**CRC Advisory Minutes**

12/8/16

**Advisory members’ action steps/follow-up requests:**

Share any/all of below as pertinent to your team. Highlights:

1. Prior to next meeting, please ask teams if they have any feedback, questions, project ideas, or resources to share.
2. Share any updates that are pertinent to your team.

Thanks!

***Style note****- Agenda content in black text; discussion, further information and follow-up requested in* ***purple****.*

**Warm welcome to Mia Concordia-** she and **Evelyn Lauture** will be representing intake on alternating meetings.

**Selected Updates**

* We’ve been **visiting teams to** **introduce Diana**.
  + She’s **now a notary public**.
  + Can refer from website (“Ask a Resource Specialist” and “e-mail a resource specialist”)
  + **We can provide individual and small group training on public benefit/community resource topics. Contact Ellen.**
    - Recent such trainings included understanding disability programs (SSI, SSDI, TAFDC and/or EAEDC); EAEDC vs. TAFDC for families with children; Health Care Coverage and Subsidized Housing; Overview of resources including SNAP, HCC, Housing, and shelter system.
* **Website- What’s New:** 
  + **State Bias Incident Hotline: 800-994-3228** 
    - **What is a bias incident? Broader than just “hate crimes” (in which a crime such as assault must occur)- includes threats, harassment, intimidation, etc**. Melanie added that this hotline (from the Attorney General’s office) can help people file police report. Or AG’s office can bring legal action under the state’s civil rights statute. Melanie added that they are encouraging people to call even if don’t want to file police report, so that AG’s ofc can gather stats and plan appropriate outreach and intervention.
      * **State civil rights statute**- the AG’s office may bring legal action against a perpetrator who “threatens, intimidates, or coerces another person on the basis of that person’s membership in a protected group (e.g., race, national origin, religion, age, gender, gender identity, sexual orientation, or disability) or protected activity (e.g., exercising the right to vote or the right to associate).” More at: <http://www.mass.gov/ago/news-and-updates/press-releases/2016/2016-11-14-hotline-to-report-bias-motivated-threats-harassment-violence.html>
  + Resources for [Immigrant Post-Election Concerns](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/SpecificPopulations/SP_Immigrants.html)
  + [Unemployment vs. Early Retirement vs. Disability](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/Unemployment_Early_Retirement_or_Disability-StaffMtg11-16.pptx) - Staff mtg PowerPoint 11/16 (and [**Q&A**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/Unemployment_Early_Retirement_Disability-Q&A_11-16.docx))
  + Globe Santa deadline has passed, but see [Gifts- Holiday](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/SpecificPopulations/SP_Child-Fams_HolidayGifts.html#HolidayGifts) for possible other options (any remaining deadlines will be very soon)
* **Southwest Airlines Medical Grant program-** accepted into program for 2017 with 100 round trips; up from 75 last year. Can be more generous about number of trips per family. (As of 12/7/16 3 round trips left valid through 12/31/16.)
  + **Discussion of remaining passes-** now that we have been approved for 2017 we can discuss possibly giving a one-way 2016 pass and then the return trip in 2017. Discuss with your resource specialist.
* **New MassHealth PT-1 changes**
  + **ONLINE form has been revised**- have submitted the following questions to Partners’ Public Payer Patient Access to seek guidance from MassHealth.
  + Form includes a new sign-off: “I understand that I may be subject to civil penalties or criminal prosecution for any falsification, omission or concealment of any material fact contained herein.”
  + The first check-off says **“I have confirmed that the member does not have access to public or personal transportation resources including friends or family to provide them with transportation.”** 
    - What criteria do they want us to use for availability of public transport?
    - Is it sufficient for us to ask the patient if any friend or family member can transport?
    - Related issues include immuno-compromised patients such as BMT pts who can’t take public transport for safety reasons.
  + Similarly we routinely request an **escort** for patients undergoing cancer treatment as they may unexpectedly need an escort as treatment progresses. Must we complete the application only based on their current needs?
    - **Discussion about paper version and social work role**- while MDs should be responsible, some inpt SWs help expedite these because MDs indicate they won’t do it and patients need it for follow-up to avoid readmission, etc. We don’t know if paper version will be revised and for how long they will accept current version. Ellen to investigate. NOTE: for providers willing to fill out online but need instructions: <http://www.mass.gov/eohhs/gov/newsroom/masshealth/providers/how-to-complete-and-submit-the-pt-1-online.html>
  + **Related resource- NH Healthy Families (NH equivalent to PT-1- for CERTAIN NH Medicaid members.)** Eric shared he’s had success getting transportation for New Hampshire pts. needing medical care in Boston when equivalent care is not available in NH (NH Healthy families Case Management: 866-769-3085 visit [www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)). NH Healthy Families is a managed care organization (MCO) contracted by NH to deliver case management services to NH Medicaid members. **NOTE: not all NH Medicaid members will have care through Healthy Families. NH Medicaid MCO members may instead get care through Well Sense:** [**http://www.wellsense.org/members/whats-covered/rides-to-appointments**](http://www.wellsense.org/members/whats-covered/rides-to-appointments) *(Sources & more info:* [*http://www.dhhs.nh.gov/ombp/caremgt/documents/provider-training-11122013-nhhf.pdf*](http://www.dhhs.nh.gov/ombp/caremgt/documents/provider-training-11122013-nhhf.pdf) *and* [*https://www.nh.gov/dot/programs/scc/documents/ManagedMedicaid.pdf*](https://www.nh.gov/dot/programs/scc/documents/ManagedMedicaid.pdf)*)*

