

Home and Community-Based Services (HCBS)

Service Details & Guidelines for Care Managers

Updated November 2020

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Agenda

Home and Community-Based Services

- **Most Common** – Personal Emergency Response System; Transportation
- **In-home Assistance** – Grocery shopping & delivery; Home Delivered Meal; Nutrition & Congregate Meals; Laundry; Companion; Homemaker; Chores; Home Health Aide; Personal Care; Personal Care Attendant
- **More intense support** – Adult Foster Care; Group Adult Foster Care; Medication dispensers; Adult Day Health; Supportive day programs

Additional Community Resources & Support Providers

- Councils on Aging; Massachusetts Family Caregiver Support Program; Serving the Health Insurance Needs of Everyone; Programs of All-inclusive Care for the Elderly; Additional resources

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Home and Community-Based Services (HCBS) Guidelines and Resources for Massachusetts

General Notes

- If you are unsure of whether a member qualifies for a specific service, contact the RNCM assigned to the member
- If the member is requesting services they do not qualify for, offer more appropriate services and/or assist the member in contacting Customer Relations to request an OD
- The “Limits” listed for each service are recommended maximums – if the member’s needs are above the limit, contact your Clinical Manager/SCO Consultant to approve
 - GSSC limits refer to Level 1/2 members; All GSSC requests for Level 3/4 members must be approved by the member’s Primary Owner (RNCM/BHCM)
- For MassHealth updates related to COVID-19, refer to <https://www.mass.gov/info-details/masshealth-coronavirus-disease-2019-covid-19-providers>



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Personal Emergency Response System (PERS)

What it is: PERS devices are best recognized as a pendant with an alarm button users can press when they are in trouble; Can also come with fall detection to automatically alert for help or GPS for member prone to wandering

Who can order: Any Care Manager

Provided by: Generally provided by the member’s ASAP

Are there any limits?: None

Special notes/instructions: Members new to PERS will need to have the unit installed; Indicate whether PERS will be cellular/Wi-Fi, for fall detection, to track wandering, etc.



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Transportation

LogistiCare

What it is: Non-emergency transportation to medical appointments via car, chair van or stretcher transport; Members also eligible for one round-trip per month of non-medical transportation (within 20 mi.)

Who can order: Any Care Manager

Provided by: Logisticare; Additional vendors can be used if needed

Are there any limits?: Up to 2 round trips per week, with stops for lab work and/or prescriptions

Special notes/instructions: Include any special needs the member has, including if they need door-to-door assistance, an escort will accompany them, and the type of transportation needed; Note that 1 unit = 1 way, so Units should be requested in even numbers to ensure round trips



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Grocery Shopping & Delivery

What it is: Members can have someone complete their grocery shopping and deliver groceries to their home; Assistance putting away groceries can be included

Who can order: Any Care Manager

Provided by: Generally provided by the member's ASAP

Are there any limits?: Up to 2 shopping trips per week (1 trip/week for GSSCs)

Special notes/instructions: If members are living with another individual receiving services, be sure that there is not duplication (i.e. one shopping trip should meet the needs of both individuals, not a shopping trip for each one)



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Home Delivered Meals (Meals on Wheels/HDM)

What it is: Goal is to provide at least one nutritionally balanced meal per day with each meal containing at least 1/3 of the current daily RDA of nutrients; In most cases, meals can be tailored to specific dietary needs (i.e. diabetic, low salt, etc.)



Who can order: Any Care Manager

Provided by: Generally provided by the member's ASAP; Can also use Mom's Meals (referral required)

Are there any limits?: Up to 14 meals per week

Special notes/instructions: Include days and meals needed, as well as any special dietary instructions; If selecting Mom's Meals, CM is responsible for completing referral form



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Congregate Meals

What it is: Group meals available for a small, voluntary donation to individuals 60 and older; 60 can accompany the individual, usually for a slightly larger donation; Meals generally include additional education or entertainment presentations



Who can order: N/A – Available to all community members

Provided by: Contact local ASAP or Council on Aging for local program(s)

