Commonwealth Care Alliance is committed to full integration of long term service and support (LTS), and of behavioral health (BH), in addition to the medical service needs in each member’s care plan. Accordingly, we cover a wide range of LTS and BH services for all Commonwealth Care Alliance members.
Long Term Services and Supports

Long term services and supports (LTS) are covered for Commonwealth Care Alliance members. LTS are considered covered services when (a) delivered consistent with provider 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 Commonwealth Care Alliance policies; and (c) authorized in accordance with Commonwealth Care Alliance’s service authorization policies.

LTS include day programs for frail seniors and disabled adults who need supervision, structure, and/or health services during the daytime, but who return to their homes and caregivers at the end of the day. Members are transported to day programs such as:

Adult Day Health (ADH) offer nursing care, therapies, personal care assistance, social and recreational activities, meals, and other services in a community group setting.

Day Habilitation programs serve individuals with developmental disabilities, by offering a structured, goal-oriented program of medically oriented, therapeutic, and habilitation services to raise members’ levels of functioning and facilitate independent living.

Social Day Supportive Day Programs provide support services in a group setting to help participants recover and rehabilitate from an acute illness or injury, or to manage a chronic illness, or for participants who have an assessed need for increased social integration and/or structured day activities. The services include assessments and care planning, health related services, social services, therapeutic 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.

Other LTS may be brought to the member in his/her home or residence

Examples include:

Adult Foster Care (AFC): A program for frail elderly adults and adults with disabilities who cannot live alone safely. AFC adults live with trained, paid caregivers who provide daily care, meals, companionship, personal assistance, and 24-hour supervision. Caregivers may be family members (except legally responsible relatives), or non-family members.

Group Adult Foster Care (GAFC): A program that provides for nursing oversight and personal care services for eligible seniors and adults with disabilities who live in GAFC-approved housing.

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

Home Care Services also include providing a worker or support person to perform general household tasks such as preparing meals, doing laundry and routine housekeeping, and/or to provide companionship to the member, as well as providing a range of personal support and assistance to enable an Enrollee to accomplish tasks that they would normally do for themselves if they could, like 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 Enrollee to perform a task.

Medically Necessary Non-Emergency Medical Transportation takes members to medically related services.

Personal Care Management & Personal Care Attendant: Personal Care Management (PCM) organizations, certified by EOHHS to provide PCM services, are responsible for evaluating members being considered for the Personal Care Attendant (PCA) program and providing skills training and support to enable a member to employ and direct his/her own PCA. PCAs provide authorized and scheduled services to assist a member with Activities of Daily Living (ADLs) and Instrumental Activities of
Daily Living (IADLs).

Commonwealth Care Alliance may cover additional LTS, sometimes referred to as Flexible Services and Expanded Services, when it deems it necessary and appropriate for members and their individual circumstances. Flexible Services and Expanded Services include but are not limited to:

**Home modifications**: Physical adaptations in a member’s private residence, such as widening of doorways, installation of ramps, 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.

**Medication Management**: Support to a member capable of self-administering medications, and 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** is provided to enable the member to access community services, activities and resources.

**Peer Support 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 at any time duration in a member’s home, or as a short term stay in an overnight facility.
Clinical Conditions, Criteria & Authorization for Long Term Services and Supports

In addition to factors considered in determining the necessity and appropriateness of medical services, Commonwealth Care Alliance also evaluates:

- Likelihood that the enrollee 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 Services and Supports Coordinator (LTSC) to assist with coordination of their LTS needs. LTSCs provide expertise in community supports to the member and his/her care team, advocate for the member’s LTS 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 LTS Coordination services.

Geriatric Support Services Coordinator (GSSC)

As a member of the primary care team (PCT) for SCO members, the GSSC participates in initial and ongoing assessments of members including developing community based care plans as well as determining the appropriateness of institutional long term care services. The GSSC also arranges, coordinates, and authorizes with the agreement of the PCT the provision of Long Term Services.