

Community Support Programs Fact Sheet for Primary Care Clinicians

What are Community Support Programs?	Who can benefit from CSP services?	How do PCCs make referrals to CSP?
<ul style="list-style-type: none"> Community Support Programs (CSPs) assist PCC Plan Members in obtaining services that will help them better address their complex needs. CSPs are available to all PCC Plan Members who meet medical necessity criteria. CSP services are provided by community- based, mobile, paraprofessional staff and supervised by a licensed behavioral health clinician. A CSP can work with PCC Plan Members with: <ul style="list-style-type: none"> psychiatric or substance use disorders; and/or complex medical issues that put them at risk for medical hospitalization, for which they have been unable to get appropriate treatment, due to issues including transportation, linkages to community services, housing, or access to mental health treatment. CSPs assist Members in obtaining services by: <ul style="list-style-type: none"> Providing service coordination and linkages to community services and behavioral health providers Providing temporary assistance with transportation to medical appointments Assisting with obtaining benefits, housing, and healthcare 	<ul style="list-style-type: none"> Examples of PCC Plan Members who could benefit from CSP: <ul style="list-style-type: none"> A Member who has not been attending dialysis and is exhibiting signs of depression. He needs help with transportation. He also needs assistance with obtaining an initial behavioral health appointment for an evaluation and with organizing and attending his medical appointments. A Member who is failing to take her child to required medical appointments due to a combination of severe depression and lack of transportation. Members who may <u>not</u> be appropriate for CSP services include: <ul style="list-style-type: none"> Members with complex medical conditions who are overdue for routine care. However, their overall health is stable, and they have no psychosocial issues, such as lack of transportation or homelessness, that impede them from obtaining their routine medical care. Members with medical conditions, including those that put them at risk for hospitalization, but have the needed social supports to help them access the care that they need 	<ul style="list-style-type: none"> The PCC contacts a CSP directly. The CSP will use information provided by the PCC to determine if the Member meets medical necessity criteria and if so, will obtain authorization for the service. When making a CSP referral, the PCC should be prepared to provide information on the Member's medical and behavioral health situation, issues that prevent them from accessing needed treatment on their own, and current goals. PCCs can identify CSPs in their region by: <ul style="list-style-type: none"> Contacting MBHP's Northeast Access Line at 1-800-495-0086 Going to Find a Behavioral Health Provider on MBHP's website at http://www.masspartnership.com/member/FindBHProvider.aspx and choosing Community Support Program in the Contracted Services search field The CSP staff will contact the Member within 24 hours of receiving the referral and will schedule an in-person or virtual appointment within 48 hours, based on Member availability.