

# MassCARE Subservice Definitions

May 2021

**Yellow highlights** indicate changes since the last version.

Use this document to look up the definitions for the MassCARE subservices your agency is funded for.



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MassCARE Subservice	Unit (if applicable)	Subservice Definition
<b>MEDICAL CASE MANAGEMENT</b>		
Intake/initial assessment	Completed	Enter "1" unit when the intake or initial assessment has been completed.
Initial acuity assessment	Completed	Enter "1" unit when the initial acuity assessment has been completed.
MCM acuity reassessment	Completed	Enter "1" unit when an acuity reassessment is completed for Medical Case Management clients. Active clients must be reassessed every six months at a minimum.
ISP/Care Plan	Completed	Enter "1" unit when individual service plan/care plan is completed. Active clients must be reassessed every six months at a minimum.
In-person session	15 minute increments	Any in person encounter between provider and client.
Telehealth session	1 unit = 15 minutes	Document time spent in a telehealth session in place of what would ordinarily be conducted as an in-person, face-to-face session but due to COVID-19 is being conducted remotely (e.g., by telephone, Zoom, FaceTime, Doxy.me) between a medical case manager and client (e.g., 1 unit = 15 minutes, 3 units = 45 minutes).
Client communication (not in person)	15 minute increments	Any other communication with client (phone, email, text, etc.) that is not in-person or telehealth
Linkage to medical care	Completed	Enter "1" unit when a client has been connected to a medical provider for care (activities relating to this linkage should be captured under other subservices like communication with medical provider or client).
Linkage to health insurance	Completed	Enter "1" unit when a client has been connected to health insurance (activities relating to this linkage should be captured under other subservices like communication with medical provider or client).
Communication with medical provider	15 minute increments	Any communication (in person, phone, email, etc.) with client's medical provider.
Transition to adult care planning	15 minute increments	Any planning activities included in the transition standards.
Transition to adult care	Completed	Enter "1" when a client has successfully attended first medical appointment with adult provider.
<b>MEDICAL TRANSPORTATION SERVICES</b>		
Taxi/Transportation	1 way	One-way ride by taxi or commercial transportation company for the purposes of accessing care services.

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Mileage reimbursement	Completed	One-way ride for which a client is directly reimbursed for mileage traveled in client's own vehicle. To be used only when all other transportation options have been exhausted.
Public transportation ride	1 way	One way transportation by public transport system (tokens or bus passes) for client for the purposes of accessing care services.
Public transportation pass	Pass given	One-way transportation by public transport system (pass) for client for the purposes of accessing care services.
<b>PSYCHOSOCIAL SUPPORT</b>		
MC PS Individual-Level peer support session	15 minute increments	Any encounter (in-person encounter, phone, email, or text) between a peer who is living with HIV and an individual client.
Group-Level peer support session	Completed	Enter "1" when the client has attended 1 group facilitated by non-Part D staff.
Group-Level peer support session-Part D	Completed	Enter "1" when the client has attended 1 group facilitated by Part D staff.
Communication on behalf of client	15 minute increments	Any communication (in person, phone, email, etc.) with another service provider on behalf of a client.
Medical accompaniments	Completed	Enter "1" when a client has been accompanied to a medical appointment.
MC PS Non-medical accompaniments	Completed	Enter "1" when a client has been accompanied to a non-medical appointment.
MC PS Individual-Level peer support communication (not-in person)	Completed	Document any time spent in an encounter that is not in-person (video, phone, email, or text) between a peer who is living with HIV and an individual client (e.g., 45 minutes = 3 units).
Assistance navigating system	Completed	Anytime peer is helping client to understand the healthcare system, health insurance, hospital/health center services and departments.
MC PS Care retention	Completed	Discussion/support to encourage retention in care for client who is at risk of falling out of care due to barriers in access, adherence, or other factors that prevents client from attending appointments.
MC PS Sexual health promotion	Completed	Discussion/support by the peer on sexual health and negotiating with partners safe sex practices.
MC PS Substance use/risk reduction	Completed	Discussion/support by the peer to encourage healthy behaviors and techniques to reduce risk. (This is separate from the HE/RR sessions.
MC PS Support HIV treatment adherence	Completed	Discussion/support by the peer to encourage adherence to treatment including educating about how medications work, reminder tips, etc. This is separate from the HE/RR sessions.

