

Provider Agreement

Attachment A

Complex Care Training and Oversight (CCTO) is a periodic, episodic service that provides skilled nursing oversight, assessment, evaluation, and management of a consumer's underlying health conditions to promote the consumer's health and welfare. This includes the development of the Home Health Aide Plan of Care and subsequent, ongoing management and evaluation of that Plan of Care to ensure the unskilled care is successfully addressing the consumer's needs.

CCTO supports a consumer's person-centered unmet needs by providing the following (including, but not limited to):

- Medication management (e.g. filling medication cassettes and/or medication management device) when the need is unable to be met by MassHealth State Plan Services,
- Foot care, including but not limited to, routine assessment & care of the feet to maintain skin & nail integrity, prevent injury, and promote comfort & mobility especially in consumers with chronic conditions such as diabetes, peripheral vascular disease, or peripheral neuropathy. Please see [Advisory Rulings for the Massachusetts Board of Registration in Nursing, AR 9305 Foot Care](#) for additional details,
- Clinical assessment of consumer's health status,
- Nursing treatments to promote management of chronic conditions, and
- Education for consumer and/or caregiver related to the consumer's health conditions.

Nursing tasks listed above are appropriate when the need is unable to be met by MassHealth State Plan Services or other health insurance benefits.

Consumer's change in status may necessitate CCTO as a one-time only service authorization for re-evaluation of a consumer and ensure services provided are appropriate. Authorization and provision of service must be in accordance with AGE requirements, guidance, and authorized in advance by the ASAP.

CCTO services listed in the service plan must be within the scope of the Commonwealth's Nurse Practice Act and are provided by a Registered Nurse, or by a Licensed Practical Nurse under the supervision of a Registered Nurse, with a valid Massachusetts license. Agencies that provide Complex Care Training and Oversight services under the Frail Elder Waiver do not need to meet the requirements for participation in Medicare, as provided in 42 CFR §489.28.