



Massachusetts Department of Public Health

MDPH Tuesday Tools for Local Health Webinar Series

Clinical Considerations for Newly Arrived Residents Webinar

April 23, 2024

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Agenda April 23, 2024

- **11:00am** Welcome
- **11:05am** Importance of Establishing Primary Care
- **11:10am** Emergency Assistance Program
- **11:15am** MassHealth Overview
- **11:20am** Accessing Dental Care
- **11:25am** Vaccines through the VFC Program
- **11:30am** Individualized Screenings through Primary Care
- **11:35am-12pm** Questions and Answers



Today's Participants

- **Alicia Gumski**, Deputy Director of Eligibility Policy, MassHealth Executive Office of Health and Human Services
- **Amy E. Tramontozzi MPH, BSN, RN, CI/CT**, Public Health Nurse Advisor, Bureau of Healthcare Quality and Safety, MA DPH
- **Avery Hines, MSN, RN, NCSN**, Assistant Director of School Health Services, MA DPH
- **Caitlin Pettengill, DNP, RN**, Chief Local Public Health Nurse, Office of Local and Regional Health, MA DPH
- **Dylan Tierney, MD, MPH**, Associate Medical Director, Bureau of Infectious Disease and Laboratory Sciences, MA DPH
- **Heather Rossi**, Deputy Chief Operating Officer, Eligibility Policy and Implementation, MassHealth, Executive Office of Health and Human Services
- **Karen Robitaille, MBA, MSN, RN, NCSN**, Director of School Health Services, MA DPH
- **Katherine T. Fillo, Ph.D., MPH, RN-BC**, Deputy Bureau Director of Clinical & Health Care System Quality, MA DPH
- **Kathryn K. Ahnger-Pier, MPH**, Associate Director of the Immunization Division, MA DPH
- **Lynn Finstein**, Senior Policy Manager, MassHealth, Executive Office of Health and Human Services
- **Marisa Chiang, MPH**, Associate Director, Division of Global Populations and Infectious Disease Prevention, MA DPH
- **Matthew Horan, DMD, MPH**, Dental Director, Office of Oral Health, MA DPH
- **Sarah Nordberg**, MassHealth Deputy Legislative Director, Executive Office of Health and Human Services



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Importance of Establishing Primary Care

Caitlin Pettengill, DNP, RN

Chief Local Public Health Nurse, Office of Local and Regional Health, MA DPH



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Emergency Assistance Program

Katherine T. Fillo, Ph.D., MPH, RN-BC

Deputy Bureau Director of Clinical & Health Care System Quality, MA DPH

What is the Emergency Assistance program?



MISSION

To prevent homelessness, sheltering those for whom homelessness is currently unavoidable, and rapidly re-housing the homeless to stable, permanent housing.

Executive Office of Housing and Livable Communities

Family Shelters *Emergency Assistance (EA)*

DHS Field Operations staff determine EA eligibility for **families** applying to enter our EA shelter system and work with the Central Placement Unit to place families in appropriate shelters across the commonwealth.

Individual Shelters

The shelter system itself is run by a network of partner organizations.
DHS provides funds, oversight and training to shelter providers who serve individuals experiencing homelessness.

EOHLC does NOT determine eligibility or place **individuals** seeking shelter. Entry is on a first-come-first serve basis.

Homelessness Prevention/ Diversion/Rehousing Programs

EOHLC offers the RAFT and HomeBASE diversion programs to help families avoid homelessness whenever possible.

HomeBASE can also be used to help families exit shelter.

Who does Emergency Assistance serve and how is it administered?

WHO DO WE SERVE?

