**CRC Advisory Minutes**

9/10/20

**Present** (via Zoom):Jessica Clark, Emily Doerr, Ellen Forman, Hannah Perry, Kalina Sebeva, Sarah Taddei, Bianca Viazzoli

**Excused:** Katelyn O’Connor, Glynnis Wood (Intake/Mental Health- currently not represented)

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

* **Please share minutes** in full or in part as appropriate for your team.
* **Membership rotation**- big thanks to Sarah Taddei and Jessica Clark for their active participation, and significant and valued contributions to the committee! Both are due for membership rotation. If you haven’t already, please identify a new representative to start with December meeting and notify Ellen. Ellen is also happy to discuss with anyone with questions.
* **Translations**- Please contact Ellen with any “in demand” CRC-authored patient handouts for translation request.
* **PT-1 assistance form**- see attached below (p 5-7). We welcome any feedback on the form; particularly to help staff understand the need for a specific Authorized provider and Treating provider if different. **(CRC advisory members- your choice whether to reply with your suggestions or solicit team feedback.)**
* Before next meeting **please ask if your team has any feedback, questions, project ideas, resource sharing or topic suggestions for staff meeting review**. (Always welcome between meetings as well.)

***Style note****- Agenda in black text; discussion, further information and tasks in* ***purple****.*

**Team Representative Rotation**

Representatives rotate in staggered two-year cycles. Typically rotate in September; delayed to December.

**Current:**

* **ED/Psych Team:** Katelyn O'Connor
* **HIV/ID Team:** Kalina Sabeva
* **Intake/Mental Health:** TBD
* Med/Surg **Team A & B:** Sarah Taddei\*
* Med/Surg **Team C:** Jessica Clark\*
* **Oncology:** Emily Doerr
* **Women & Children's Team:** Glynis Wood

**\*Due to rotate –** please recruit a new representative to start with December meeting and notify Ellen. I’m happy to talk with anyone with questions.

**CRC Updates**

* [**Support Groups**](https://www.mghpcs.org/socialservice/Groups.asp) list updated
* [**Accommodations list**](http://www.mghsocialwork.org/accommodations-list.pdf) updated
* By CRC Advisory request: **New Patient Handout**- [**MGH Social Service Outpatient Mental Health Services**](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Health%20&%20Illness/Social_Service_Outpatient_Mental_Health_Referrals.pdf)
* Continue to update the [COVID Resource list](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/COVID/CoronavirusResourceUpdates.docx)- but with less frequency (note: linked from **What’s New** box on Staff Access page)
* **Resumed monthly MGH Community News** resource newsletter
* **Monthly resource trainings**- for the MGH Outreach & Navigation group (MGH resource specialists, navigators, community health workers, etc.) RAFT/ERMA this morning (happy to share slides). Watch for future session announcements.
* **Notary schedule**- currently one of us is **onsite Monday, Wednesday and Friday 10am – 4 pm** for patient needs.
  + Please submit Epic referral, but please feel free to contact us first and submit Epic referral later, especially for urgent needs. Email all three of us or call that week’s staffer- **Ellen sending weekly email reminder with that week’s coverage.**
  + **Please let Ellen know if there is demand on uncovered days or times or if with any questions/concerns, so we can continue to monitor appropriate staffing.**

**Follow-Up**

* **Translations –** one team asked about getting additional handouts translated. Please let Ellen or your resource specialist know of resources that are in demand and need translation. In the meantime/alternately, a number of MGB-authored **social determinants of health patient handouts are available in multiple languages.** See under Social Service/Community Resources on the [CARMA](https://carma.massgeneral.org/patient_handouts/index.asp) site. **Note this is one of this month’s Tips of the Month on the Staff Access website.**
* **Request for additional information for patient self-referral for MGH outpatient mental health:**
* **Refer to our dept for outpt mental health**- new pt facing handout noted above
* **What’s available through psych**- included in minutes from last meeting. “in general, **referrals to psychiatry should be initiated by an MGH provider, usually a PCP, by Epic order**. There are exceptions to this (e.g. the First Episode program and ARMS don’t require an MGH medicine connection) but for most of our services this is the case, and **we do not accept self-referrals**.”
  + - **Thoughts to get word out to SWs?** Group suggested departmental email.
* **Detoxes**- request for **patient handout about what they need to do to contact the facilities and what the process is as well as an overview of what a detox is.** Everyone has a different way that they approach the detox need and I wonder if it would make it more clear and less stressful if there was a clear process for staff and for patients.
  + **In process-** Lisa Scheck is aware and is considering best training options. Stay tuned!

