

Community Case Management and Commonwealth Medicine

Community Case Management (CCM) is a MassHealth program administered through Commonwealth Medicine, the public service division of the University of Massachusetts Medical School.

Commonwealth Medicine's knowledge resources provide innovative, cost-effective and high-value services to state agencies to support their efforts to develop health policies and programs that will improve health care access and quality for at-risk populations. ■



Community Case Management

333 South Street, Shrewsbury, MA 01545

Tel. (800) 863-6068 TTY. (508) 421-6129 Fax. (508) 421-5905

www.umassmed.edu/commed/clinical/community_case_mgmt.cfm

Commcase@umassmed.edu

CWMCCMV1 02/07-1

*Coordinating Care Should Be
A Straightforward Process
For Parents.*



Community Case Management



Coordinating Care Should Be A Straightforward Process For Parents.



Parents of children with serious medical conditions face countless challenges. Coordinating long-term care services shouldn't be one of them.

The Community Case Management (CCM) program was developed to provide parents with a single point of contact for the range of services offered by state and local agencies. CCM is available for children under the age of 22 who require more than two hours of continuous nursing at home and have MassHealth Standard insurance. CCM coordinates all of the community long-term care services for members—from home nursing visits to medical equipment and rehabilitation services.

CCM is dedicated to helping parents care for their children in the comfort and security of their own home, while managing the community long-term care needs that are medically necessary for their children. Authorized medically necessary services in the home are delivered by MassHealth providers. By working in partnership with all the relevant agencies, CCM is able to develop a service plan that is unique and appropriate to each child's medical needs. ■

A Single Person To Contact To Coordinate Comprehensive Services

Community Case Management (CCM) gives parents access to a range of community long-term care services through a single phone call to a CCM Nurse Case Manager. CCM then works to support children's long-term care needs by providing the following:

■ **Individual Case Management**

When enrolled in CCM, families are assigned a nurse case manager to serve as the single point of contact. The case manager, a registered nurse with home care experience, serves as an advocate and a resource for information. CCM Nurse Case Managers also participate in hospital and institutional discharge planning meetings so families are supported throughout the transitional process.

■ **In-Home Evaluations and Service Plan Development**

The CCM Nurse Case Manager conducts an in-home evaluation and needs assessment of the child to make sure he or she is receiving the services that are medically appropriate. CCM then develops a plan for authorizing, coordinating and delivering services tailored to meet the child's specific medical needs on behalf of MassHealth.

■ **Multidisciplinary Care**

CCM members are supported by a team of highly trained health care professionals in a variety of disciplines,

including respiratory, physical and occupational therapists, speech and language pathologists, pharmacists, social workers and pediatricians, as well as individual Registered Nurse Case Managers.

■ **Multi-Agency Coordination**

CCM works with the Department of Mental Retardation, Department of Public Health, Massachusetts Commission for the Blind and other state agencies, as well as community-based services to ensure all programs are working together.

■ **Insurance Identification**

Families and children who qualify for CCM may be eligible for insurance coverage through alternative private insurers in addition to MassHealth. CCM can help coordinate payments with commercial insurances.

■ **Resource Materials**

CCM provides families with detailed reference materials. Our resource materials aid parents in organizing health records, locating resources, navigating the health care system, communicating with providers and accessing services and benefits from MassHealth providers.

For more information about CCM, please contact us by calling 1-800-863-6068 or (508) 421-6129 (TTY).