

# Training 2: Children’s Services Resources

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# AGENDA

March 4, 2020

10:30 am – 12:30 pm

| Topic   | Discussion Leader   | Time   |          |
|---|---|--------|----------|
| Welcome!  |   |        |          |
| Training Goals: <ul style="list-style-type: none"><li>• Increase navigation skills in connecting to resources to meet member goals</li><li>• Enhance coordination with state agencies on behalf of members</li><li>• Differentiate CP LTSS Care Coordinator role and other roles</li></ul> Challenging Cases  | Lisa McGlinchy & BAP Team   | 20 min | 10:30 am |
| Overview of Children’s Services   | Kerri Ikenberry, UMMS   | 20 min | 10:50 am |
| Children’s Services Roundtable Discussion<br><br>Question for panelists: <ol style="list-style-type: none"><li>1. What are the major programs CP members may be involved in?</li><li>2. How can care coordinators best work with your agency?</li><li>3. What are some of the common pitfalls, challenges?</li><li>4. How can care coordinators partner with your agency?</li></ol> | Kathryn Ratey, DCF FRC<br>Laura Conrad-Laberinto, CBHI<br>Margaret VanGelder, DDS<br>Bonnie Scott, UMMS<br>Tracy Ladd, UMMS | 75 min | 11:10 am |
| Wrap up and Evaluation  | Lisa McGlinchy  | 5 min  | 12:25 pm |

MassHealth

## Enrollment Center Locations and Contact Information

Members can apply for MassHealth in person by visiting one of the enrollment centers listed below. Centers are open Monday through Friday 8:45AM to 5:00PM. *Do not send an application to any of these enrollment centers.*

**Contact information for MEC:**

<https://www.mass.gov/service-details/masshealth-enrollment-centers-mecs>

Phone: 1-800-841-2900

TTY: 1-800-497-4648

**MassHealth Enrollment Center**

45 Spruce Street  
Chelsea, MA 02150

**MassHealth Enrollment Center**

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

**MassHealth Enrollment Center**

21 Spring Street, Suite 4  
Taunton, MA 02780

**MassHealth Enrollment Center**

367 East Street  
Tewksbury, MA 01876

# MassHealth LTSS Services for Children

## Intermittent Skilled Nursing Visits

- Physician must order these services
- Requires a visit with a nurse that is less than 2 hours in duration
- Must be considered medically necessary per MassHealth regulations and clinical guidelines
- Is provided by a Home Health Agency
- Has some prior authorization requirements after threshold is met:
  - more than 30 intermittent skilled nursing visits in a 90 day period; **or**
  - more than 240 home health aide units in a 90 day period; **or**
  - more than 30 medication administration visits in a 90 day period

## Home Health Aide Visits

- Physician must order these services
- Home Health Aide services are medically necessary and are provided along with skilled nursing or therapy services
- Home Health Aide provides personal care services including bathing, grooming, feeding, dressing, toileting, range of motion, simple dressing changes, skin care, medication reminders, meal preparation, laundry, light housekeeping
- Is provided by a Home Health Agency
- Home Health Aides are employed by a Home Health Agency and are supervised by a registered nurse or a therapist
- Has some prior authorization requirements after threshold is met:
  - more than 30 intermittent skilled nursing visits in a 90 day period; **or**
  - more than 240 home health aide units in a 90 day period; **or**
  - more than 30 medication administration visits in a 90 day period

## Personal Care Services (PCA)

- Personal Care Management (PCM) Agency completes an evaluation for services and submits prior authorization request to MassHealth for authorization
- Physician must order these services
- Prior authorization is required to obtain these services
- PCA's provide personal care including mobility, bathing, feeding, dressing, toileting, range of motion, grooming, meal preparation, skin care, laundry, light housekeeping, transportation, equipment maintenance, medication management
- PCA services are managed by the member or their surrogate and are consumer directed services
- The member or their surrogate is responsible for:
  - Hiring, training, and terminating the PCA
  - Directing all care provided by the PCA
  - Submitting timesheets to a Fiscal Intermediary to obtain payment for PCA services
  - Paying the PCA
  - Adhering to all program rules

- PCA services for children are considered through the typical expectation of the child's age and developmentally appropriate participation in personal care compared to the child's current developmental level, and where that intersects with parental responsibility
  - A typical one year old would not be expected to participate in bathing, grooming, feeding, mobility in a meaningful and safe way and would typically require supervision and physical guidance from a caregiver/parent. For this reason, a one year old does not typically qualify for PCA services
  - A typical 12-year-old child would be expected to be independent with mobility, bathing, dressing, grooming, toileting, etc. They may not be expected to independent with meal prep, shopping, and laundry. A 12-year-old child would likely qualify for some PCA services if they need hands-on assistance with mobility, bathing, dressing, grooming, etc., but may not be allowed time for meal prep, shopping and laundry.

