



Executive Office of Elder Affairs

RESPECT INDEPENDENCE INCLUSION

The EOEA Home Care Program
MCLE Training
April 30, 2024



Executive Office of Elder Affairs Mission

Mission

The Executive Office of Elder Affairs promotes the independence, empowerment, and well-being of older adults, individuals with disabilities, and their caregivers.

Vision

Older adults and individuals with disabilities will have access to the resources they need to live well and thrive in every community in the Commonwealth.

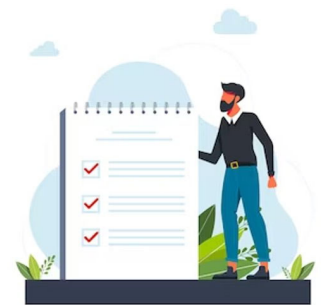
Values

- We value growing older
- We value choice, including the choice to live in the community
- We value the contributions that older adults and individuals with disabilities make to society
- We value a person-centered approach that promotes dignity and takes into account cultural identities
- We value collaboration with our partners, advocates, and other stakeholders



Agenda

- **What is an Aging Services Access Point (ASAP)?**
- **Home Care Eligibility & Services**
- **The Role of the ASAP RN**
- **Frail Elder Waiver (FEW) Overview**
- **Self-Directed Service Delivery and Additional Program Options**
- **How Do I Make a Referral to an ASAP for services?**
- **Questions**



What is an Aging Services Access Point (ASAP)?

ASAP Functions

An ASAP is a regional agency that contracts with the Executive Office of Elder Affairs (EOEA) and provides programs and services to older adults and individuals with disabilities

There are 24 ASAPs in Massachusetts that are designated by EOEA ensuring coverage across the commonwealth. ASAPs are defined in Massachusetts Law M.G.L. 19A

Provides assistance regardless of income or eligibility

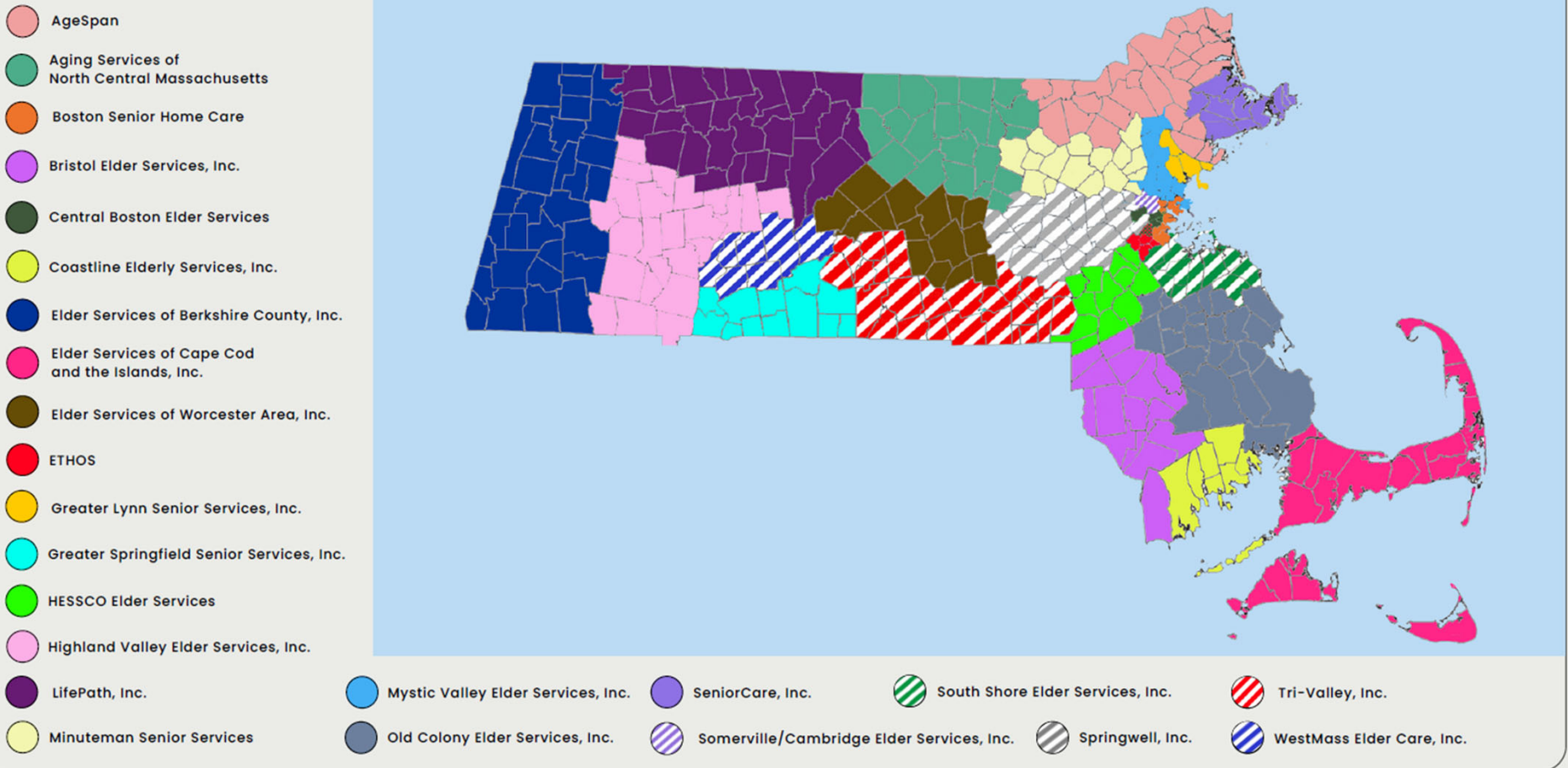
Provides programs & services to older adults and individuals with disabilities

