

Provider 101: HRSN Provider Contracting, Credentialing, & Enrollment

Executive Office of Health and Human Services

May 2024

5/6 Provider 101 Agenda



Topic	Time
Welcome	<i>5 minutes</i>
Review HRSN Framework	<i>10 minutes</i>
HRSN Provider Overview	<i>20 minutes</i>
Contracting, Enrollment, and Credentialing	<i>20 minutes</i>
Next Steps	<i>5 minutes</i>



Guidance for Participants for Virtual Meetings

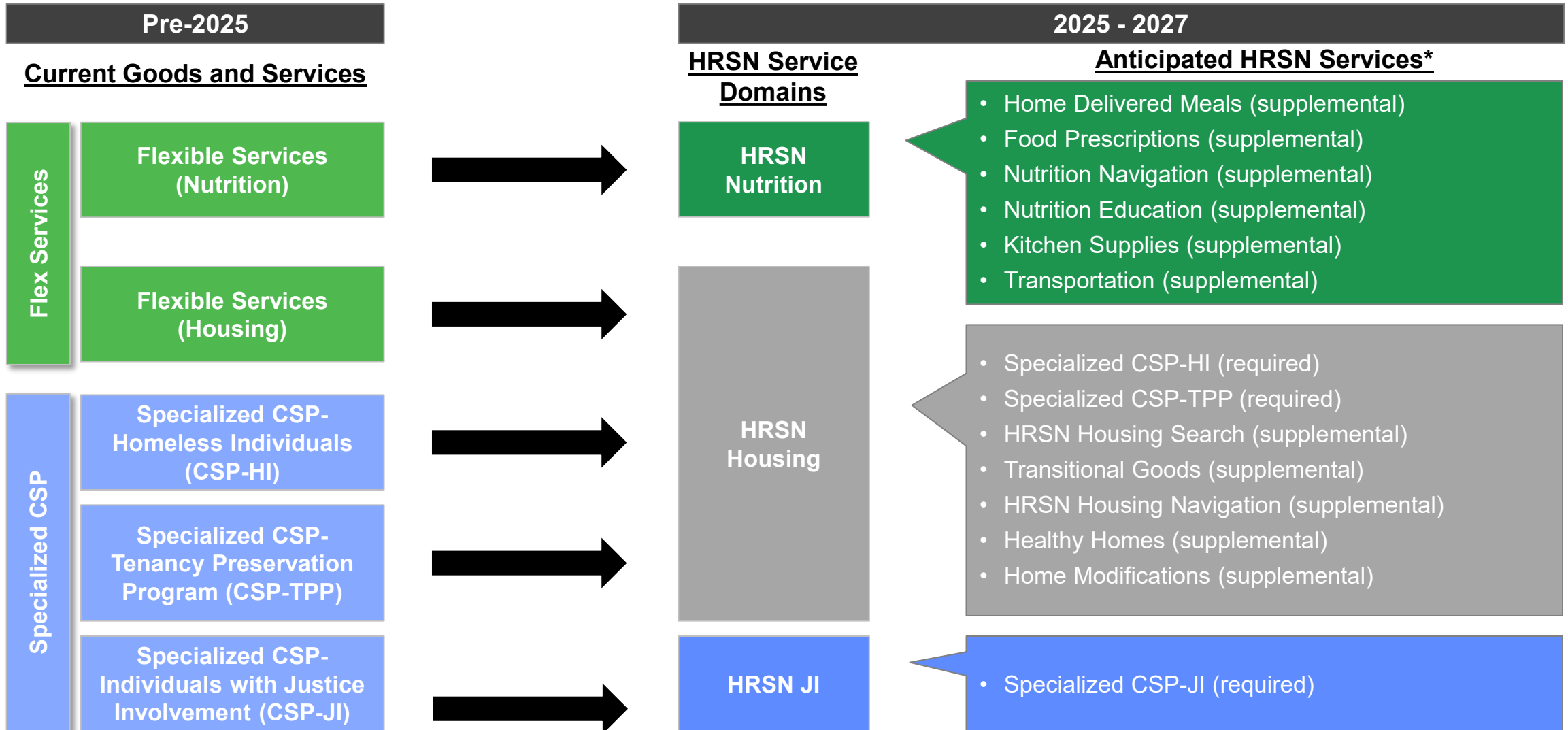


- ✓ We ask that you share any comments or questions using the "**Q&A**" feature and not the chat.
- ✓ Please hold your questions and comments until the facilitator opens the meeting for participation.
- ✓ During designated Q&A periods, we will open it up for comments and questions.
- ✓ Slides will be posted after the meeting. Link will be sent following the meeting.

