**CRC Advisory Minutes**

6/8/17

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

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

1. **Please highlight for staff the upcoming The Ride On Demand Info session and sign-up at the Blum Center (6/13, 12-1). For further info see below and our website** [**The RIDE**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/BN_Transportation.html#MBTAProgs) (scroll down to section on the **MBTA On-demand Paratransit Pilot**). Related flyer attached.
2. Prior to next meeting, please ask teams if they have any feedback, questions, project ideas, or resources to share.
3. Share any other updates or discussion items that are pertinent to your team.

Thanks!

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

**Selected Updates**

* **Website- What’s New:**
	+ Updated [Patient Financial Services inpatient and oncology staff lists](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/MGH%20I%26R/MGH%20I%26R_MGH.html#PFS). They no longer maintain outpt list- outpt staff aren’t assigned by area/service except in Oncology.
		- Staff very glad for this. Report recent major staff changes, was difficult to determine/reach appropriate PFS staff person.
	+ Diana is reviewing frequently used pages for broken links. (Still helpful for staff to report- may use Suggestions  link at top right of most pages; opens e-mail to Ellen.)

**Feedback/Resource Sharing**

* **Feedback, questions, project ideas, resource sharing from teams?**
* **Epic Referrals – reviewed in staff meeting. We previously did not require.** Leadership, including outside dept, may run reports; want to ensure our work is accurately reflected. Concern that staff may be reluctant to include request details in medical record. Please feel free to call or e-mail with additional detail or we may need to ask for clarification to shape response.
	+ This includes Notary requests, please.
	+ Staff appreciate that CRC staff will remind them if they forget- please continue to do so.
	+ We will proceed with consult while awaiting the referral. and that Notary referrals also should be submitted through Epic.
* **Resource Reminders and Updates**
	+ **Translations- requested by Eileen Keegan’s team.** Both have been translated and are on the website:
		- [**How to Find a Therapist**](http://healthcare.partners.org/ss/ssframebottom/staffresources/policymanuals/How_to_Find_a_Therapist-Single_Document_Rev3-17.pdf) (***New!*** [**Spanish version**](http://healthcare.partners.org/ss/ssframebottom/staffresources/policymanuals/How_to_Find_a_Therapist-Single_Document_Rev3-17-SPANISH.pdf))
		- [**Relapse Prevention Counseling**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Health%20%26%20Illness/RelapsePrevention-PtHandout.docx) (***New!*** [**Spanish version**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Health%20%26%20Illness/RelapsePrevention-PtHandout-SPANISH.docx))
		- **Translation costs have been clarified**- will revisit past request (Accommodation list)– costs on case-by-case basis.
	+ **Follow-up from last meeting: Can MassHealth PT-1 be used to get pt to psychotherapy provided by a LICSW?** Patient is being told no. **Answer:** if transportation is to a MassHealth reimbursable service it should be covered. If having problems please let Ellen know.
		- **Discussion- confusion about who can SIGN PT-1 to set it up/authorize it.**
			* **Only certain medical providers can SIGN/AUTHORIZE a PT-1, and social workers are NOT on that list. Under new regs:** “An authorized provider must (1) be a physician (including an intern or resident), physician’s assistant, psychologist, dentist, nurse midwife, nurse practitioner enrolled in MassHealth; or (2) be a registered nurse designated and supervised by a physician enrolled in MassHealth.”
			* So might need to get someone else to sign the form- if PCPs are referring for psychotherapy it might be reasonable to ask them to complete the form.
			* Once form has been submitted, as long as the SERVICE being provided at that visit is a MassHealth covered service should be able to use PT-1 to get to the appt.
		- **Related note:** **MassHealth is proposing cutting non-emergency medical transportation (PT-1) for those with the CarePlus coverage type** -non-disabled adults without children, the Affordable Care Act expansion group. Scenarios to share with Gov’t Affairs who are trying to advocate?
			* We submitted a couple of scenarios from Oncology that we think are pretty compelling. Help to illustrate that cancer can hit at any age and create a need for significant transportation assistance.
			* Group wondered about Dialysis pts, but on further reflection - they’d likely be in the disabled category and different coverage type than CarePlus.
	+ **The RIDE On-Demand (Uber/Lyft) Pilot- Blum center info session and sign-**up next Tues, June 13 at noon. Help us get the word out! **Refresher/questions:**
		- Council on Disabilities Awareness arranged for Ambassadors to great those arriving on the Ride and give them flyer during a recent week, and had flyers available at Info desks. See flyer attached.