Provide resource/community service information at no cost.

ASAP Map

AGING SERVICES ACCESS POINTS (ASAPs) IN MASSACHUSETTS

Call MassOptions at 800-243-4636 to connect with your local ASAP



<https://www.mass.gov/location-details/aging-services-access-points-asaps-in-massachusetts>

Aging Services Access Points (ASAPs)

Home Care Program Functions

Care Management

- Eligibility & Assessment
- Enrollment
- Advocacy & Education

Care & Support Coordination

- Authorization & purchase of Home Care services
- Coordination of comprehensive community care
- Management of procured provider network
 - Provider vetting and monitoring
 - Negotiation of rates and services

Other ASAP Functions

Clinical Assessment & Eligibility for Medicaid-funded institutional & community-based care

Nutrition (home-delivered meals)

Information & Referral

Community Transitions Liaison Program (CTLP)

Options Counseling

Adult Protective Services (APS)

Family Caregiver Support Program (FCSP)

Home Care Eligibility & Services

EOEA Home Care Program

The Home Care Program provides care management and in-home support services to help older adults, people with disabilities, and people with Alzheimer's Disease or related dementia successfully age in place within Massachusetts. Services are available based on assessed needs.



Age & Residence Eligibility

Age

- 60 years of age and above
- Under age 60 with a diagnosis of Alzheimer's or related Dementia disorder

Residence

- Resident of Massachusetts
- Not living in an institutional setting or Assisted Living Residence

***A referral can be made, and an intake can be conducted for the Home Care Program for applicants transitioning to the community prior to leaving a facility**

Function & Need Eligibility

- **Functional Impairment Level (FIL):**
 - Require assistance with at least One Activity of Daily Living (ADL)
OR
 - 6 or more Instrumental Activity of Daily Living (IADL) impairments
AND
 - *Intervention that Home Care will provide to meet this need at the time of **enrollment** - a critical unmet need (any ADL, meal preparation, food shopping, home health services, medication management, Respite, transportation for medical treatments)**

Exceptions to the Home Care Eligibility (only need 4 IADLs):

At Risk:	Older Adults who are at risk due to a variety of factors, including, but not limited to substance abuse, mental health problems or cultural and linguistic barriers.
Protective Services:	Older Adults who are receiving or are eligible to receive Protective Services.
Congregate Housing:	Older Adults residing in a Congregate Housing Facility.
Waiver Consumers:	Older Adults who are eligible for the Home and Community Based Waiver Program.

*This is for initial eligibility only

*For presentation only. Not for distribution.

Cost Share

- Any Income
- A co-pay can only be assessed after a financial assessment has been completed
- Cost share contribution based on Income & MassHealth:
 - Annually adjusted based on cost of living adjustment (COLA)
 - Exceptions to income: some VA benefits, pooled trust, etc.