Overview of the Anticipated Framework for ACO HRSN Services



Under the HRSN Services framework, MassHealth anticipates providing a **standard list of services**. MassHealth will set standards for these services (e.g., member eligibility, provider qualifications).



**HRSN Services on this slide are shown at the category level. Subcategories exist underneath certain services.*

Required vs. Supplemental ACO HRSN Services



Beginning in 2025, MassHealth will classify each ACO HRSN Service as one of two categories:

ACO HRSN Required Services

ACOs must provide these services to all eligible members. The required services will include:

- Specialized CSP-HI
- Specialized CSP-TPP
- Specialized CSP-JI

ACO HRSN Supplemental Services

ACOs must provide at least two supplemental services (one housing, one nutrition).

- There are **17 different ACOs** and there may be **different services selected by each ACO**.
- The ACO must provide each selected supplemental service to all enrollees, **subject to funding availability**. If an ACO does not have enough funding to provide these services to all enrollees, they must maintain a waitlist.



MassHealth Accountable Care Organization (ACO) Overview

MassHealth **Accountable Care Organizations (ACOs)** are health plans that are rewarded for value – better health outcomes and lower cost – instead of volume. **MassHealth’s ACO program has two different models – Accountable Care Partnership Plans (ACPPs) and Primary Care ACOs (PCACOs).** There are 17 different MassHealth ACOs. Each ACO:

- ✓ Serves members under 65 who are not also enrolled in Medicare or other insurance.
- ✓ Coordinates all of a member’s health care needs
- ✓ May serve certain Services Areas (for ACPPs) or be statewide (for PCACOs)
- ✓ Exclusively contracts with a specific set of primary care providers, and has a network of hospitals, specialists, and other care providers (for ACPPs) or leverages MassHealth’s fee-for-service provider network (for PCACOs)
- ✓ **Has participated in Flexible Services, providing funds to community-based organizations to assist members with nutrition and housing services**

Delivery System	Structure	Network
Accountable Care Partnership Plans (ACPPs)	<ul style="list-style-type: none"> ▪ Integrated partnership between a health plan and provider-led entity (ACO Partner) 	<ul style="list-style-type: none"> ▪ Health plan contracts with a network of providers ▪ Members may only see a PCP contracted with their specific ACPP
Primary Care ACO (PCACOs)	<ul style="list-style-type: none"> ▪ Advanced provider-led entity contracts directly with MassHealth 	<ul style="list-style-type: none"> ▪ MassHealth FFS specialist provider network and behavioral services from MassHealth behavioral health carve out vendor (MBHP) ▪ Members may only see a PCP contracted with their specific PCACO

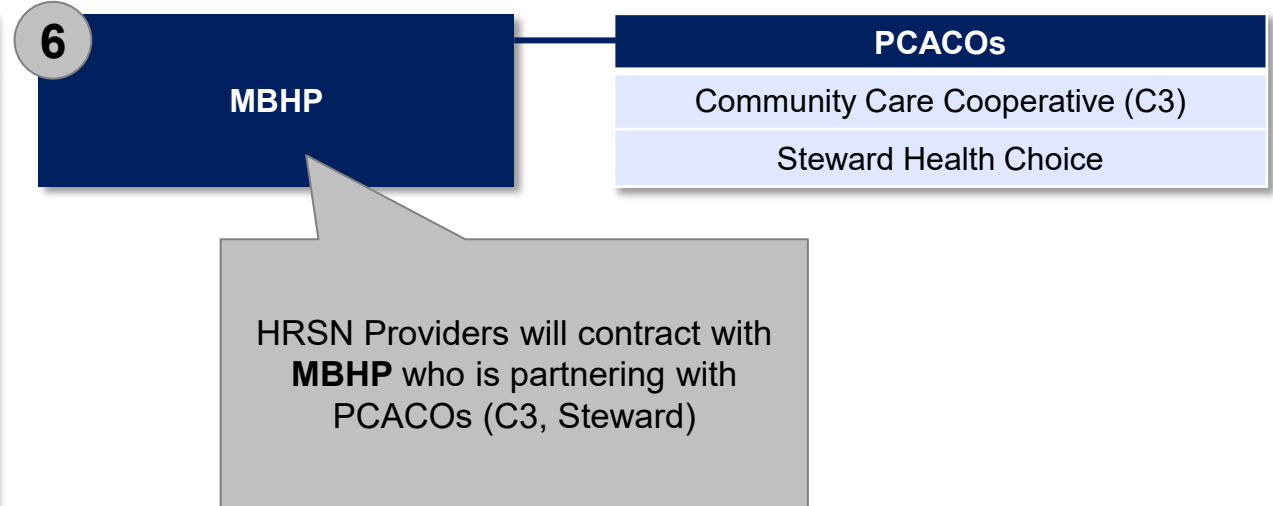


Who will HRSN Providers Contract With?

