

Revision History

Date	Version	Description	Author
June 26, 2023	1.0	Initial publication	EOEA Home Care Team

Transition of CSSM Care Enrollments to CTLP Care Enrollments in Aging & Disability (A&D)

The Community Transition Liaison Program (CTLP) enhances and rebrands the Comprehensive Services and Screening Model (CSSM) Program that has been operated by the Aging Service Access Points (ASAPs) since 2005. CTLP launched across the Commonwealth of Massachusetts effective July 1, 2023. The CSSM Program will officially sunset on by September 30, 2023.

During the transition period of July 1, 2023 to September 30, 2023 **no new CSSM Care Enrollments should be created**. SIMS Support has end dated the ASAP specific CSSM Care Enrollments to prevent the creation of new CSSM Care Enrollments. CSSM Care Enrollments created prior to July 1, 2023, can still be modified and terminated.

This document provides sub-regulatory instruction for transitioning consumers currently enrolled in CSSM to CTLP.

Review of CSSM Care Enrollments

Starting July 1, 2023, ASAPs must run in HAR the *Active CSSM Enrollment Validation Report*, to identify all consumers with an active CSSM Care Enrollment being served by their agency.

ASAPs must review each active CSSM Care Enrollment and determine if:

- the CSSM Care Enrollment should have been **terminated** prior to July 1, 2023
- **active** transition/discharge planning is currently occurring
 - The consumer's A&D record would demonstrate that the CSSM Team has been engaging with the consumer at a regular cadence to provide discharge planning assistance. Engagement with the consumer would include but is not limited to assisting the consumer with housing applications, attending discharge planning meetings with the NF staff, and assistance with applications for the HCBS Waivers, etc.
- **no active** transition/discharge planning is currently occurring

For all consumers with an active CSSM Care Enrollment ensure all appropriate Activities & Referrals (A&R's) are entered into A&D to track when the consumer's Short-Term Review (STR) is due if MassHealth is the payer of their NF stay.

All CSSM Care Enrollments must be reviewed and terminated in accordance with this business rule by September 30, 2023.

Required Actions

For consumers with a **CSSM Care Enrollment** that should have been **terminated prior to July 1, 2023**:

- Review consumer record to determine reason for termination and appropriate end date
- Terminate CSSM Care Enrollment utilizing the approved CSSM Termination Reasons as defined in *Business Rule: Tracking CSSM Enrollment in SAMS (September 17, 2020)*

For consumers with a **CSSM Care Enrollment** that have **active** transition/discharge planning currently occurring:

- Terminate CSSM Care Enrollment using **CSSM – Transfer to CTLP** as the termination reason
 - End date = date CSSM Care Enrollment review occurred (Note: must be on or after July 1, 2023)
- Enter a **CTLP Care Enrollment** with the Start Date and Received Date being the same as the end date of the CSSM Care Enrollment
- Best Practice – CSSM Team will do a warm transfer to the CTLP Team (if CSSM Team is different than CTLP Team)

Warm Transfer: Verbal two-way communication via telephone or virtual engagement initiated by the CSSM Team to the receiving CTLP Team to provide background information on the consumer's needs, services, and supports. This includes introducing the consumer to the receiving CTLP Team prior to transfer completion. A voicemail message or email to the receiving CTLP Team is not considered a warm transfer.

For consumers with a **CSSM Care Enrollment** that have **no active** transition/discharge planning currently occurring:

- The Community Transition Liaison (CTL) must engage with the consumer and determine if they are interested in assistance with transition/discharge to the community.
 - If Yes –
 - Terminate CSSM Care Enrollment using **CSSM – Transfer to CTLP** as the termination reason
 - End Date = date CTL engaged with the consumer (Note: must be on or after July 1, 2023)
 - Enter a **CTLP Care Enrollment** with the Start Date and Received Date being the same as the end date of the CSSM Care Enrollment
 - Provide ongoing engagement and assistance to the consumer for transition and discharge planning
 - If No –
 - Terminate CSSM Care Enrollment using **CSSM – Refuses Discharge Planning** as the termination reason

- End Date = date CTL engaged with the consumer (Note: must be on or after July 1, 2023)
- Enter **CTLP Care Enrollment** with the Start Date and Received Date being the same as the end date of the CSSM Care Enrollment
- Terminate the **CTLP Care Enrollment** using **CTLP – Not Interested in Transition**
 - End date = end date of CSSM Care Enrollment

Reporting

The ASAP is responsible for

- generating reports,
- reviewing for quality assurance,
- identifying inaccuracy trends,
- addressing inaccuracies, and
- and completing necessary follow-up within a timely manner.

All follow up actions completed by the ASAP must be documented in the consumer's A&D record as appropriate.

ASAPs must continue to monitor CSSM Care Enrollment data, utilizing the *Active CSSM Enrollment Validation Report*, available in HAR, on a monthly basis through September 30, 2023, to ensure compliance with this business rule. See associated HAR User Guide for more information on running the report.

If you have questions regarding this business rule, please contact: Desiree Kelley, Clinical Nurse Manager at Desiree.Kelley@mass.gov or Julianna Santiago, Community Transition Liaison Program Manager at Julianna.Santiago@mass.gov