#### Continuous Skilled Nursing Services

- Requires Prior Authorization through the Community Case Management Program 1-800-863-6068
- Requires more than 2 hours of skilled nursing care per day
- Requires physician orders
- Provided by Home Health Agencies and/or Independent Nurses

## MassHealth Covered Services

| Services  | Standard | CommonHealth | Buy-In** | Family Assistance*** | CarePlus |
|---|----------|--------------|----------|----------------------|----------|
| Abortion  | ✓        | ✓            |          | ✓                    | ✓        |
| Acute inpatient hospital †  | ✓        | ✓            |          | ✓                    | ✓        |
| Adult day health  | ✓        | ✓            |          |                      |          |
| Adult foster care   | ✓        | ✓            |          |                      |          |
| Ambulatory prenatal care  | ✓        | ✓            |          | ✓                    | ✓        |
| Ambulatory surgery center services                                    | ✓        | ✓            |          |                      | ✓        |
| Audiologist/hearing services  | ✓        | ✓            |          | ✓                    | ✓        |
| Behavioral health (mental health and substance use disorder) services | ✓        | ✓            |          | ✓                    | ✓        |
| Chiropractor †  | ✓        | ✓            |          | ✓                    | ✓        |
| Chronic disease and rehabilitation inpatient hospital                 | ✓        | ✓            |          | ✓                    | ✓        |
| Community health center   | ✓        | ✓            |          | ✓                    | ✓        |
| Continuous skilled nursing  | ✓        | ✓            |          |                      |          |
| Day habilitation  | ✓        | ✓            |          |                      |          |
| Dental services †   | ✓        | ✓            |          | ✓                    | ✓        |
| Dialysis services   | ✓        | ✓            |          | ✓                    | ✓        |
| Durable medical equipment (includes oxygen and                        | ✓        | ✓            |          | ✓                    | ✓        |

| Services   | Standard | CommonHealth | Buy-In** | Family Assistance*** | CarePlus |
|--|----------|--------------|----------|----------------------|----------|
| Respiratory therapy equipment)   |          |              |          |                      |          |
| Early intervention   | ✓        | ✓            |          | ✓                    |          |
| Early and periodic screening, diagnosis and treatment (EPSDT) services | ✓        | ✓            |          |                      |          |
| Emergency Inpatient and Outpatient Hospital Services                   | ✓        | ✓            |          | ✓                    | ✓        |
| Family planning  | ✓        | ✓            |          | ✓                    | ✓        |
| Group adult foster care services                                       | ✓        | ✓            |          |                      |          |
| Hearing aid and dispensing services                                    | ✓        | ✓            |          | ✓                    | ✓        |
| Home health  | ✓        | ✓            |          | ✓                    | ✓        |
| Hospice  | ✓        | ✓            |          | ✓                    | ✓        |
| Intensive Early Intervention   | ✓        | ✓            |          | ✓                    |          |
| Laboratory   | ✓        | ✓            |          | ✓                    | ✓        |
| Medicare Part B premium  |          |              | ✓        |                      |          |
| Medical/surgical supplies  | ✓        | ✓            |          | ✓                    | ✓        |
| Nursing facility services  | ✓        | ✓            |          |                      | ✓        |
| Nurse midwife  | ✓        | ✓            |          | ✓                    | ✓        |
| Nurse practitioner   | ✓        | ✓            |          | ✓                    | ✓        |
| Orthotic †   | ✓        | ✓            |          | ✓                    | ✓        |