To provide HRSN Supplemental Services for **enrollees enrolled in an ACP**, HRSN Providers will contract with the health plan. For health plans that have multiple ACPs, HRSN Providers should negotiate with the health plan whether they will be serving enrollees in one or more ACP.

To provide HRSN Supplemental Services for **enrollees enrolled in PCACOs**, HRSN Providers will contract with **MBHP** (working on behalf of PCACOs).

Health Plan	Accountable Care Partnership Plan
1 Health New England (HNE)	1. BeHealthy Partnership Plan
2 Fallon Health	1. Berkshire Fallon Health Collaborative 2. Fallon 365 Care 3. Fallon Health-Atrius Health Care Collaborative
3 Tufts Health Plan	1. Tufts Health Together with Cambridge Health Alliance 2. Tufts Health Together with UMass Memorial Health
4 MassGeneral Brigham Health Plan	1. MassGeneral Brigham ACO
5 WellSense Health Plan	1. East Boston Neighborhood Health WellSense Alliance 2. WellSense Beth Israel Lahey Health Performance Network ACO 3. WellSense Boston Children's ACO 4. WellSense Care Alliance 5. WellSense Community Alliance 6. WellSense Mercy Alliance 7. WellSense Signature Alliance 8. WellSense Southcoast Alliance



HRSN Providers will contract with **health plans** (e.g., Fallon, WellSense) to provide HRSN Supplemental Services to enrollees enrolled in specific ACPs

Becoming an HRSN Provider: Overview



1

Preparation Period: Potential HRSN Provider prepares to begin provider contracting process

2

National Provider Identifier (NPI): Potential HRSN Provider applies for an NPI at the organization level

3

Contract with a Health Plan: Potential HRSN Provider contracts with a health plan including credentialing and enrolling

Step 1: Preparation Period



For organizations interested in becoming HRSN Providers, the Preparation Period refers to the period of time during which the organization begins evaluating the various questions and considerations detailed below. Potential HRSN Providers should also consider which health plans they would be interested in contracting with. They may also begin the National Provider Identification (NPI) application (Step 2) and contracting process (Step 3) during the Preparation Period.



Introspective Questions

- What services can our organization provide?
- What services do we want to provide?
- What ACOs do we want to work with?
- What will our costs be?
- Given our costs, what rates do we need?
- What geographic regions can we serve?
- How many members can we serve?



Capacity Questions

- Does our organization have the capacity to be an HRSN Provider?
 - Can we submit claims?
 - Can we be paid retrospectively?
- What do we need to apply for an NPI number?
- Will we meet provider credentialing standards?
- If we do not have the capacity, how do we obtain the capacity?
- How long will it take us to obtain capacity?



Support Considerations

- Can we partner with a third party billing entity?
- Can we join a hub wherein a parent entity becomes the HRSN Provider and we become a subcontractor?
- Can we seek support from a vendor to provide technical assistance for provider enrollment?
- How can our plan partners support us?



Conversations with Potential Partners

- What services is the partner looking to offer?
- What geographic areas are they looking to cover?
- What referral volume are they expecting?
- What rates are they offering?
- How can they support you in the provider administrative processes?
- What electronic referral platform do they use?
- What claims system do they use?

Step 2: Obtaining a National Provider Identifier



A National Provider Identifier (NPI) is a privacy protected, 10-digit number assigned to every health care provider in the United States. Individuals or organizations apply for NPIs through the Center for Medicare and Medicaid Services' (CMS) National Plan and Provider Enumeration System (NPPES).

Introduction to NPI:

- ✓ NPI numbers were created to help send standardized health information electronically more quickly and effectively
- ✓ NPI numbers are necessary to contract with a health plan and receive payment for services
- ✓ NPI numbers can be at the organizational or individual level
- ✓ An organization can apply by mail or electronically for an NPI at <https://nppes.cms.hhs.gov/>.
- ✓ The application generally takes ~20 – 30 minutes to complete
- ✓ The amount of time it takes to obtain the NPI depends upon the volume of applicants, so apply now!
- ✓ For a detailed guide on non-traditional providers applying for an NPI number, review this site: <https://www.dhcs.ca.gov/Documents/MCQMD/NPI-Application-Guidance-for-MCPs-ECM-and-Community-Services-Providers.pdf> (This is a California-specific guide but generally useful include taxonomy code suggestions)
- ✓ For a general guide on NPI, review CMS' site: <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/NPI-What-You-Need-To-Know.pdf>

MassHealth will host an NPI 101 webinar on Monday, 5/20 ([click here to register](#))



Step 3: Contracting with a health plan including enrolling and credentialing

Contracting with a health plan involves multiple pieces: (a) general contract negotiations; (b) credentialing; and (c) enrollment. Health plans may have additional pieces of documentation to complete. Once settled, contracts are signed, and the organization is enrolled with the health plan.