Children under age 21 who are experiencing homelessness and their families, including parents, stepparents, other close relatives or legal guardians who are primary caretakers of the child/ren

AND/OR

Pregnant people at any stage of pregnancy who are experiencing homelessness, with or without the pregnant person's partner (whether married or unmarried)

PROVIDED THAT

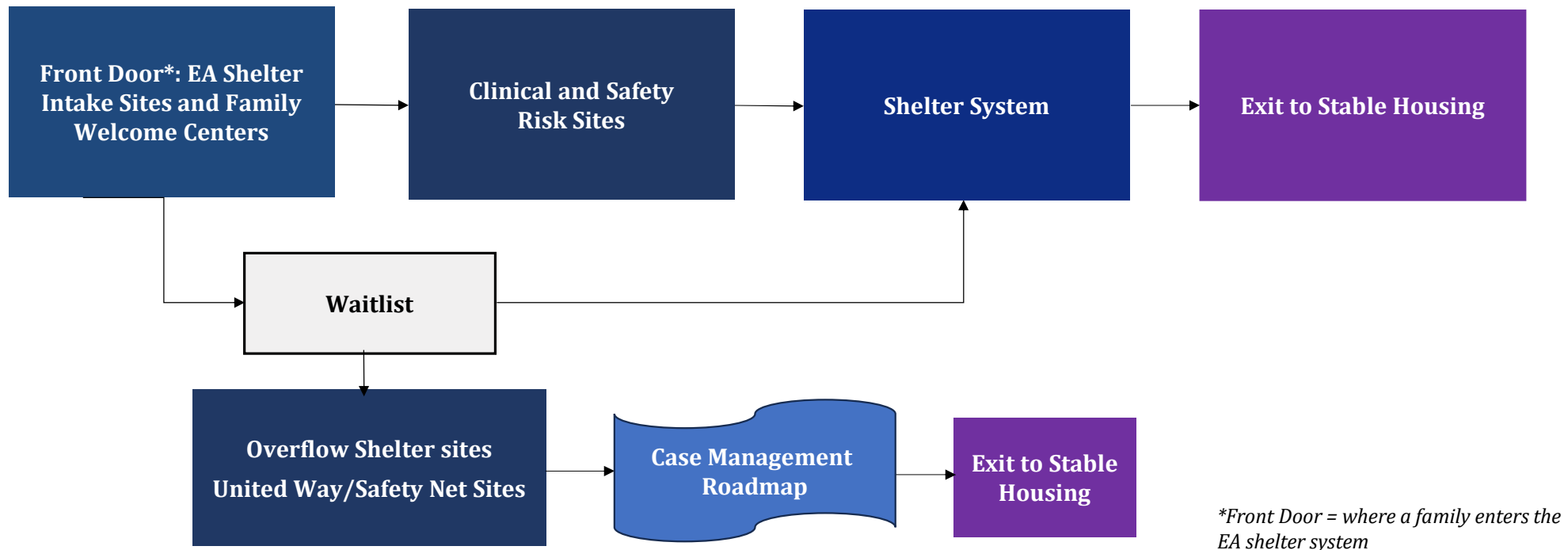
They meet financial and other eligibility criteria

HOW DOES HLC ADMINISTER EA?

- Contracts with a network of **shelter providers** to operate EA family shelters and provide case management and housing search assistance
- Provides **ADA reasonable accommodation** for families with disability-related needs
- Refers applicants and EA program participants (families in shelter) to **resources** that can help them **stabilize their housing** and exit (or avoid) shelter
- Provides **resources** for EA program participants

Big Picture: Emergency Assistance

The Emergency Family Shelter system reached capacity at 7,500 families on November 10th. A new front door model was required to prioritize highest risk families for placement.



Shelter Sites



There are 4 types of sites in the pre-shelter program:

Family Welcome Centers

Clinical and Safety Net Sites:

- Eligibility: Families that pre-screen as needing a full CSR Assessment; Priority 1-3 families i.e., DV risk, clinical risk criteria, being unhoused due to fire, etc.; Isolation families (for duration of illness)
- Services: In-person CSR Assessments are performed at these locations by licensed clinical staff; Light case management

Overflow Shelters

United Way Safety-Net Sites



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MassHealth Overview

Executive Office of Health and Human Services

April 2024

Heather Rossi, Deputy Chief Operating Officer Eligibility Policy and Implementation, MassHealth, Executive Office of Health and Human Services

What is MassHealth?