| Services  | Standard | CommonHealth | Buy-In** | Family Assistance*** | CarePlus |
|---|----------|--------------|----------|----------------------|----------|
| Outpatient hospital   | ✓        | ✓            |          | ✓                    | ✓        |
| Personal care   | ✓        | ✓            |          |                      |          |
| Pharmacy  | ✓        | ✓            |          | ✓                    | ✓        |
| Physician   | ✓        | ✓            |          | ✓                    | ✓        |
| Podiatrist  | ✓        | ✓            |          | ✓                    | ✓        |
| Preventive pediatric healthcare screening and diagnostic (PPHSD) services |          |              |          | ✓                    |          |
| Prosthetic †  | ✓        | ✓            |          | ✓                    | ✓        |
| Radiology and diagnostic services   | ✓        | ✓            |          | ✓                    | ✓        |
| Therapy (physical, occupational, and speech/language)                     | ✓        | ✓            |          | ✓                    | ✓        |
| Transportation (emergency)  | ✓        | ✓            |          | ✓                    | ✓        |
| Transportation (non-emergency)  | ✓        | ✓            |          |                      | ✓        |
| Vision care (exams/treatment) †   | ✓        | ✓            |          | ✓                    | ✓        |
| Vision care (ophthalmic materials)  | ✓        | ✓            |          | ✓                    | ✓        |

Please Note:

† This symbol indicates increased service coverage for members 21 years of age and older. The increased coverage was the result of health-care reform legislation effective July 1, 2006.

\*\*MassHealth Senior Buy-In also covers Medicare Part A Premium and Medicare Parts A and B coinsurance and deductibles, where applicable.

\*\*\*Persons in Family Assistance with HIV will receive coverage for all medically necessary services, including the expansion of chiropractor, dental, vision, orthotic, prosthetic, and tobacco-cessation services.



# Kaileigh Mulligan Program Eligibility Regulations

## Home Care for Disabled Children

<https://www.mass.gov/regulations/130-CMR-51900-masshealth-coverage-types>

### 130 CMR 519.007: Individuals Who Would Be Institutionalized

130 CMR 519.007 describes the eligibility requirements for MassHealth Standard coverage for individuals who would be institutionalized if they were not receiving home- and community-based services.

(A) **The Kaileigh Mulligan Program.** The Kaileigh Mulligan Program enables severely disabled children younger than 18 years old to remain at home. The income and assets of their parents are not considered in the determination of eligibility.

(1) Eligibility Requirements. Children younger than 18 years old may establish eligibility for the Kaileigh Mulligan Program by meeting the following requirements. They must:

(a) 1. meet Title XVI disability standards in accordance with the definition of permanent and total disability for children younger than 18 years old in 130 CMR 515.001: Definition of Terms or have been receiving SSI on August 22, 1996; and 2. continue to meet Title XVI disability standards that were in effect before August 22, 1996;

(b) have \$2,000 or less in countable assets;

(c) 1. have a countable-income amount of \$72.80 or less; or 2. if greater than \$72.80, meet a deductible in accordance with 130 CMR 520.028: Eligibility for a Deductible through 520.035: Conclusion of the Deductible Process; and

(d) require a level of care equivalent to that provided in a hospital or nursing facility in accordance with 130 CMR 519.007(A)(3) and (4).

(2) Additional Requirements. The MassHealth agency must have determined:

(a) that care provided outside an institution is appropriate; and

(b) that the estimated cost paid by the MassHealth agency would not be more than the estimated cost paid if the child were institutionalized.

Level of Care That Must Be Required in a Hospital. To require the level of care provided in a hospital, the child must have a medical need for the following:

(a) direct administration of at least two discrete skilled-nursing services (as defined in 130 CMR 515.001: Definition of Terms) on a daily basis, each of which requires complex nursing procedures, such as administration of intravenous hyperalimentation, changing tracheotomy tubes, assessment or monitoring related to an uncontrolled seizure disorder, assessment or monitoring related to an unstable cardiopulmonary status, or other unstable medical condition;

(b) direct management of the child's medical care by a physician or provided directly by someone who is under the supervision of a physician on at least a weekly basis;

(c) ongoing use of invasive medical technologies or techniques to sustain life (such as ventilation, hyperalimentation, gastrostomy tube feeding), or dialysis, or both; and

(d) at least one of the following:

1. assistance in one or more activities of daily living (ADLs), as defined in 130 CMR 515.001: Definition of Terms, beyond what is required at an age appropriate activity level; or

2. one or more skilled therapeutic services (occupational therapy, physical therapy, or speech and language therapy), provided directly by or under the supervision of a licensed therapist at least five times a week.

(4) Level of Care That Must Be Required in a Skilled-Nursing Facility. To require the level of care provided in a skilled-nursing facility, the child must be non-ambulatory and meet the following requirements.

(a) A child 12 months of age or older must have global developmental skills (as defined in 130 CMR 515.001: Definition of Terms) not exceeding those of a 12-month-old child as indicated by a developmental assessment performed by the child's physician or by another certified professional. In addition, the child's developmental skills level must not be expected to improve.