2024 Cost Share Schedule

Voluntary Donation	Fixed Monthly Max Copay (ranges from \$10-\$199, not to exceed actual cost of qualifying services)	% Based Monthly Copay (based on qualifying services received)
Individuals whose annual income is below \$15,460	Based on a sliding scale, Individuals whose annual income is \$15,461 - \$34,733	Based on a sliding scale, Individuals whose annual income is \$34,734 and above
A couple whose annual income is below \$20,820	Based on sliding scale, A couple whose annual income is \$20,821 - \$49,145	Based on a sliding scale, A couple whose annual income is \$49,146.00 and above

MassHealth members whose income is at or below 300% SSI FBR (\$2,829/month in 2024) will not have a copayment for Home Care Services, including Medicare Savings Plan

The Home Care Program



Home Care Basic/Non-Waiver

Home Care Basic/Waiver*

Home Care / Percent Based

Enhanced Community Options

Community Choices*

* Frail Elder Waiver Program, MassHealth Standard (Expanded Income Eligibility – 300% SSI FBR)

Home Care Services

In-Home Services

- Homemaking
- Personal Care
- Home Health Aide
- Companion
- Supportive Home Care Aide
- Home Delivered Meals
- Nutrition Assessment and Counseling
- Alzheimer's Dementia Coaching
- Vision Rehabilitation
- Orientation and Mobility

Community Based Services

- Delivery of pre-packaged medication
- Home Safety/Independence Evaluation (Occupational Therapy)
- Behavioral Health Services
- Peer Support
- Adult Day Health
- Supportive Day Program
- Respite Care
- Medication Dispensing Machines
- Laundry
- PERS/Enhanced PERS
- Transportation
- Grocery Shopping

Home Modifications

- Chore
- Goal Engagement
- Environmental Accessibility Adaptations

Home Health Services

- Home Health Aide
- Complex Care Training and Oversight (Skilled RN)
- Home Safety and Independence Evaluation (Occupational Therapy)
- Physical Therapy
- Speech Therapy

Electronic Supports

- Assistive Technology Device
- Electronic Comfort Pets (non-waiver)
- Virtual Communication and Monitoring
- Homebased Wandering Response Systems

Home Care Programs

Individual Care Plans are developed and implemented based on a consumer's unique and specific needs

Home Care Basic-Non-Waiver & Home Care / Percent Based

Basic level of care needs

Example Care Plan #1:

- Home Delivered Meals 5 meals/week
- Homemaking/Personal Care 2-3 hours/week

Example Care Plan #2:

- Home Delivered Meals 3 meals/week
- PERS Monthly
- Homemaking 1.5 hours/week

Enhanced Community Options (ECOP)

Nursing Facility Level Of Care Needs

Example Care Plan #1:

- Home Delivered Meals 5 meals/week
- PERS Monthly
- Homemaking/Personal Care 2-3 hours/week

Example Care Plan #2:

- Adult Day Health 1 day/week
- Homemaking 1.5 hours/week
- PERS Monthly

HCBS Frail Elder Waiver (FEW) MassHealth Only

Nursing Facility Level Of Care Needs: 2 Types of Programs based on Formal Support Needs

Home Care Basic-Waiver

Example Care Plan:

- Home Delivered Meals 5 meals/week
- Homemaking/Personal Care 3 hours/week
- Informal Supports
- Lower Formal Support Need

CHOICES

- Informal Support
- Higher Formal Support Need
- Services to meet needs
- Up to 24/7 care

Sample Care Plans Based on Program above

Benefits of Home Care

Care Management

- Management of care plan
- Engagement with provider
- Connection to other community resources/partners

Provider Network

- Meets qualifications set by EOEA
- Meets programmatic standards
- ASAP contracted, monitored & audited

Service Rates

- Negotiated based on all ASAP Business
- Less expensive than Private Pay
- State set for certain MassHealth services

