



Health Related Social Needs (HRSN) Services Update for the Massachusetts Health Care Training Forum (MTF)

December 16, 2024



Topic
HRSN Current and Future State
HRSN Supplemental Services (Housing and Nutrition)
Key Takeaways

Please be advised that recording meetings, by any means, including the use of any A.I. applications, without prior permission is strictly prohibited.





Current State (through 12/31/2024):

Flexible Services Program (FSP)

MassHealth Accountable Care Organization (ACO) Enrollees may receive supports for their Health Related Social Needs (HRSN) through the FSP. FSP is a pilot grant program that launched in January 2020 to provide housing and nutrition goods and services to a subset of eligible ACO Enrollees based on certain criteria. Flexible Services are not covered services; Enrollees are not entitled to these services.

Specialized Community Supports Program (Specialized CSP)

In April 2023, MassHealth implemented three Specialized CSPs for homeless individuals (CSP-HI), individuals with unstable housing (CSP Tenancy Preservation Program (CSP-TPP)), and individuals with justice involvement (CSP-JI). Services are provided to eligible managed care Enrollees and MassHealth fee-for-service members with behavioral health (BH) diagnoses.



Future State (beginning 1/1/2025):

In September 2022, the Centers for Medicare & Medicaid Services (CMS) approved MassHealth's 1115 demonstration waiver renewal, which included re-authorization of and **changes to both FSP and Specialized CSP for ACO Enrollees only**. As approved in this waiver:

- **FSP** will be ending on 12/31/2024.
- **As of January 1, 2025**, there will be two categories of services that address HRSNs (i.e., HRSN Services) for ACO Enrollees – Required Services and Supplemental Services.
 - **HRSN Required Services:** A subcategory of HRSN Services that ACPPs and PCACOs (through MBHP) must provide to Enrollees.
 - **HRSN Supplemental Services:** A subcategory of HRSN Services that ACPPs and PCACOs (through MBHP) may choose to provide to Enrollees in accordance with MassHealth Managed Care.
 - Each ACO needs to provide at least one HRSN Supplemental Nutrition Service and one HRSN Supplemental Housing Service
 - MassHealth has created a standardized list of HRSN Supplemental Services.
 - Each ACO may select different services to offer, but once the ACO selects a service, it must be offered to all Enrollees who meet the criteria to receive the services.

MassHealth has been working with ACOs and HRSN providers to prepare for the delivery of these services in January 2025.



Required vs. ACO Supplemental HRSN Services

Beginning in 2025, MassHealth will classify each ACO HRSN Service as one of two “service types”:

Population

MassHealth members who are enrolled in ACOs.

ACO HRSN Required Services

ACOs must provide these services to all eligible members. The required services will include:

- Specialized CSP-HI
- Specialized CSP-TPP
- Specialized CSP-JI

ACO HRSN Supplemental Services

ACOs must offer at least two supplemental services (one housing, one nutrition).

- There are **17 different ACOs** and there may be **different services selected by each ACO**
- Once the ACO offers the service, it must be offered to all eligible members.

Flexible Services Program Sunsetting and Transition to HRSN Services



FSP Sunsetting (end 12/31/24)

- ✓ All Flexible Services Program activities, including screening, referral, and service provision, must be completed by **December 31, 2024**.
- 🏥 ACOs and SSOs are encouraged to continue to provide Flexible Services as appropriate through **December 31, 2024**.
- 🚩 ACOs were directed to notify Enrollees receiving Flexible Services in writing:
 - **At least 30 days prior to their last day of services and no later than December 1, 2024**, about the end of Flexible Services and the impact the changes will have on them.
 - Include options available to Enrollees, including **other HRSN supports and community resources**.



HRSN Supplemental Services Delivery (January 2025)

- 👤 **ACOs may screen MassHealth Enrollees in 2024** for HRSN Supplemental Services in 2025.
- 📄 Whether members meet the criteria to receive HRSN Supplemental Services must be determined in accordance with **eligibility requirements for each specific HRSN Supplemental Service**.