(b) A child less than 12 months of age must have global developmental skills significantly below an age-appropriate level and such skills must not be expected to progress at an age-appropriate rate as indicated by a developmental assessment performed by the child's physician or by another certified professional. Regardless of age, the child must also require all of the following:

1. direct administration of at least two discrete skilled-nursing services on a daily basis, each of which requires complex nursing procedures as described at 130 CMR 519.007(A)(3);

2. direct management of the child's medical care by a physician or provided directly by someone who is under the supervision of a physician on a monthly basis;

3. assistance in one or more ADLs beyond what is required at an age-appropriate activity level; and

4. any combination of skilled therapeutic services (physical therapy, occupational therapy, speech and language therapy) provided directly by or under the supervision of a licensed therapist at least five times a week.

# Department of Public Health - Division of Children and Youth with Special Health Care Needs

## Family Ties

Family TIES of Massachusetts provides information and referral services, emotional support, and training to parents of children and youth with special needs.

<https://www.massfamilyties.org/>

## Pediatric Palliative Care Network

The Pediatric Palliative Care Network (PPCN) serves the unmet physical, emotional, social and spiritual needs of eligible children in Massachusetts and their families. Services are provided at no cost to children 18 years old and younger who have a life-limiting illness.

<https://www.mass.gov/pediatric-palliative-care-network-ppcn>

## Care Coordination for Children with Special Healthcare Needs

Experienced Care Coordinators are located in regional health offices in each part of the state. Care coordinators help families obtain services, providing links to community-based resources and providing consultation to parents, educators and medical and social service providers. Care coordinators partner with families and providers and promote continuity of care. Care Coordinators who are bilingual and bicultural (in Spanish) are available. Interpreter services are also routinely accessed to support families.

<https://www.mass.gov/care-coordination-for-children-and-youth-with-special-health-needs>

## Medical Review Team

The Medical Review Team (MRT) ensures careful screening of any individual under age 22 for whom placement is sought in a pediatric nursing home or skilled nursing facility for long-term care, short-term care (90 days/year) and short-term post hospital admission. Youth and young adults (ages 16-22) with skilled care needs, acquired brain injury (ABI), or traumatic brain injury (TBI) are also reviewed by the MRT for placement in pediatric or adult facilities.

<https://www.mass.gov/medical-review-team>

## MassCARE

MassCARE (Massachusetts Community AIDS Resource Enhancement) is a statewide program which provides access to coordinated, comprehensive, family-centered, culturally and linguistically competent medical care, social service support and peer services for women, infants, children and youth living with HIV and their affected family members. MassCARE promotes early identification and enhances available care in a community-based setting with an HIV medical home approach. It is funded under Part D of the Federal Ryan White Program and is located at Federally-qualified community health centers in three sites.

<https://www.mass.gov/masscare>

## MASSTART

MASSTART is a free service supported by the Massachusetts Department of Public Health. Our providers help families and schools plan for the health care and safety of children with special health care needs, especially those who are assisted by medical technology, so that they can attend schools safely in Massachusetts.

<https://www.mass.gov/massachusetts-technology-assistance-resource-team-masstart>

## Catastrophic Illness in Children Relief Fund

The Catastrophic Illness in Children Relief Fund (CICRF) provides financial assistance to qualified families caring for children with special health needs and disabilities. The CICRF can help families with certain medical and related expenses that are not covered by insurance, public benefits or other financial source.



<https://www.mass.gov/catastrophic-illness-in-children-relief-fund-cicrf>




## Community Support Line

The Division for Children & Youth with Special Health Needs toll free statewide Community Support Line provides information, technical assistance and resources for families with children and youth with special health needs and the providers serving these families.