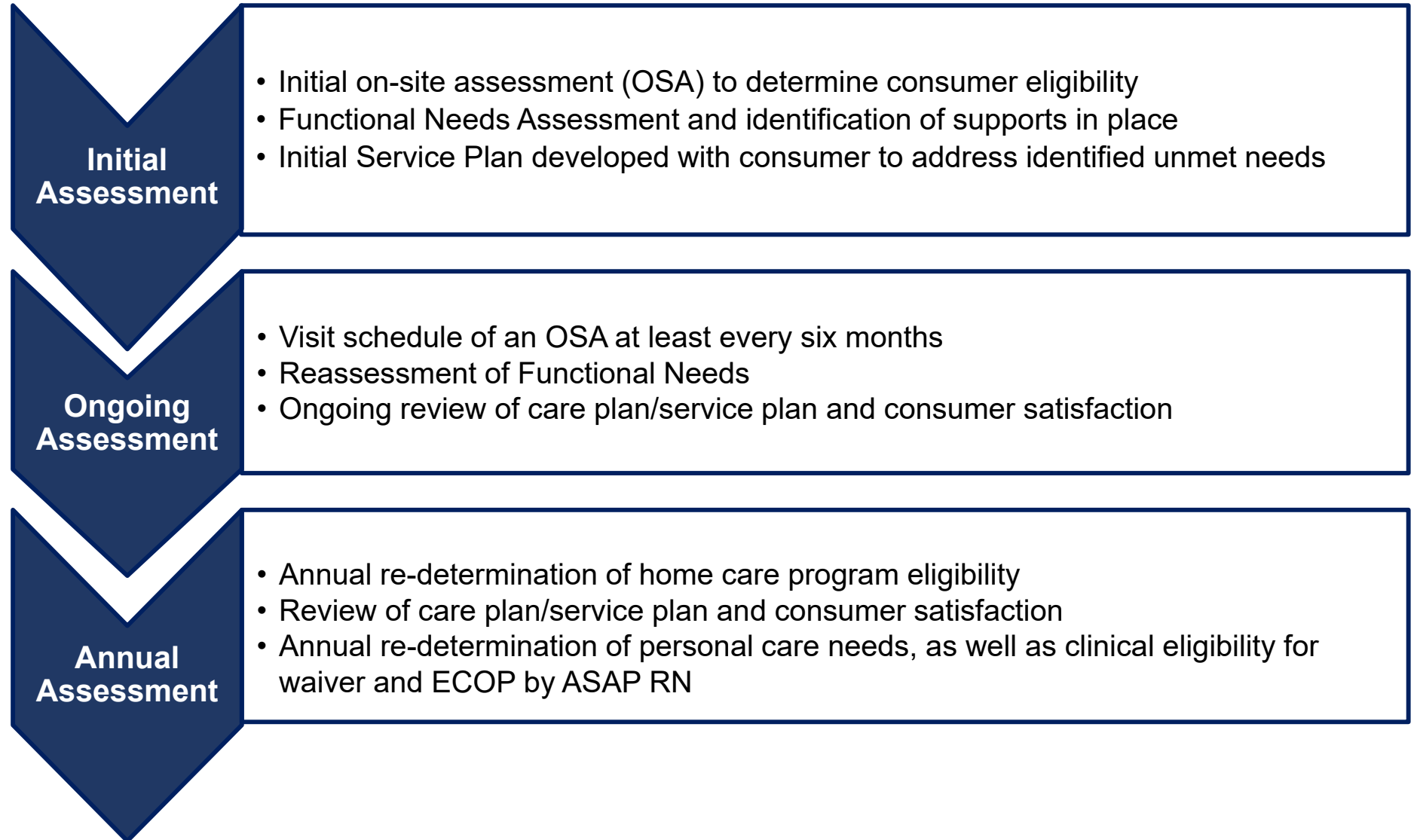
Advocacy

- Use ASAP Network of services & providers vs. having to navigate on your own
- Benefit of having an advocate to address concerns

Consumers with a High % Co-Pay

- Benefits of HC Enrollment vs. Private Pay
- No minimum service plan required
- Centralized care coordination by Care Managers

Care Planning & Care Management



The Role of the ASAP RN

Clinical Assessment & Eligibility (CAE)

MassHealth Screenings:

- Adult Day Health
- Group Adult Foster Care
 - Eligibility screens completed by Coastline Elderly Services only
- Frail Elder Waiver Clinical Eligibility
- Nursing Facility Clinical Eligibility
 - Pre-Admission Screenings
 - Post-Admission Screenings

State Home Care Screenings:

- ECOP Clinical Eligibility
- Personal Care Determinations (PC, SHCA, HHA)

Frail Elder Waiver (FEW)

HCBS/Frail Elder Waiver Eligibility

Requires nursing facility level of care (LOC)