**Team feedback, questions, project ideas and/or resource sharing?**

None shared at this time.

**Resource Updates**

* **Topics covered in August staff meeting (slides on SharePoint):**
  + **Unemployment $300 supplement (FEMA funds)**
  + **Stimulus Payments-** SSA non-filers deadline extended to get $500/eligible dependent child (Sept 30)
  + **RAFT/ERMA applications-** preferred advocate process “[service partner webpage](https://www.metrohousingboston.org/what-we-do/specialized-services/raft/)”
  + **Public Charge-** Feb 2020 rules in effect in MA
    - Most eligible for benefits are NOT subject to Public Charge
    - **Please contact CRC for individual case consultation**
* **Unemployment Extended Benefits (EB) -** The Commonwealth of Massachusetts’ unemployment rate has triggered federal Extended Benefits.
  + This is a federal extension of **7 weeks** for **ALL** **Pandemic Unemployment Assistance (PUA)** claimants
    - PUA now has a maximum duration of 46 weeks instead of 39 weeks.
    - **PUA claimants do not need to do anything** to receive the additional 7 weeks. Claimants will receive a notice through the PUA system that their benefits have been extended.
    - PUA claimant benefit rates will not change
  + **Up to 13 weeks** for **certain** **ELIGIBLE** **regular Unemployment Insurance (UI)** claimants.
    - **Eligible claimants will be presented with an application** for Extended Benefits (EB) through their [UI Online account](https://uionline.detma.org/Claimant/Core/Login.ASPX).
    - **Eligibility** includes several factors including base period wages and hours of employment criteria, and having exhausted regular benefits claim on or after May 9, 2020.
    - **UI claimant EB benefits will be recalculated** and may result in a different weekly benefit rate.
* **SNAP Applications- reapply if lost benefits due to $600 Unemployment supplement;** many will once again be eligible
  + **Note: $300 week/3 weeks** is funded from FEMA funds- **does NOT count as income for SNAP eligibility**
* **General Resource Specialist MassHealth PT-1 Assistance Program** 
  + When a provider thinks a PT-1 is medically necessary, but is unable or unwilling to complete it, Social Workers can complete and submit a [referral form](http://healthcare.partners.org/ss/ssframebottom/staffresources/New%20Site/Basic%20Needs/PT-1_Soc_Svc_Application_Assist_Referral_Form.pdf) to the General Resource Specialist who will then submit the online PT-1.  (For oncology patients please refer to the Oncology Resource Specialist, Bianca Viazzoli as usual.)
  + There has been some confusion in completing the form; it asks for an authorized provider and a treating provider.
    - **Authorized Provider:** the provider that determines that the transportation is medically necessary and gives us permission to submit on their behalf. The authorizing provider can be a physician, physician assistant, nurse midwife, dentist, dental third-party administrator, nurse practitioner, psychologist, or managed-care representative. Unfortunately, **Social Workers are NOT authorized providers**.
    - **Treating Provider:** the provider who will be treating the patient at the visit(s) authorized by the PT-1. Can be the same as the authorized provider, but can also be different provider, such as for specialty or follow-up care.
    - **PT-1 requests require us to submit specific provider names in each of these fields** - “Mass General” is not sufficient.
  + **Suggestions about how to clarify on the referral form**?
    - **See form attached**. Welcome feedback from the group and/or teams.
* **September TAFDC Clothing Allowance**
  + Families getting TAFDC will get an additional **$350/eligible child** for September
  + **Income limits are increased for September- some working families who are typically over-income for TAFDC will qualify for the clothing allowance AND**
  + **They may be able to receive subsidized child care – income-eligible/subsidized child care typically has long waitlists, these families may be able to move up or bypass waiting list**
  + **Encourage over-income families to apply this month!**
  + More Information: [September Clothing Allowance](https://www.masslegalhelp.org/income-benefits/sept-tafdc-clothing-allowances) (September 2019, MA Law Reform Institute) Also see this [**flyer**](https://www.masslegalservices.org/system/files/library/clothing%20allowance%202019.pdf) (**Fall 2019**, MA Law Reform Institute)
* **Heating Season is Approaching** 
  + **LIHEAP/Fuel Assistance applications accepted starting November 1**
  + **MA COVID-19 Utility Shut-Off protection until November 15, which is the same day that the standard Winter Moratorium on heat-related utilities starts.** Eligible households would be protected for heat-related utilities through at least March 15, 2021
    - **Winter Moratorium –** starting November 15:
      * **Electricity may be covered even if one heats with oil or gas as electricity is needed to power system/run thermostat, etc.**
      * **Not automatic**- to qualify one must **demonstrate financial hardship per the utility-specific process** (if not receiving LIHEAP usually need to submit a form or other documentation). Income below 60% AMI qualifies (LIHEAP eligibility - $37,360 individual, $71,846 family of four)- but others experiencing hardship may qualify.
      * **Does NOT erase debt**- advise families to pay what they can to decrease likelihood of shut-off when moratorium ends.
        + **Once get back on their feet financially or as end of moratorium approaches inquire with utility about whether they offer an Arrearage Management Program** (investor-owned utilities must have AMPs).
    - **Additional Utility shut-off protections may outlast the Winter Moratorium and cover non-heat utilities:** serious illness, infant under 12 months, all adult members are 65 or older.