- Call: (800) 882-1435
- <https://www.mass.gov/community-support-line>

## Service Animal Resources

|  |   |
|--|---|
| <p><b><u>Assistance Dog United Campaign (ADUC)</u></b><br/>         The Assistance Dog United Campaign (ADUC) is a health and human welfare organization which provides financial assistance to individuals who have the need for an assistance dog but have difficulty in raising the necessary funds and to people and programs whose purpose is to provide assistance dogs to people with disabilities.<br/>         5860 Labath Avenue<br/>         Rohnert Park, CA 94928</p>   | <ul style="list-style-type: none"> <li>• Does not provide or train service dogs</li> <li>• Is affiliated with programs that do provide service dogs</li> <li>• Has a searchable member list of service dog providers</li> <li>• Sets standards for service dogs</li> <li>• Provides financial assistance to individuals who have the need for an assistance dog, but have difficulty raising the necessary funds</li> <li>• Requires an application and approval</li> </ul> |
|  <p><b><u>Canine Assistants</u></b><br/>         Trains and provides service dogs to enhance and improve the lives of children and adults who have physical disabilities, seizure conditions or other special needs.<br/>         3160 Francis Road<br/>         Milton, Georgia 30004<br/>         Phone: 770-664-7178<br/>         Toll Free: 800-771-7221</p>  | <ul style="list-style-type: none"> <li>• Provides trained service dogs</li> <li>• Requires an application and approval</li> <li>• Does not charge for service dog</li> </ul>  |
|  <p><b><u>Canine Companions for Independence</u></b><br/>         People with physical or developmental disabilities who can demonstrate that a Canine Companions assistance dog will enhance their independence or their quality of life are qualified to apply. Also eligible are professionals working for organizations that provide physical or mental health care to clients who will benefit from interaction with a facility dog.<br/>         Northeast Regional Training Facility<br/>         Miller Family Campus<br/>         286 Middle Island Road</p> | <ul style="list-style-type: none"> <li>• Provides trained service dogs</li> <li>• Requires an application and approval</li> <li>• Does not charge for service dog</li> </ul>  |

|   |   |
|---|---|
| <p>Medford, NY 11763<br/> Voice/TTY: 631-561-0200<br/> Fax: 631-561-0230<br/> Toll free: 800-572-BARK (2275)</p>  |   |
|  <p><b><u>4 Paws for Ability</u></b><br/> Dogs are trained for children and young adults with epilepsy, autism, diabetes, FASH/DE, and hearing loss. They also have an Assistance Dogs for Veterans program.<br/> 253 Dayton Avenue<br/> Xenia, OH 45385<br/> Phone: 937-374-0385</p>  | <ul style="list-style-type: none"> <li>• Provides service dogs for specific needs.</li> <li>• Requires an application and approval.</li> <li>• Requires families to provide payment. Current fee is \$17,000.</li> </ul>  |
|  <p><b><u>Guiding Eyes for the Blind</u></b><br/> Guiding Eyes is a 501(c)(3) nonprofit organization that provides superbly bred and trained guide dogs to men and women who are blind or visually impaired. All services are offered free of charge to people who are blind or visually impaired and to families with children with autism.<br/> 611 Granite Springs Road<br/> Yorktown Heights, NY 10598<br/> Phone: 914-245-4024<br/> Toll Free: 800-942-0149</p> | <ul style="list-style-type: none"> <li>• Provides trained service dogs for legally blind individuals, over the age of 16</li> <li>• Requires an application and approval</li> <li>• Does not charge for service dog</li> </ul>  |
|  <p><b><u>Helping Hands: Monkey Helpers for the Disabled</u></b><br/> Helping Hands monkey helpers are trained and placed to assist individuals with daily in-home activities. While the majority of our clients live with a spinal cord injury, there are other people with injuries or illnesses that can benefit from the unique skills of our service animals.<br/> 541 Cambridge Street<br/> Boston, MA 02134<br/> Phone: 617-787-4419</p>                    | <ul style="list-style-type: none"> <li>• Provides trained service monkeys</li> <li>• Requires an application and approval</li> <li>• Does not charge for service monkeys</li> <li>• Cannot be placed as a service monkey for a child</li> <li>• All children living in the home must be over the age of 12</li> </ul> |



**National Education for Assistance Dog Services (NEADS)**

Our Assistance Dogs become an extension of their handlers and bring freedom, physical autonomy and relief from social isolation to their human partners who are deaf or have a disability.

305 Redemption Rock Trail South  
Princeton, MA 01541

Phone: 978-422-9064 (Voice/TTY)

- Provides trained service dogs
- Requires an application and approval
- Does not charge for service dog, but does require participation in fundraising activities



**North Star Foundation**

Provides assistance dogs for children. Our mission is to help children who face social, emotional or educational challenges with the help of animal assisted therapy, school visits and assistance dog placements.

20 Deerfield Lane

Storrs, CT 06268

Phone: 860-423-0664

- Provides trained service dogs
- Requires an application and approval
- Does not charge for service dog, but does require participation in fundraising activities

# MassHealth Behavioral Health for Children and Youth Ages 20 and Under