- Clinical Eligibility Criteria based on Federal Requirements

Participants must be financially eligible for MassHealth

- Financial Eligibility for HCBS Waivers based on Federal Regulations
- MassHealth is the only entity that can determine financial eligibility

Applicants Income (Spouse's Income not Reviewed)

- Below 300% SSI Federal Benefit Rate
- 2024 300% SSI FBR is \$2,829

Assets 2024

- Requirement for applicant is \$2,000
- Countable limit on applicant's spouse is \$154,140

FEW Options

- **Higher income threshold** for MassHealth eligibility allowing consumers who need a nursing facility level of care to access MassHealth
- **Access to MassHealth State Plan Benefits**
- Option to enroll in a **Senior Care Options (SCO) Plan**
- Applicant's single/individual income and assets is reviewed for eligibility
 - **Spouse's assets are considered**

Home Care Basic-Waiver

- For older adults with involved supports (Informal & Formal)
- Receiving some formal supports through home care
- Consumer accessing state plan services (such as ADH, PCA)
- Support through Home Care may be supplementing state plan services

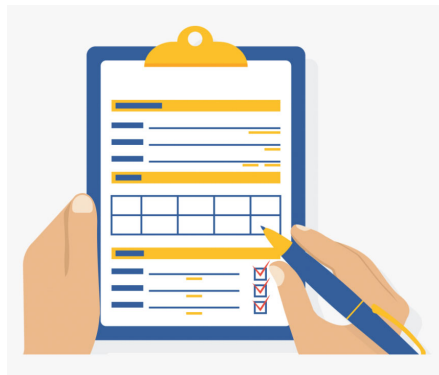
Choices

- Minimum care plan cost 1.75x Basic POS Rate
- For older adults needing significant formal supports through home care
- Up to 24/7 Care
- Informal supports
- Consumer accessing state plan services (such as ADH, PCA)

Application Process: Financial Eligibility

MassHealth is the only entity that can determine Financial Eligibility

- Financial Eligibility for waiver includes an asset test
 - Consumers under age 65 with MH Standard will need SACA
 - Consumers under age 65 must be formally disabled
 - Consumers over age 65 must complete SACA



Application Process: Clinical Eligibility

ASAPs conduct all Initial FEW Clinical Screenings and any annual redeterminations for ASAP Home Care enrolled consumers

- Individuals who are eligible for FEW and enroll in a Senior Care Options (SCO) Plan
 - SCO RNs will complete the annual redetermination for SCO enrolled FEW members
- ASAPs have a process for review of clinical denials of FEW clinical eligibility
 - Recommend internal Nursing Quality Review for all Denials
 - Denials are appealable
 - Must be linked to MassHealth NF regulations 130 CMR 456.409

Maintaining Waiver Eligibility

- Consumers are visited & assessed a minimum of 2x/year for an in-home assessment
- Consumers must have one waiver service scheduled monthly in order to maintain waiver status
- Waiver clinical eligibility is re-determined every year to ensure consumer remains Nursing Facility eligible
- MassHealth will collect updated income & asset information annually



Self-Directed Service Delivery Options

Self-Directed Service Delivery Options

Consumer Directed Care (CDC)

- A *self-directed* service delivery option for non-waiver enrolled consumers in accordance with EOEI PI-18-02
- **Consumer** can choose to recruit, train and hire their own worker for personal assistance services
- **ASAP** assesses need & authorizes an average number of hours per week, is responsible for the overall management of program service costs within the limits for HCB-NW and ECOP program

Services Offered

- Homemaking
- Personal Care
- Home Health Aide
- Transportation
- Chore
- Companion



Self-Directed Service Delivery Options

Veteran's Independence Plus Program (VIP)

VIP Program serves

- Veterans of any age
- at risk of nursing home admission
- Supports family Caregivers



VIP Program qualifications

- Receive primary care at VAMC (Veteran's Administration Medical Center)
- Have a VA primary care team
- Meet the eligibility criteria for home and community-based services as determined by VA
- Receive a referral to VIP Program from the VAMC

ASAP case manage VIP enrollees (Care Advisor)

Additional Program Options



*For presentation only. Not for distribution.

Community Transition Liaison Program (CTLTP)

Program Description:



The Community Transition Liaison Program (CTLTP) supports nursing facility residents in transitioning to the community. CTLTP supports any resident (age 22+) of a nursing facility (regardless of insurance) who is interested in receiving support & assistance to transition to the community.