**Corrected date: Next Meeting: Thursday December 10, 12-1, via Zoom**

**See MassHealth PT-1 Application Assistance application next page.**

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Social Service Department MassHealth PT-1 Application Assist

**CRC Referral Form**

**Patient’s Name** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **DOB or MRN** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**MassHealth number** (if available) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Ask Patient/Caregiver**

**Can family or friend transport for full duration of treatment?**  Yes  No

**Pick-Up Address** (**please ask patient**, as itmay differ from Epic address): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Needs** (Check all that apply. NOTE: children will always need an escort.)

**Escort** (How many\_\_\_\_\_\_)  Wheelchair & dimensions \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service animal  Single ride\*  Sedan\*  Front seat only\*

Other\* \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \*requires additional documentation

Emergency contact name & phone (optional): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Ask Authorized Provider** (MD, NP, PA, Nurse midwife, psychologist, dentist, etc.)

PT-1 is necessary, provider cannot/will not arrange and authorizes us to do so

Authorized Provider name and contact \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Treating** provider name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

MGH building (for treatment) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Medical treatment type (ICD 10 Dx OR Day Habilitation OR Early Intervention OR SUD Treatment) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Number of visits \_\_\_\_\_\_\_\_\_\_\_\_  per week **OR**  per month

Expected duration of treatment \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Next appointment date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Live more than 25 miles from Boston?** If yes-why cannot get equivalent care near home? (Examples: continuity of care, or specify services unique to MGH.) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Requested by** (MGH Social Service Department staff only)

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Preferred contact info:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**email completed form to our General Resource Specialist** ([Hannah Perry](mailto:hfperry@partners.org))**.**

Questions or for more information 617-726-8182 (Hannah).

**For CRC Staff Use**

Staff Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date submitted: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Approved Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Notified SSD staff

Denied – reason and disposition \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Provider Guide: MassHealth Non-Emergency Transportation**

MassHealth Provider Request for Transportation (PT-1)

**As of 9/1/18 PT-1s must be submitted online** (paper forms no longer accepted).

**Authorized Providers**

**Providers authorized to complete the PT-1:** physicians, physician assistants, nurse midwives, dentists or dental third-party administrators, nurse practitioners, psychologists, and managed-care representatives.

Providers may delegate access to their staff.

**Request Online Access**

**Request access to the Customer Web Portal (CWP)** by requesting a User ID at: https://tinyurl.com/y8mwap8m.

**Instructions**

[How to complete and submit the PT-1 Online](http://www.mass.gov/eohhs/gov/newsroom/masshealth/providers/how-to-complete-and-submit-the-pt-1-online.html)

(Or see: http://www.mass.gov/eohhs/gov/newsroom/masshealth/providers/how-to-complete-and-submit-the-pt-1-online.html)

**Questions?**

Contact the MassHealth Customer Service Center at 1-800-841-2900 or e-mail providersupport@mahealth.net.