		- **Must already have The RIDE then register at** [www.mbta.com/paratransitpilot](http://www.mbta.com/paratransitpilot-)
		- **Can avoid missed rides, but remember it must be set up in advance- allow 1-2 weeks.**
		- **Cost- pt pays first $2, RIDE pays next $13 and pt pays any amount over a total of $15. Subject to surge pricing,** but you should get price before taking ride.
		- **Can patients use who don’t have access to smartphones?** One program has limited cell phones they’ll give to access the program, the other has phone option, but we don’t have real-world experience yet to see how well these options work.
* **Seeking Feedback**
	+ **SS Website Revamp- will be reorganizing, Dept Advisory may advise**
		- **How do YOU get to website?** Both public and Staff Access areas.(Do not need to bring back to teams, similar question will be posed by Dept Advisory)
			* Type URL in address bar
			* At desk have it linked as a favorite (2)
			* On floor or other location navigate there from MGH website > PCS > SS (2)
			* On-call: Link in e-mail
			* Google
			* At desk have Desktop short-cut/Icon
		- This led to question about **SharePoint** – **a couple of members don’t know how to get there when not at desk.**
			* Showed two ways to get there- from SS page, and under Partner’s P- My SharePoint Sites (most didn’t know it was there).
			* One member having difficulty accessing on floor. Did some brief trouble-shooting, but directed to Susan M and/or Anaceilys.
	+ **SSI/SSDI Questions**
		- **Is there a way to anticipate your SSDI benefit amount or do you just need to wait until you are approved? Answer:** complex calculation, based on your work and salary history. Best for the individual to request their **Social Security Statement.** From our [SSI/SSDI page](http://healthcarestage.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/BN_PB-CA_SSI-SSDI.html): (Under SSDI- [Benefits](http://healthcarestage.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/BN_PB-CA_SSI-SSDI.html#SSDIBenefits)):
			* **The Social Security Statement -** Individuals can get an individualized estimate of their disability benefits *(SSDI)*, along with a statement of lifetime earnings, estimates of retirement and survivors benefits. (SSA no longer mails the Social Security Statement yearly.) Request a Social Security Statement at [**www.socialsecurity.gov**](http://www.socialsecurity.gov) (requires setting up an account) or call toll-free **1-800-772-1213**. Or use one of the [online benefit calculators](http://www.socialsecurity.gov/planners/benefitcalculators.htm).
			* According to [DisabilitySecrets.com](http://www.disabilitysecrets.com/how-much-in-ssd.html) (a site we've found to be generally reliable), **most SSDI recipients receive between $700 and $1,700 per month (the AVERAGE for 2017 is $1,171). The MAXIMUM benefit in 2017 is $2,687 per month (a bit over $32,000 for the year).**
		- **What are the benefit amounts for SSI? (See below on our website under SSI** [**Benefit Amount**](http://healthcarestage.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/BN_PB-CA_SSI-SSDI.html#BenefitAmmount)**)**
			* **Massachusetts supplements SSI benefits** (32 states do not).
				+ See the[**Maximum Massachusetts benefit levels**](https://www.masslegalservices.org/content/2017-ssi-payment-levels-2017-ssi-and-ssdi-threshold-amounts) **(remember certain income is subtracted from these amounts to determine an individual's SSI benefit.** More about [income limits](http://healthcarestage.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/BN_PB-CA_SSI-SSDI.html#Income).)

NOTE – to read benefit levels in link above, remember to reference the appropriate chart based on living situation.

Note too that the state supplement varies based on eligibility category (Aged, Disabled or Blind)

* + - **For SSDI can you experiment with increasing work hours BEFORE you are approved for disability?**
			* If you earn over the **Substantial Gainful Activity (SGA) amount before you are approved for disability you are automatically determined to be NOT disabled.** That is the first step in the disability determination process before they even consider your medical condition. (SGA in 2017 is $1170 per month in gross wages, or a person who is blind who earns over $1950 per month.)
			* **The option to retain benefits while attempting to return to work starts AFTER already receiving benefits for at least a month.**
			* Mia has done the SGA math- it is roughly equivalent to working 20 hours/week at minimum wage. (Thanks Mia!)
		- **Occasionally truly wonderful employers will carry an employee at full salary even though they aren’t working. When employer stops paying is there any way to retroactively start the 5 month waiting period?**
			* Not that we are aware of. Pt will have been considered as working above SGA until this time. **But we’d advise the pt to speak with an experienced advocate** to see if there are any advocacy opportunities in this situation that we are not familiar with.

**Next meeting: Thurs September 14, 12:00 - 1:00, SS Conf room**