The CTLTP Team Weekly:

Engages with residents who are in the nursing facility to understand if they are interested in returning to the community

Provides informed choice on community transition options

Provides assistance & coordination with discharge planning

Connects residents to state programs & local community supports

Assists the resident in mitigating issues that may impact their ability to successfully transfer to the community

Hospital to Home Program



Program Description:

The focus of the Hospital to Home Partnership Program (HHPP) grant is to build partnerships between Acute Care Hospitals (Hospitals) and ASAPs and to strengthen communication and coordination with community providers to promote skilled nursing facility diversions, and to improve hospital discharge rates from Hospitals directly to home and community-based settings.

Grant included funding for **HCBS Hospital Liaison** and/or **Innovation** programs

- The embedding of ASAP staff within the hospital to serve as **HCBS Hospital Liaisons** to help connect individuals ready for discharge to HCBS alternatives
 - All current HHPPs are HCBS Hospital Liaison programs
 - ASAP staff have hospital privileges
- **Innovations** to help individuals transition from a hospital to their home, which may include improvements (including technology) to share information more effectively or mitigate discharge barriers

Title III Meals



- **The Senior Nutrition Program provides nutritious meals to older adults who are unable to leave their homes due to illness, disability or frailty through the Home Delivered Meals Program.**
 - Supper & weekend meals are also available in some areas
 - Nutrition assessments & nutrition counseling provided to older adults at nutritional risk

- **Who Qualifies?**

- People aged 60 or older if they:

Have physical, emotional, or cognitive impairments, or have inadequate kitchen facilities, resulting in an inability to prepare nutritionally adequate meals

Are unable to attend congregate meal sites

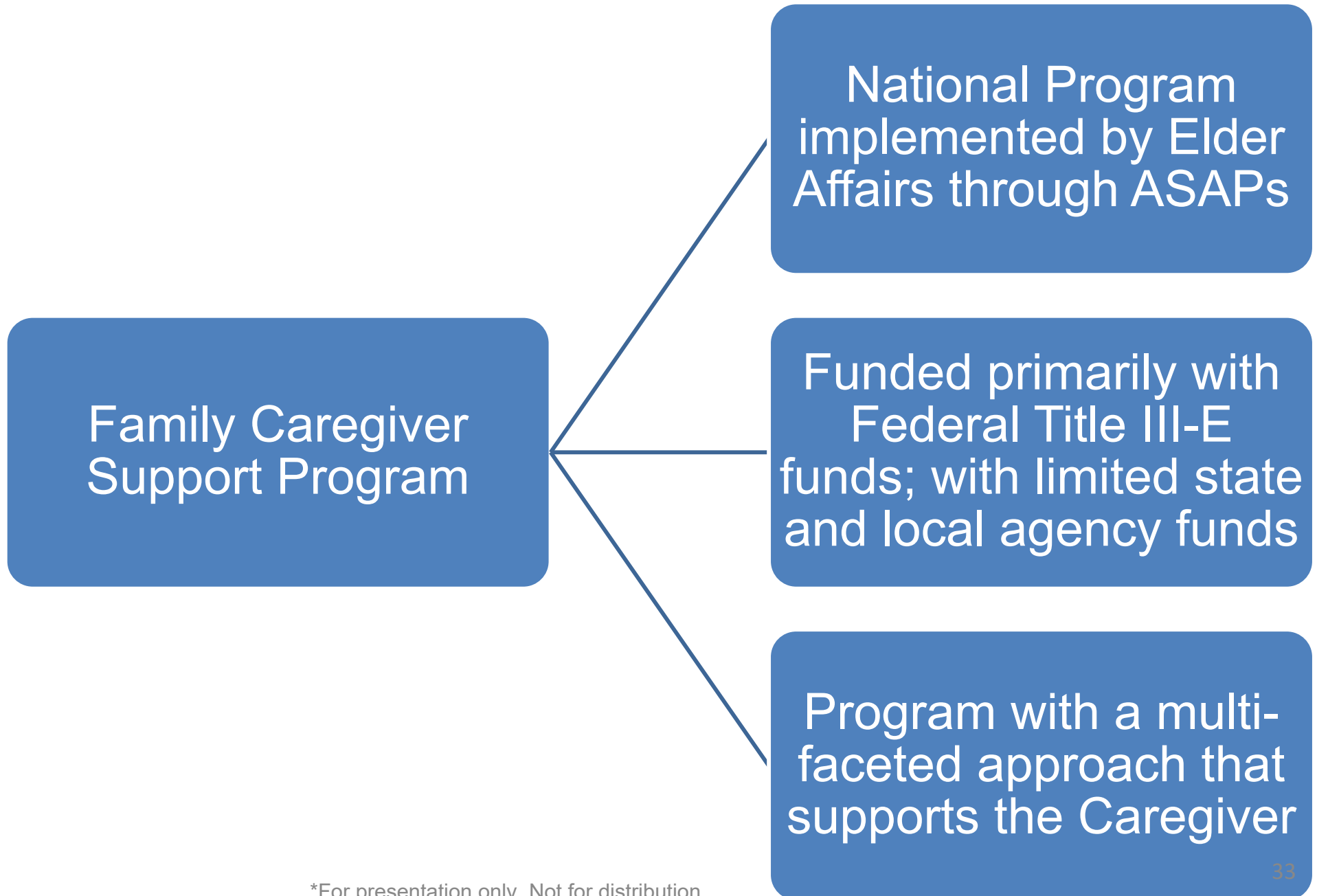
Have no one to help with meal preparation