Are there any limits?: Consult with individual programs

Special notes/instructions: No authorization/notification needed; This is not a benefit through THP SCO, but for all community members



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Laundry

What it is: Service to wash, dry and fold a member's personal clothes, linens and bedding

Who can order: Any Care Manager

Provided by: Generally provided by the member's ASAP

Are there any limits?: Two 10-lbs. bags of laundry per week (1 bag/week for GSSCs)

Special notes/instructions: None



Home care options

NOTE: If ordering more than 21 hours total for home care (7 hours for GSSCs), notify Clinical Manager/SCO Consultant for approval

NOTE: In many cases, the individual providing home care is expected to complete the previous services for the member, so be careful not to duplicate services

	Light housework & Laundry	Shopping & Meal preparation	Bathing, Foot care & Grooming	Dressing & Personal/DME care	Toileting & Transfers/ambulation	Medication reminders & Less than 50% weight bearing	Active assist w/prescribed exercise	Feeding member w/ difficulty
Homemaker (HMK)	X	X						
Personal Care (PC)	X	X	X	X	X			
Home Health Aide (HHA, SCHA, Hospice Aide)	X	X	X	X	X	X	X	X



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Companion (incl. to medical appointments)

What it is: Social visits from a nonmedical caregiver, including escort to (not assistance with) appointments and community tasks (i.e. shopping with member, walks around neighborhood, etc.)

Who can order: Any Care Manager

Provided by: Generally provided by the member's ASAP

Are there any limits?: Up to 21 hours/week total (7 hours for GSSCs) for individuals providing home care (incl. Companion, HMK, Chores, HHA, SHCA, Hospice Aide, PC, PCA)

Special notes/instructions: Member's ASAP/COA may also have volunteers for friendly visits/phone call support



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Homemaker (HMK)

What it is: Provide assistance with tasks such as shopping, menu planning, meal preparation, laundry and light housekeeping

Who can order: Any Care Manager

Provided by: Generally provided by the member's ASAP

Are there any limits?: Up to 21 hours/week total (7 hours for GSSCs) for individuals providing home care (incl. Companion, HMK, Chores, HHA, SHCA, Hospice Aide, PC, PCA)

Special notes/instructions: Be careful not to duplicate services, as HMK may be expected to provide Laundry, Shopping, Chores, etc.



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Chores/Heavy Chores

What it is: Assistance with housework not provided by Homemaker (Not including vacuuming, dusting, dry mopping, dishwashing, cleaning kitchen/bathroom, changing bed linens, emptying trash, laundry)

Who can order: Any Care Manager

Provided by: Generally provided by the member's ASAP

Are there any limits?: Up to 21 hours/week total (7 hours for GSSCs) for individuals providing home care (incl. Companion, HMK, Chores, HHA, SHCA, Hospice Aide, PC, PCA)

Special notes/instructions: May be ordered weekly or for a one-time heavy chore (i.e. removing trash from a hoarding situation)



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Personal Care (PC)

What it is: Includes HMK tasks, but also assists member with bathing, dressing, foot care, denture care, shaving, eating and ambulation

Who can order: Must be ordered by an RN; GSSCs may order PC, but must have approval from RNCM, who will create a PC Care Plan

Provided by: Generally provided by the member's ASAP

Are there any limits?: Up to 21 hours/week total (7 hours for GSSCs) for individuals providing home care (incl. Companion, HMK, Chores, HHA, SHCA, Hospice Aide, PC, PCA)

Special notes/instructions: Be careful not to duplicate services, as PC may be expected to provide Laundry, Shopping, Chores, etc.