MassHealth Eligibility

MassHealth Enrollment

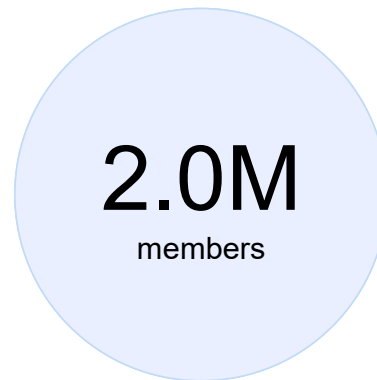
How to support families with MassHealth

MassHealth Resources for your use

Overview of MassHealth: Massachusetts' state Medicaid and CHIP program

MassHealth provides health benefits and help paying for them to qualifying children, families, seniors, and people with disabilities living in Massachusetts.

MassHealth currently serves:



- MassHealth covers **services comparable to commercial insurance and services not covered by other insurers** (e.g., long term services & supports; certain behavioral health services)
- MassHealth comprises **approximately 35% of the total state budget and accounts for over 75% of federal revenue to the Commonwealth**

What is MassHealth?

MassHealth Eligibility

MassHealth Plan Enrollment

How to support families with MassHealth

MassHealth Resources for your use

MassHealth Eligibility – Basic Requirements for Coverage

Residency

You must be a resident of Massachusetts to get MassHealth or other health care benefits that are funded by the Commonwealth.

You **meet** residency requirements if:

- **You live in Massachusetts and either intend to reside in Massachusetts, with or without a fixed address, or have entered Massachusetts with a job commitment or seeking employment**

You do not meet residency requirements for MassHealth if you are visiting Massachusetts:

- For personal pleasure, such as for vacation, or
- To receive medical care in a setting other than a nursing facility

Financial

You must be financially eligible to qualify for MassHealth, the Health Safety Net, or the Children's Medical Security Plan.

To determine if you meet the financial requirements, MassHealth will consider:

- Your Modified Adjusted Gross Income, called MAGI
- Who is in your household

For more information, see [program financial guidelines for certain MassHealth applicants and members](#).

Citizenship or immigration status

To get the most MassHealth, Health Safety Net, or Children's Medical Security Plan coverage, your citizenship or satisfactory immigration status must be verified.

MassHealth may conduct information matches with state and federal agencies. If you do not provide this information, you may be considered for fewer benefits.

If electronic sources are unable to verify your declared status, documentation may be requested from you.

For more details about U.S. Citizenship and Immigration Rules, see the [Member Booklet for Health and Dental Coverage and Help Paying Costs](#).

MassHealth Eligibility – Types of Coverage

MassHealth Standard

Provides a full range of health care benefits.

MassHealth Limited

MassHealth Limited provides emergency health services to people who have an immigration status that keeps them from getting more services.

MassHealth CommonHealth

Offers health care benefits similar to MassHealth Standard to certain disabled adults and disabled children who cannot get MassHealth Standard.

MassHealth CarePlus

offers a broad range of health care benefits to adults who are not otherwise eligible for MassHealth Standard.

MassHealth Family Assistance

You may get MassHealth Family Assistance if you are a Massachusetts resident and are not eligible for MassHealth Standard.

Premium Assistance

If you have, or have access to, other health insurance, MassHealth may pay all or part of your household's health insurance premiums.

What is MassHealth?

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MassHealth Plan Enrollment

MassHealth Choices

<https://www.masshealthchoices.com/en> (English)

<https://www.masshealthchoices.com/es> (Español)

Certain MassHealth members must enroll in a health plan. A health plan is a group of providers, hospitals, and other health care professionals who work together to meet your health care needs.

Different health plans will work best for people living in different parts of the state.

MassHealth Choices provides information on different plans and tools to compare them.

How to enroll in a health plan:

Online:

Go to **MassHealth Choices**

<https://www.masshealthchoices.com/en> (English)

<https://www.masshealthchoices.com/es> (Español)

By phone:

Toll-free number: 1-800-841-2900

TDD/TTY: 711

Hours of operation:

Monday – Friday, 8:00 a.m. – 5:00 p.m.

