center at (800) 841-2900, email your inquiry to providersupport@mahealth.net, or fax your inquiry to (617) 988-8974.