Meet home delivered meals intake criteria

Act as a caregiver to an immediate family member, and the family member is disabled

- **No income eligibility review required**

Family Caregiver Support Program (FCGS)



Caregiver Specialist

Caregiver Specialist focuses on supporting the Caregiver

- Conducts caregiver assessments
- Develops a caregiver action plan
- Provides personal assistance in connecting caregivers with resources and services which may include:
 - Respite care options
 - Supplemental Services
- One-on-one counseling & coaching
- Identified training in group settings or for individuals
- Facilitates family meetings



Who is a Caregiver in the FCGS Program?

- A family or informal caregiver who is:
 - caring for an individual aged 60 or older, or someone with Alzheimer's
 - a grandparent aged 55 or older caring for a child age 18 or younger
 - over the age of 55 caring for a disabled individual between the ages of 18-59; can be the parent
- Contact the Massachusetts Family Caregiver Support Program: Local ASAP 1-800-243-4636 or www.mass.gov/caregiver



Other EOEA Programs

Assisted Living
Operations –
Certification &
Ombudsman

Aging &
Disability
Resource
Consortia

Home Care
Programs

Nutrition Title III
Programs

Protective
Services

Family Caregiver
Support Program

Information &
Referral

Community Care
Ombudsman

Long Term Care
Ombudsman

Council on Aging

Prescription
Advantage

Senior
Employment

SHINE

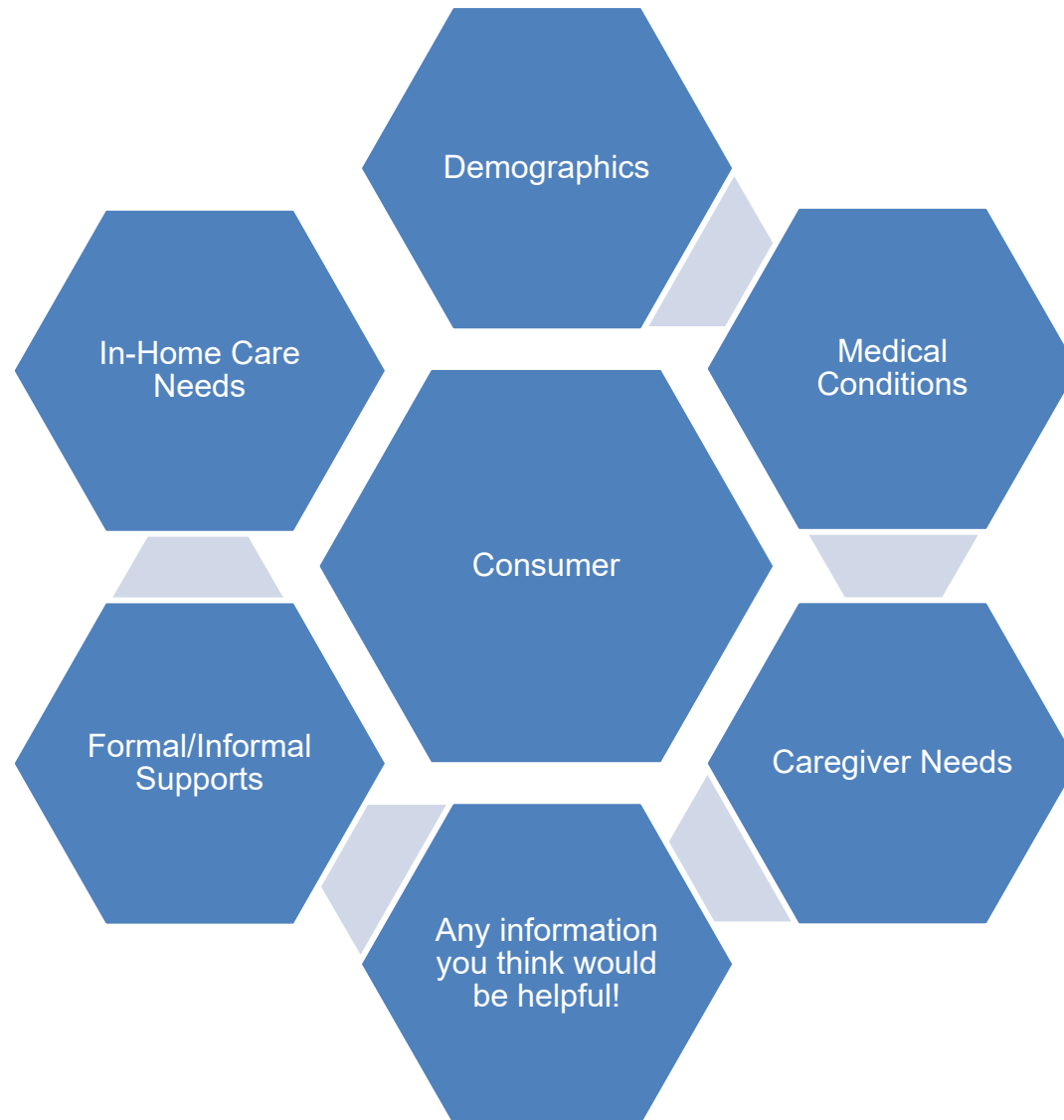
How Do I Make a Referral to an ASAP for services?

How Can Information and Referral Help?

Resources	Referrals