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Home Health Aide (incl. Supportive Care/Alzheimer's HHA/SCHA)

What it is: In addition to PC duties, also may perform simple procedures as delegated by a nurse/therapist, offer assistance in ambulation & exercise, provide assistance in administering medications that are ordinarily self-administered

Who can order: Must be ordered by an RN

Provided by: Generally provided by the member's ASAP

Are there any limits?: Up to 21 hours/week total (7 hours for GSSCs) for individuals providing home care (incl. Companion, HMK, Chores, HHA, SHCA, Hospice Aide, PC, PCA)

Special notes/instructions: Must include PC Care Plan (retitled to "HHA Care Plan"); OPE needs to be created for both HHA and Skilled Nursing oversight; Supportive Home Care Aides (SHCA) have additional training in mental & behavioral health care; Hospice Aides have additional hospice training



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Personal Care Attendant (PCA)

What it is: Individual recruited and hired by the member to assist with activities of daily living; may include all tasks performed by HMK, PC and HHA

Who can order: Must be ordered by an RN

Provided by: Member responsible for hiring PCA; PCM and FI assist with administrative functions

Are there any limits?: Up to 21 hours/week total (7 hours for GSSCs) for individuals providing home care (incl. Companion, HMK, Chores, HHA, SHCA, Hospice Aide, PC, PCA)

Special notes/instructions: PCAs working over 50 hours/week (with any number of consumers) need to have Overtime Approval from MassHealth (see PCM agency for details); Annual Referral Forms requires; OPE needs to be created for both Personal Care Management (PCM) agency and Fiscal Intermediary (FI); PC Care Plan required



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Adult Foster Care (AFC)

What it is: Provides assistance with ADLs (bathing, dressing, toileting, transferring, ambulation and eating), nursing oversight and care management in a family-like setting

Who can order: Must be ordered by an RN

Provided by: Contracted AFC Programs

Are there any limits?: Cannot be combined with other Home Care services, as they should be included in AFC

Special notes/instructions: Individuals, foster families, and the Adult Foster Care Program provider must meet the criteria and guidelines set forth by MassHealth; For Level 4 members only; Annual Referral Form required

MassHealth FAQ: <https://www.mass.gov/doc/adult-foster-care-bulletin-13-frequently-asked-questions-about-adult-foster-care-services/download>



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Group Adult Foster Care (GAFC)

What it is: For those residing in a protected housing environment (assisted living, some elderly/disabled housing), provides daily assistance with personal care, nurse monitoring, social integration and case management services

Who can order: Must be ordered by an RN

Provided by: Contracted GAFC Programs

Are there any limits?: Cannot be combined with other Home Care services, as they should be included in GAFC

Special notes/instructions: Requires clinical approval from MassHealth; Member must meet financial criteria to reside in a protected housing environment; Annual Referral Form required



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Medication Dispensing System

What it is: Pill dispensers programmed to open at certain points of the day to provide access to the member's medication; Generally comes with an alarm reminder

Who can order: Must be ordered by an RN

Provided by: Generally provided by the member's ASAP

Are there any limits?: None

Special notes/instructions: OPE needs to be created for both Dispensing System and Skilled Nursing to fill dispenser

Adult Day Health (ADH)

What it is: Provides an organized program of nursing, maintenance and restorative services, assistance with ADLs, counseling, case management, social/recreation and nutrition services in a day program setting

Who can order: Must be ordered by an RN

Provided by: Generally provided by the member's ASAP

Are there any limits?: Level 3 members: 3 days/week;
Level 4 members: 5 days/week

Special notes/instructions: Transportation included as part of ADH; Must note whether Basic/Complex Level of Service, ADLs requiring assistance and/or Skilled Services to be received; Annual Referral Form required

Additional Community Resource & Support Providers



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Councils on Aging (COA)

Goal is to sustain and enhance community life by linking elder needs and resources through

#pulltogether

Because councils on aging are communities on aging



effective programming, education, opportunities and advocacy. COAs focus on their local community – there are 350 municipal COAs in MA providing more than 540,000 elders, families and caregivers with direct services annually through more than 50,000 hours per week of volunteer support. Each COA determines its own priorities based on unique local circumstances, resources and interests, so services vary by COA.

In many communities, COAs serve as the only public social service agency and may also assist non-elders, and serve as an information center and source of support in case of emergencies.