Translation services are available.

By mail:

Fill out the [MassHealth Health Plan Enrollment Form](#).

Mail the form to:

MassHealth Program

ATTN: Enrollment

P.O. Box 4405

Taunton, MA 02780

What is MassHealth?

MassHealth Eligibility

MassHealth Plan Enrollment

How to support families with MassHealth

MassHealth Resources for your use

Common topics that you may receive inquiries on:



Eligibility

- How to apply for MassHealth
- How to renew MassHealth



Managed Care Enrollment

- Finding a Health Plan
- Selecting Health Plan



Covered Services

- Prior Authorization
- Transportation
- Access to Services



Provider Inquiries

- Enrollment Process
- Claims or Billing Questions

Many of these topics can be addressed through our public facing channels

Members will be served most effectively by reaching out to the appropriate channel:

MassHealth Customer Service Center

[\(800\) 841-2900](tel:8008412900)

Constituents can call for help with eligibility, MassHealth benefits, replacing your MassHealth card, enrolling in a health plan, getting a MassHealth application, MassHealth and Children's Medical Security Plan premiums.

Hours:

- **Self-service:** Available 24 hours a day in English and Spanish
- **All other services:** Available Monday through Friday; 8am – 5pm; **Interpreter service available for all languages**

Members can also receive help from MassHealth Enrollment Centers

The Enrollment Centers are open for limited walk-in appointments. We strongly encourage members to use MassHealth's new [appointment scheduler](#) if they need help from a MassHealth Customer Service Representative.

Please note: MECs can help you with applications, but they are not able to enroll you into a health plan.

Charlestown
529 Main Street
Charlestown, MA 02129

Chelsea*
80 Everett Avenue
Chelsea, MA 02170

***Please note:** This office has limited parking space. It is accessible from MBTA bus lines

Springfield
88 Industry Avenue, Suite D
Springfield, MA 01104

Taunton
21 Spring Street, Suite 4
Taunton, MA 02780

Tewksbury
367 East Street
Tewksbury, MA 01876

Quincy - MassHealth Central Office
100 Hancock Street, 6th floor
Quincy, MA 02171

Worcester MEC 50SW Cutoff,
Suite 1A Worcester, MA 01604



Note:
Individuals should not send an application to any of these enrollment centers.

Applications should be mailed to:
Health Insurance Processing Center
PO Box 4405
Taunton, MA 02780



Massachusetts Department of Public Health

Accessing Dental Care

Matthew Horan, DMD, MPH

Dental Director, Office of Oral Health, MA DPH

Dental Care Resources

- **Finding Dental Care:** Resources for accessing dental care.
 - Includes a focus on health equity: historically underserved populations: <https://www.mass.gov/info-details/finding-dental-care>
- **Office of Oral Health:**
 - <https://www.mass.gov/orgs/office-of-oral-health>
 - Questions: oral.health@mass.gov



Massachusetts Department of Public Health

Immunizations

Kathryn Ahnger-Pier, MPH

Associate Director, Immunization Division

Where can children (18 and under) get vaccinated?

Universal vaccine program for children 0-18 years:

- **Primary care**
- **Community health centers** (including affiliated school based health centers)
- Limited enrolled health departments

Most commercial pharmacies are NOT enrolled in the universal pediatric program.

Where can adults (19 and older) get vaccinated?

Limited state-supplied vaccine for uninsured and underinsured adults is available at some public sites:

- **Community health centers**
- Public hospitals
- Enrolled local health departments
- Certain providers under contract with DPH (STD and substance abuse clinics)
- County Jails

Adults with insurance (including MassHealth Standard) may access vaccination at retail and private clinic locations.

<https://www.mass.gov/doc/availability-table-adult-0/download>

School immunizations

Under McKinney-Vento & Every Student Succeeds Act, homeless students cannot be denied entry to public schools if they do not have the appropriate immunization records.

All other enforcement of immunization requirements is conducted at the local level.



