MassHealth Managed Care Doula Providers

Executive Office of Health & Human Services

Introduction

This short presentation provides a summary of how the MassHealth Managed Care Plans cover the services offered by Doula providers who contract with MassHealth.

You CANNOT obtain the certification needed to enroll in the MassHealth program as a doula just by viewing this recording.

Receive the MassHealth Doula Training certification by taking the full MassHealth Doula Provider Training

ACO, MCO and PCC Plan Care Coordination

Accountable care organizations (ACOs) and managed care organizations (MCOs) provide baseline care coordination supports for all members.

Baseline care coordination supports include but are not limited to:

- Assigning members to a Primary Care Provider, if a member has not already selected one
- Ensuring members are screened for physical health, behavioral health, Long-Term Services and Supports (LTSS) needs, and Health-Related Social Needs
- Ensuring members receive appropriate services and referrals to address their care needs
- Ensuring the providers follow-up on tests, treatments, and services in a systematic and timely manner
- Coordinating with service providers, community services organizations, and state agencies to improve integration of enrollee's care

Members in the **primary care clinician (PCC) plan** often get care coordination services through their primary heath care provider. High-risk members may also be eligible for care management services.

Full List of MassHealth Health Plan Options(as of 1/1/26)

Accountable Care Partnership Plans (ACPP)
Fallon Health - Atrius Health Care Collaborative
Berkshire Fallon Health Collaborative
Fallon 365 Care
BeHealthy Partnership Plan
WellSense Beth Israel Lahey Health (BILH) Performance Network ACO
WellSense Community Alliance
WellSense Boston Children's ACO
East Boston Neighborhood health WellSense Alliance
WellSense Mercy Alliance
WellSense Signature Alliance
WellSense Southcoast Alliance
WellSense Care Alliance
Mass General Brigham Health Plan with Mass General Brigham ACO
Tufts Health Together with Cambridge Health Alliance (CHA)
Tufts Health Together with UMass Memorial Health

One Care Plans
Commonwealth Care Alliance One Care
Tufts Health One Care
UnitedHealthcare Connected
Mass General Brigham One Care
Molina One Care

Managed Care Organizations (MCO)
WellSense Essential MCO

Primary Care ACO Plans (PCACO)
Community Care Cooperative (C3)
Revere Health Choice

Primary Care Clinician PCC Plan

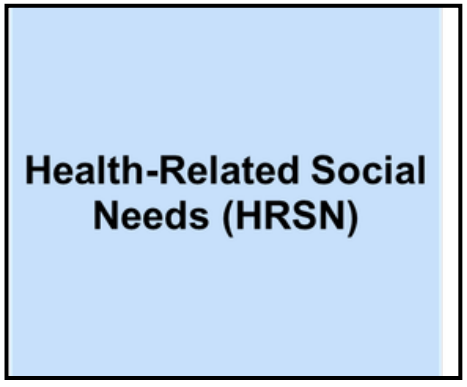
ACOs/MCOs: Enhanced Care Coordination

A member's ACO or MCO may be able to connect certain enrollees such as high-risk perinatal members with enhanced care coordination services, including the ACO/MCO Care Management programs, which provide personalized support to members through coordinated services and resources including:

- comprehensive assessments and care plans
- supporting transitions of care
- coordinating with other state agencies
- coordinating support to address health-related social needs

ACOs: Health-Related Social Needs

A member's ACO may be able to connect high-risk perinatal members with services that address health-related social needs such as housing and nutrition supports, including:



Health-Related Social Needs (HRSN) Services: MassHealth members enrolled in ACOs may be able to get help with food and housing needs through MassHealth Health Related Social Needs (HRSN) Services. Each ACO offers two or more of the HRSN Services listed in the materials linked. Members are encouraged to reach out to their ACO directly to learn more about what HRSN Services their ACO offers and if they are available to the member.

More information about MassHealth HRSN can be found here: https://www.mass.gov/info-details/masshealth-members-who-need-assistance-with-food-or-housing

One Care: Overview

Some pregnant and postpartum members with a disability may be in an integrated care plan called **One Care**.

One Care is a comprehensive health plan for individuals ages 21 -64 at the time of enrollment who are dually eligible for both MassHealth and Medicare. All members receive comprehensive whole person-centered care coordination that promotes the individual's goals and needs, including the following: comprehensive assessments and individualized care plans, supporting transitions of care, coordinating with other state agencies, and coordinating support to address social determinants of health needs.

Members are eligible for:

- Comprehensive Care Coordination
- Medicare: All Part A, Part B, and Part D
- MassHealth State Plan Services, which includes LTSS
- Behavioral Health Diversionary Services
- Additional Community-based Services
- Independent LTSS care coordination support from a Long Term Supports Coordinator (LTS -C)

Members are NOT eligible for:

- HRSN Services (as they may already be included within the One Care plan)