HRSN Supplemental Services (Housing and Nutrition)





Selecting HRSN Supplemental Housing Services

ACOs must choose at least one HRSN Supplemental Housing Service.

MassHealth HRSN Supplemental Housing Services for 2025

For Members Experiencing Homelessness

Housing Search

Transitional Goods

For Members Experiencing Housing Instability

HRSN Housing Navigation

For Members Living in Housing that is Unhealthy

Healthy Homes



Selecting HRSN Supplemental Nutrition Services

ACOs must choose at least one HRSN Supplemental Nutrition Service.

- If ACOs choose to provide more than one Category 1 service, they may only select one 'service type' from each Category 1 service ("Medically Tailored" or "Nutritionally Appropriate").
- Nutrition assessment and coordination is integrated into all Category 1 Services.
- Category 2 services may only be provided to members receiving Category 1 services.

MassHealth HRSN Supplemental Nutrition Services for 2025

Category 1: Nutrition Services

Home Delivered Meals

Medically Tailored Home Delivered Meals

OR

Nutritionally Appropriate Home Delivered Meals

Food Boxes

Medically Tailored Food Boxes

OR

Nutritionally Appropriate Food Boxes

Food Prescriptions

Medically Tailored Food Prescriptions and Vouchers

OR

Nutritionally Appropriate Food Prescriptions and Vouchers

Category 2: Nutrition Services

Nutrition Education

Nutrition Education Classes and Skills Development

Nutrition Counseling

Kitchen Supplies

Kitchen Supplies



Determining Criteria for Receiving HRSN Supplemental Services

- To receive HRSN Supplemental Services, an individual must be an ACO Enrollee. An enrollee must also meet certain criteria which may vary by the respective service.
- An enrollee meets the criteria for services when they meet the Health Needs Based Criteria, Risk Factor, and any additional program criteria of the service, as set forth in the HRSN Service Manuals.
- Plans may not restrict eligibility criteria** to target certain populations.

To receive HRSN Services:

Criteria

MassHealth ACO Enrollment



Health Needs Based Criteria (HNBC)



Risk Factors (RF)



Other Programmatic Criteria as Required

✓	Enrolled in a MassHealth ACO
---	------------------------------

As is the case for all ACO Covered Services, HRSN Providers need to verify ACO enrollment each time a service is delivered. This can be done using the Eligibility Verification System (EVS)¹ or Plans' provider portals.

Varies by service. Examples:

✓	Behavioral Health Need
✓	Complex Physical Health Need
✓	Assistance with one or more Activities of Daily Living or Instrumental Activities of Daily Living
✓	Repeated Emergency Department (ED) Use
✓	Pregnant individual with high-risk pregnancy or complications
✓	Pregnant individuals without additional clinical factors

Varies by service. Examples:

✓	Experiencing Very Low Food Security
✓	Living in Housing that is Unhealthy
✓	Experiencing Homelessness
✓	Experiencing Housing Instability

Varies by service. Examples:

✓	Unable to Prepare Meals
✓	<i>HRSN Service Manuals detail additional criteria for each service</i>

¹Only HRSN Providers who are enrolled as a MassHealth Fee-For-Service provider can access EVS.



Key Takeaways





Key Takeaways

- ✓ The Flexible Services Program is ending on December 31, 2024. ACOs were directed to notify Enrollees receiving Flexible Services in writing about the end of Flexible Services and other options available to them, including other HRSN supports and community resources.
- ✓ MassHealth and ACOs have finalized the HRSN Supplemental Services that will be offered to Enrollees in January 2025.
- ✓ New HRSN Supplemental Services begin in January 2025. HRSN Supplemental Services offered vary by ACO. The list of services offered by each ACO can be [found here](#).
- ✓ For the latest updates and more information:
 - ✓ Members may view the [MassHealth Enrollment Guide](#) (page 3) for information about HRSN Services
 - ✓ The [Mass.gov HRSN Webpage](#) will be kept updated with important information for Plans, Providers, and Members, including HRSN Supplemental Services available by ACO.



Questions

- ✓ For further comments after the meeting, please **e-mail** FlexibleServices@mass.gov.