



PROGRAM OVERVIEW

Introduction

The Long-Term Services and Supports Community Partners (LTSS CP) is a program offered by your MassHealth health plan. The LTSS CP was created to better help you find local services and benefits to help improve your independence and wellbeing. The Merrimack Valley Community Partnership (MVCP) was formed to provide these services in the Greater Merrimack Valley.

If you enroll in the program, MVCP will assign you a LTSS CP Care Coordinator/Navigator (CP/Navigator). Your CP/Navigator will meet with you and your primary care doctor, create a plan, and help you get the services and supports you need to better live independently in the community. Participation in a LTSS CP program will not affect other services you receive.

The CP Care Coordinator/Navigator role (CP/Navigator)

The CP Navigator has experience and knowledge to help you get different services or benefits including:

- Access to a device that helps you communicate.
- Access to a wheelchair to get around.
- Help preparing meals or shopping.
- Help managing your medications.
- Help finding accessible transportation to get you to appointments and other places you would like to go.
- Training, support and education to help you meet your goals.

The CP Care Navigator Functions include

- Outreach and communication with an eligible participant to help with enrollment and understanding of the programs services.
- Working with the participant and or an authorized representative to create a care plan.
- Working collaboratively with other LTSS Care team members to better coordinate roles, responsibilities, and services.
- Support transitions of care (example: discharge from hospital or emergency department).
- Provide health and wellness coaching.
- Connect participants with the social services and community resources they need.

YOUR PARTICIPATION AND PRIVACY

Participation

You must give your written permission to participate in the LTSS CP program before we can enroll you.

If you choose to enroll, you have the right to ask Merrimack Valley Community Partner to assign you a different CP Care Coordinator than the one that's been assigned to you.

If you do not want to receive your LTSS CP supports from Merrimack Valley Community Partner you have the right to request another Community Partner to provide these supports to you.

You have the option to choose NOT to participate in the LTSS CP program.

Privacy

Merrimack Valley Community Partner (MVCP) takes your privacy seriously and is required by law to protect your health information. MVCP is also required by law to give you a notice of its privacy practices that lets you know when it may use and share your health information, and what your rights are regarding your health information.

If you enroll in the LTSS CP program, you may be asked to provide personal health information to Merrimack Valley Community Partner. Personal health information includes, medical diagnoses, treatments and/or social services you receive, and/or the dates you receive these services.

If you enroll in the program, Merrimack Valley Community Partner may share your personal health information with your primary care doctor or other health care professionals, as part of managing your care.