<ul style="list-style-type: none">• Entities that could meet needs or desires (hairdressers, podiatrists, meal delivery services)• Senior Living Advisors• Housing• Weatherization Assistance• Public Benefits (SNAP, Health Insurance, Fuel Assistance)• Legal• Transportation• Senior Centers/Councils on Aging• Veteran's Benefits	<ul style="list-style-type: none">• Internal (Home Care, Nutrition, Family Caregiver Support, etc.)• External (Personal Care Attendant, Adult Family Care, Senior Care Options, Program for All Inclusive Care for the Elderly, Group Adult Foster Care, etc.)

All information and consultations provided by Information and Referral staff are FREE!

Helpful Information to Have When Referring to Home Care



MassOptions (800) 243-4636

4 Easy Ways to Reach Us



Call

Call us anytime,
from 9:00 AM to 5:00 PM.

[800-243-4636](tel:800-243-4636)



Online Chat

With a MassOptions
Specialist
Monday-Friday
9:00 AM-5:00 PM



Get a Referral

To view local services,
complete an easy referral
any time



Questions?

We'll contact you
in 1 business day



Call back if your needs ever change! [1-800-243-4636](tel:1-800-243-4636)

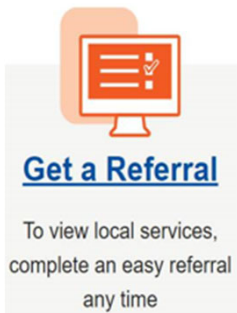
Give Your Feedback

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Find the Aging Services Access Point (ASAP) covering your area



- Click on “Get a Referral”
- Choose “Aging Service Access Point (ASAP)”
- Choose your town or city from the drop-down list.

Which agency would you like to connect with:

Aging Service Access Point (ASAP)
Independent Living Center (ILC)
Massachusetts Rehab Comission (MRC)
Massachusetts Department of Developmental Services (DDS)
Massachusetts Department of Mental Health (DMH)

Please select your town or city:

Abington

Submit

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Questions