Online at <https://mcoaonline.com/>



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Councils on Aging (COA)

COAs conduct more than 100 programs including:

- Information and referral
- Outreach
- Transportation
- Meals (congregate and/or home delivered)
- Health screening
- Fitness
- Recreation
- Computer access
- Education/life long learning
- Health insurance benefits counseling (SHINE)
- Food shopping assistance
- Telephone reassurance
- Friendly visiting and other in-home activities
- Peer support groups
- Supportive day care
- Minor home repair
- Case management
- Intergenerational programs

Online at <https://mcoaonline.com/>



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Mass Family Caregiver Support Program (MFCSP)

Administered through a partnership with local Area Agencies on Aging (AAAs) and Aging Services Access Points (ASAPs), the Massachusetts Family Caregiver Support Program (MFCSP) provides family caregivers guidance, support, and attention that is often unavailable or overlooked.



Caregivers receive individual attention to:

Caregivers receive individual attention to:

- Discuss their caregiving situation
- Increase knowledge of and access to resources
- Make informed decisions and solve problems related to their caregiver role
- Increase their own personal well-being including reduced stress

Online at <https://www.mass.gov/family-caregiver-support-program>



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Mass Family Caregiver Support Program (MFCSP)

MFCSP professionals work directly with caregivers, offering a range of services that may include:

- One-on-one counseling
- Family meeting
- In-home assessments
- In-home services
- Respite (a break for caregivers)
- Nutrition services
- Transportation services
- Caregiver training
- Support groups

- Supplemental services (assistive devices, personal emergency response system, etc.)
- Financial counseling
- Legal referral

Individuals qualify for MFCSP if they:

- Care for a spouse, parent, other relative or friend who is age 60 or older, or who has Alzheimer's disease
- Are grandparents age 55 or older who are caring for grandchildren who are 18 years of age or younger, or who are disabled
- Are over the age of 55 and caring for a disabled individual who is not their child

Online at <https://www.mass.gov/family-caregiver-support-program>



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Serving the Health Insurance Needs of Everyone (SHINE)

Part of the national network of State Health Insurance Counseling and Assistance Programs known as SHIP (State Health Insurance Programs)

- SHIPS originally created to address the confusion caused by the increase in health coverage choices for Medicare beneficiaries
- Nationally, there are SHIP programs in all 50 states, plus Washington, D.C., Guam, Puerto Rico, and the Virgin Islands

SHINE provides free health insurance information, counseling and assistance to Massachusetts residents with Medicare and their caregivers, and has information on additional available resources, including MassHealth and veteran's benefits.



Online at <https://shinema.org>



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Serving the Health Insurance Needs of Everyone (SHINE)

In Massachusetts, there are 14 SHINE Regional Programs that supervise and train over 550 volunteer health benefit counselors

SHINE counselors:

- Provide free, accurate, and unbiased information and assistance regarding health insurance and benefits to elders, disabled Medicare beneficiaries, family members, and professional caregivers
- Work at senior centers, elder service agencies, hospitals, and other community locations



Online at <https://shinema.org>

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Program of All-inclusive Care for the Elderly (PACE)

A full-service Medicare and Medicaid managed care program using an interdisciplinary team of clinicians in an expanded adult day health model to provide and manage all health, medical, and social service needs for their participants.

To qualify for PACE, participants must be:

- Age 55 or older
- Qualify for an NHC rating
- Live in the service area of a PACE center
- At the time of enrollment, can remain safely in the community with support
- Cost is on a sliding scale, with coverage from Medicare and/or MassHealth

Currently 8 PACE providers and 25 Sites in Massachusetts



National PACE Association online at <https://www.npaonline.org/>

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Resources



Your connection to local aging
and disability services

MassOptions – Collection of resources for
MA elders & their families from EOHHS

- <https://massoptions.org/massoptions/>

Mass Home Care website

- <http://masshomecare.info/>

Massachusetts Personal Care Attendant Workforce Council

- <http://www.mass.gov/pca/>

Massachusetts Council for Adult Foster Care

- <http://www.massafc.org/>

- Also includes some information about Group Adult Foster Care