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MC PS Youth transition-counseling support	Completed	Discussion/support in the area of transitioning into adult medical care. Can include role playing, practicing making appointments, calling in prescriptions, and working on other areas mentioned in the transition tool.
MC PS Emotional support	Completed	Anytime the peer provides emotional support to the client as it relates to recent diagnosis, dealing with the diagnosis, living with HIV, etc.
MC PS HIV health & treatment literacy	Completed	Anytime peer is helping client to understand what is HIV and treatment.
MC PS Disclosure support	Completed	Anytime there is a discussion by the peer about the disclosure process and/or the peer supports the client in disclosing.
MC PS Support around community resources	Completed	Peer support as it relates to sharing information about community resources, how to access them, etc.
MC PS Support around housing resources	Completed	Peer support as it relates to sharing information about housing resources, how to access them, how to navigate the housing system, etc.
MC PS Other support	Completed	Any service provided that is not mentioned in the list, excluding general outreach-type of services such as event mailings.
<b>CASE MANAGEMENT (NON-MEDICAL)</b>		
NMCM intake/assessment	Completed	Enter "1" unit when the intake or initial assessment has been completed. This refers to the HIV Affected Client Assessment/Reassessment and is for HIV affected clients only.
NMCM acuity assessment	Completed	Enter "1" unit when the initial acuity assessment has been completed. This refers to the HIV Affected Client Assessment/Reassessment and is for HIV affected clients only.
NMCM acuity reassessment	Completed	Enter "1" unit when an acuity reassessment has been completed. This refers to the HIV Affected Client Assessment/Reassessment and is for HIV affected clients only.
NMCM ISP/Care Plan	Completed	Enter "1" unit when individual service plan/care plan is completed. Active clients must be reassessed every six months at a minimum. This refers to the HIV Affected Client Assessment/Reassessment and is for HIV affected clients only.
NMCM in person session	15 minute increments	Any in person encounter between provider and client.

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NMCM Telehealth session	1 unit = 15 minutes	Document time spent in a telehealth session in place of what would ordinarily be conducted as an in-person, face-to-face session but due to COVID-19 is being conducted remotely (e.g., by telephone, Zoom, FaceTime, Doxy.me) between a medical case manager and client (e.g., 1 unit = 15 minutes, 3 units = 45 minutes).
NMCM client communication (not in person)	15 minute increments	Any other communication with client (phone, email, text, etc.) that is not in person or telehealth.
Family assessment/reassessment	Completed	Enter "1" unit when the Family Assessment form is completed. This is done at least once a year or when family structure changes.
Referrals to social services	Completed	Enter "1" unit" when any referral is made for social services (i.e., referrals to housing assistance, food services, legal services, benefits counseling, etc.).
Linkage to social services	Completed	Enter "1" unit when a client has been connected to a social service provider (i.e., referrals to housing assistance, food services, legal services, benefits counseling, etc.).
Communication with non-medical provider	15 minute increments	Any communication (in person, phone, email, etc.) with a non-medical provider on behalf of a client.
Other NMCM support	Completed	Enter "1" unit when the client is provided with any non-medical case management support that did not result in a referral to social services (i.e. information about community resources other than those mentioned above, assistance related with education/employment, assistance related to activities of daily living, or other support).
<b>EMERGENCY FINANCIAL ASSISTANCE</b>		
Rental assistance	Completed	Payment/voucher made to assist client with an emergency housing expense to ensure housing stability.
Utility assistance	Completed	Payment/voucher made to assist client with an emergency utility expense.
Food	Completed	Voucher made to assist client with an emergency food-related expense.
Other	Completed	Payment/voucher to assist client with an emergency expense.
<b>HEALTH EDUCATION/RISK REDUCTION</b>		
MC HE/RR Health education/risk reduction	15 minute increments	Any health education/risk reduction communication (in person, phone, email, etc.) with the client.
MC HE/RR HIV, the Viral Cycle & Medications at Work	Completed	Enter "1" unit when this module session has been delivered to the client.

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MC HE/RR Communication with Health Care Provider	Completed	Enter "1" unit when this module session has been delivered to the client.
MC HE/RR Understanding Basic Lab Tests	Completed	Enter "1" unit when this module session has been delivered to the client.
MC HE/RR Stigma and Disclosure	Completed	Enter "1" unit when this module session has been delivered to the client.
MC HE/RR HIV and Substance Use	Completed	Enter "1" unit when this module session has been delivered to the client.
MC HE/RR HIV and Mental Health	Completed	Enter "1" unit when this module session has been delivered to the client.
MC HE/RR Adherence	Completed	Enter "1" unit when this module session has been delivered to the client.
MC HE/RR Other	Completed	Enter "1" unit when this module session has been delivered to the client.
<b>OUTPATIENT/AMBULATORY HEALTH SERVICES</b>		
<b>MC OAHS Medical Visit</b>	<b>Completed</b>	<b>Enter "1" unit when the client had a medical visit.</b>