<https://www.mass.gov/info-details/school-immunizations>

Good news

- Many newly arriving families have some vaccination records
 - Children are arriving with documentation of routine vaccinations received in other countries
- MDPH has assisted shelter providers with:
 - Translation of vaccination records
 - Catch-up vaccination clinics for school-aged children



Massachusetts Department of Public Health

Individualized Screenings through Primary Health

April 23, 2024

Dylan Tierney, MD, MPH,
Associate Medical Director, Bureau of Infectious
Disease and Laboratory Sciences, MA DPH

Individualized Screenings through Primary Care

- **Recommend health screenings in the context of primary care**
 - Including TB screening
 - Acknowledge limited capacity across providers
- **Division of Global Populations' TB program can support LBOH with purchasing PPD for TB testing**
 - Five priority populations
 - <https://www.mass.gov/info-details/policy-for-distribution-of-dph-purchased-ppd>

[Home](#) > [Health & Social Services](#) > [Disease Control & Prevention](#) > [Tuberculosis](#)

OFFERED BY [Department of Public Health](#) [Bureau of Infectious Disease and Laboratory Sciences](#)

Policy for distribution of DPH-purchased PPD

Information about the Department of Public Health (DPH) purified protein derivative (PPD) distribution policy.

The Division of Global Populations and Infectious Disease Prevention, Bureau of Infectious Disease and Laboratory Sciences, updated its purified protein derivative (PPD) distribution policy in 2014 based on review of health care access. Since then, insurance coverage without co-pays has been mandated for persons at risk for tuberculosis (TB) infection. We strongly encourage third-party billing for tuberculosis (TB) testing by PPD or interferon-gamma release assay (IGRA) in health care settings. Health care providers should directly procure PPD for their insured patients.

Our goal is to align distribution of publicly-purchased PPD with public health priorities. Therefore, the Division has established an ordered set of priorities for TB testing with state-supplied PPD.

Priorities for DPH-purchased PPD include (in order):

1. Individuals identified as contacts to a person with infectious TB (contact investigations)
2. Newly arrived individuals with TB-related conditions identified during overseas medical

CONTACT
Division of Global Populations and Infectious Disease Prevention
Phone
(617) 983-6970
during business hours
617-983-6800
after business hours
Fax
617-887-8791
[more contact info](#) >

RELATED

Questions for our Participants?

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Additional Resources Mentioned Today

- **DESE Welcoming Newcomer and Refugee Students & Families:**
 - <https://www.doe.mass.edu/news/news.aspx?id=26713>
- **MDPH School Health Services Resource Page:**
 - <https://padlet.com/karenrobitalle3/mdph-school-health-services-resource-page-8eqrcptzb0dpysi5>
- **Form for LBOH to request pediatric catch-up clinics in Emergency Assistance shelters:**
 - <https://survey.jsi.com/s3/MA-Pediatric-Vaccination-Clinic-Request-Form>
- **Massachusetts Behavioral Health Helpline: 833-773-2445**
 - <https://www.masshelpline.com/>
- **Find a Community Health Center:**
 - <https://www.massleague.org/findahealthcenter/>
- **MassHealth:**
 - <https://masshealthchoices.com/en>
- **Get a Ride to MassHealth Medical Appointments:**
 - <https://www.mass.gov/info-details/get-a-ride-to-masshealth-medical-appointments>
- **Tuberculosis Screening in Children: Information for Massachusetts School Nurses:**
 - <https://www.mass.gov/info-details/tuberculosis-screening-in-children-information-for-massachusetts-school-nurses>
- **Current TB Outpatient Clinics in MA:**
 - <https://www.mass.gov/info-details/massachusetts-tb-outpatient-services>
- **For information about PPD/TUBERSOL:**
 - <https://www.mass.gov/info-details/policy-for-distribution-of-dph-purchased-ppd>

Thank you!

This presentation will be recorded and shared.

We will also include resources mentioned and will review and compile some of the questions and answers.

Additional questions can be sent to: localregionalpublichealth@mass.gov