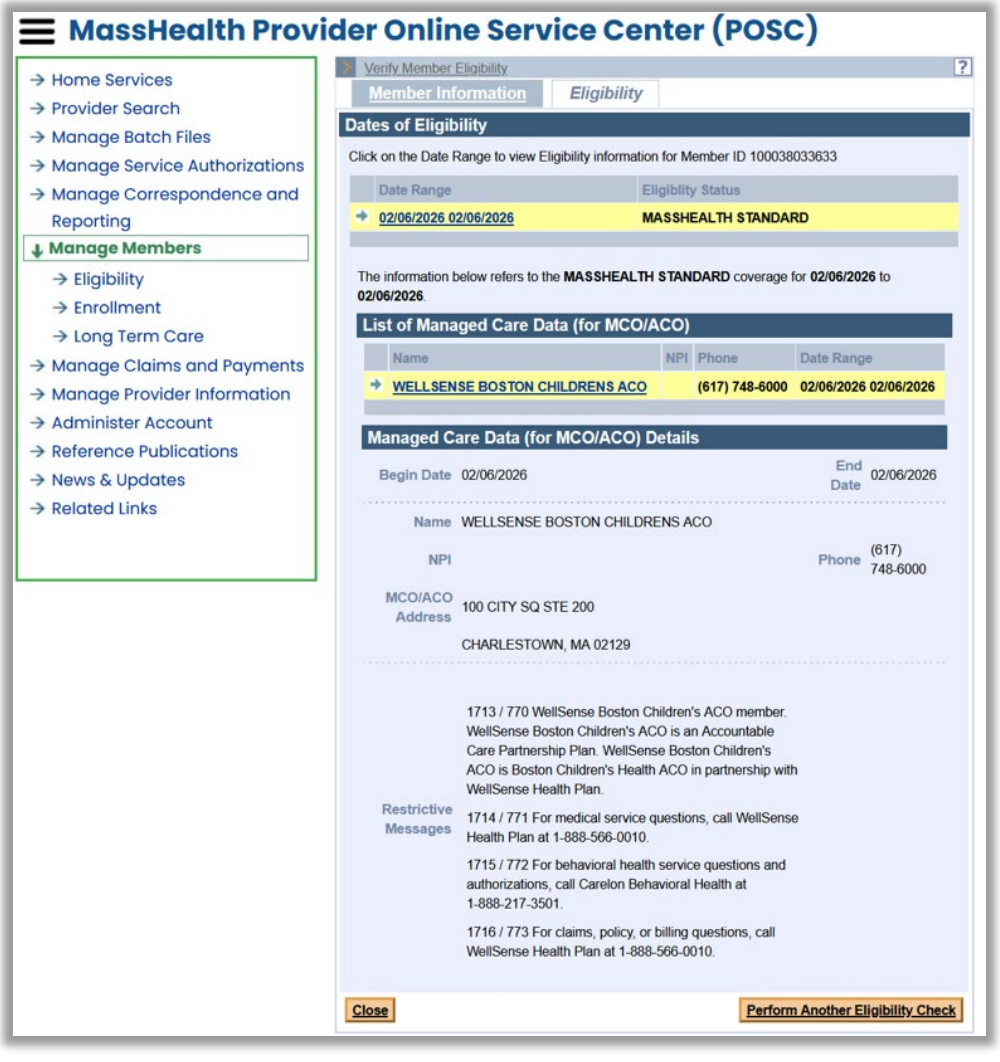
For more information about One Care plans, visit: https://www.mass.gov/info-details/one-care-plans

Managed Care Data In The Eligibility Verification System (EVS)

- The List of Managed Care Data panel indicates if the member is enrolled in an MCO, ACO, ICO (One Care), or PCC plan

- Select the name listed to display the Managed Care Data panel

- The Managed Care Data panel provides the contact information, DBA address, telephone number for the Health Plan (if MCO or ACO) or the site (if PCC)



Community Partners Program In The Eligibility Verification System (EVS)



List of Managed Care Data (for Community Partners)

Name	NPI	Phone	Date Range	
WESTMASS ELDERCARE INC		(413) 538-9020	MM/DD/YYYY	MM/DD/YYYY

Managed Care Data (for Community Partners) Details

Begin Date	MM/DD/YYYY	End Date	MM/DD/YYYY
Name	WESTMASS ELDERCARE INC		
NPI		Phone	(413) 538-9020
CP Address	4 VALLEY MILL RD HOLYOKE, MA 01040		
Restrictive Messages	1654 / 1654 Member is enrolled in the LTSS Community Partners Program.		

- The MassHealth Community Partners Program coordinates person-centered, community-based supports that promote continuity of care and independence for MassHealth members with behavioral health (BH) or long-term services and supports (LTSS) needs

- Enrollment in the community partners program can be seen in the Eligibility Verification system under the heading List of Managed Care Data (for Community Partners)

- A Community Partner is not a Health Plan

- Community Partners Programs are only for members enrolled in an ACO or MCO

Importance of Managed Care Plans & Care Coordination

•MassHealth values the important role doulas play in supporting members during pregnancy, lab and delivery, and the postpartum period. However, we recognize that members may have complex needs that go beyond what doula services can address.

•Care coordination among providers helps ensure that members receive an appropriate spectrum of care. We encourage you to engage with MassHealth managed care plans to help connect members with the appropriate resources and services.

- MassHealth has shared with enrolled MassHealth doulas a list of contacts for each managed care plan and will send any updates to those contacts via email.

•Managed care plans have access to information about members enrolled in their plan who have received doula support from a MassHealth doula provider, including member information, services received, and the first and last name of the rendering doula provider.

- To support care coordination, plan representatives may contact you based on the information available in the MassHealth Provider Directory.
- By collaborating with these plans, you can help ensure members are connected with appropriate supports for their needs.

Helpful Resources

- Full list of MassHealth ACOs and MCOs
- MassHealth Choices
- MassHealth Doula Resource Guide
- Providers caring for pregnant and postpartum MassHealth members | Mass.gov

Questions? Please contact the MassHealth Provider Team:

- Phone: (800) 841-2900
- Email: provider@masshealthquestions.com

Thank You!