**Feedback/Resource Sharing**

* **Feedback, questions, project ideas, resource sharing from teams?**
  + **Thanks to Oncology team for specific suggestions for improving cancer-related website resources.** Updates in process; Ellen will circle back with questions.
* **Resource Reminders and Updates**
  + **Expected Repeal of the Affordable Care Act**- much is unknown now. But **open enrollment is going on now- people can continue to enroll. No changes to current coverage before the end of 2017** (contracts are already signed, etc.)
    - **MGH pts can apply through PFS, or MA residents directly through the MA Health Connector:** [**https://mahealthconnector.optum.com**](https://mahealthconnector.optum.com) **through Jan 31, 2017.**
  + **Unfortunately Hope Lodge Worcester is closing 12/31/16** due to low utilization. We used this for patients while awaiting space in Boston.
  + **Staff Meeting Presentations- thanks for voting to help us prioritize.** Votes were widespread- no clear consensus. Further discussion? Take back to teams? Topics:
    - **Done** (repeat?)
      * SSI & SSDI Basics (11/14) - 1
      * Utilities Assistance and Shut-Off Protections (5/15)
      * TAFDC and EAEDC Basics (10/15)
      * Immigrant Access to Benefits (7/16) – 1
      * Unemployment, Retirement or Disability? (Which should older people with new disability apply for?) – 1 (11/16- *after survey*)
    - **Haven’t done yet:**
      * Housing (*including RAFT*) – 1 New- **10**
      * SSI and SSDI- work incentives (“how much can I earn and still qualify? Can I keep my MassHealth?”)
      * Emergency Assistance (EA- Family Shelter) – 1 New- **6**
      * OBRA
      * MassHealth for Long-Term Care (Community Spouse protections, protecting the Home, etc.)
      * Can I get paid to provide care to a family member? (short -may combine with next topic) – 2 (see handout [Detailed](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/Can_I_Get_Paid_for_Caregiving.pdf) version) – New **3**
      * Visas- how to get visa to visit ill relative, how to extend a visa (short- may combine with topic above) – 2 New **7**
      * Other new topic?
    - Suggestion made to revote right there for top three. New results above in purple. (Very helpful- thanks!)
    - We hope to bring in outside expert re: **housing**.
      * Request to include impact of CORI on housing – how to deal with criminal record
      * In addition to training **request shorter version of Housing packet;** Melanie will consult
    - **Visas** (to bring family here to see ill pt)- Ellen can present, Eric agreed to consult given his real-world experience
    - **MassHealth for LTC-** some members report feeling more comfortable referring these complex financial issues to a lawyer.
    - **Immigrant Access to Benefits**- one member shared ongoing questions/confusion. Short answer, it is complicated- refer to CRC for consultation and/or arrange individual small group training and/or review [11/16 presentation](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/SpecificPopulations/Immigrant_Access_to_Benefits_Basics-StaffMtg_7-16.pptx). But to answer specific question: undocumented people are **not** eligible for cash assistance benefit programs, but other family members with different statuses may be (thanks for the reminder Martha). Reviewed grid: [**Cash and Food Stamp/SNAP Eligibility Chart By Immigration Status**](http://www.masslegalservices.org/system/files/library/ImmigrantBenefitsChart-March%202016.pdf)**.** Remember to consult chart for each member of family- note special row for children under 18.
  + **Community Resource Connector (CRC) –** Partnersresource database available under the Partners “P” to anyone with a Partners login.
    - **Key differences from our website:** Connector currently MA only; mainly agencies/programs vs. our website which also is a training manual with details on public benefits eligibility/advocacy and with more detail about programs. Connector in early stages- growing and developing their entries.
    - **What it means for SS staff**- a tool you can use but **OUR CRC is still available to you**. If you use the Connector website **please give us feedback** (Ellen is on advisory User Group). Any concerns (are multidisciplinary partners using it? Helpful or when might it lead to role or other confusion?) Will be presenting to Case Management soon - Ellen hopes to attend and then determine whether/how to have them present to SS staff.

**Next meeting: Thurs March 9, 12:00 - 1:00, SS Conf room**