Credentialing: Process by which a health plan ensures potential HRSN Provider meets required qualifications as set forth by state and federal laws, and other plan-specific requirements. Examples of credentialing components include meeting HRSN Provider Qualifications (see Appendix), submitting a W-9 tax form, submitting a Letter of Intent to participate, and providing provider demographic information.

Contract Negotiations: Like other arrangements, this is the opportunity for communication and negotiation between parties to determine terms of the contract. Some of these terms may be pre-determined by MassHealth while others may be specific to what is agreed upon by both HRSN Providers and the health plan. Potential HRSN Providers are encouraged to consider needs and terms during the Preparation Period to set themselves up for success during contract negotiations.

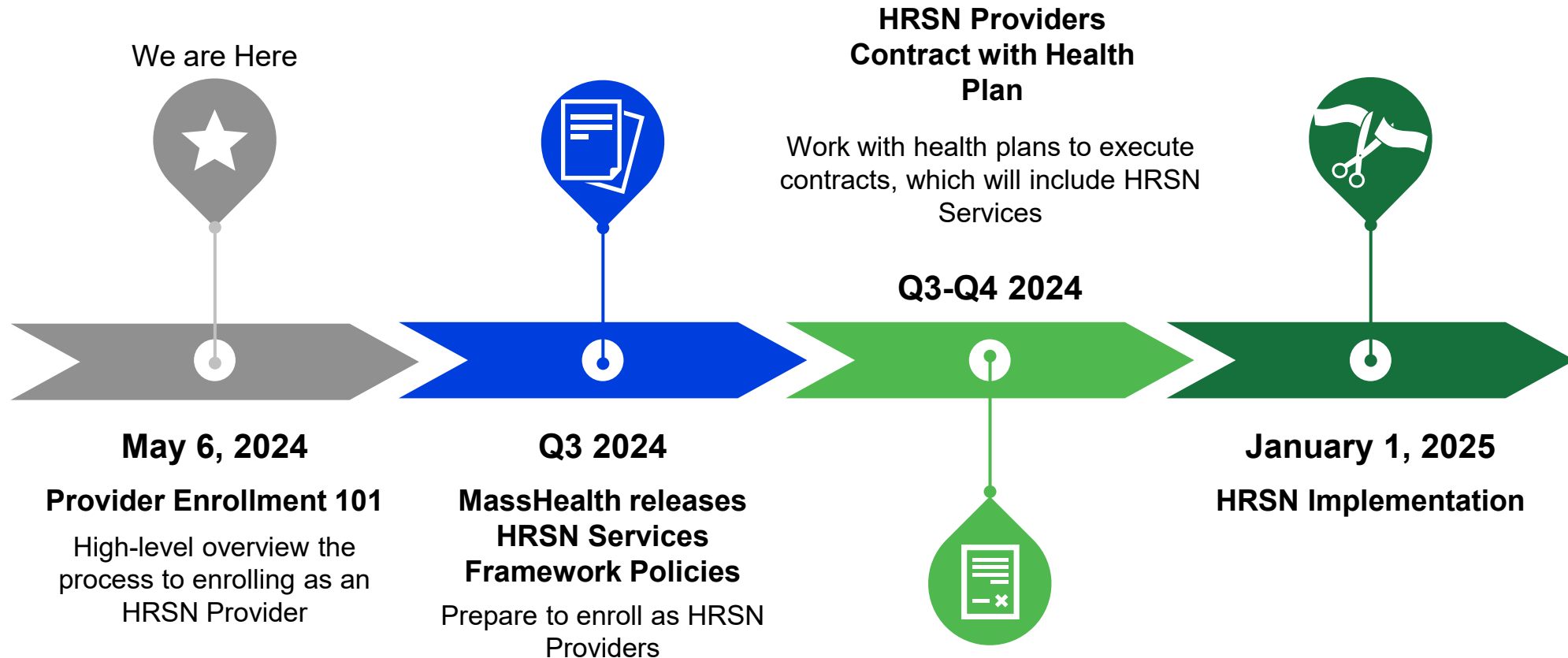
Enrolling: Once the health plan ensures qualifications are met, the plans implement steps to ensure that the HRSN Providers become part of their network and can provide services as 1/1/25. Health plans may ask HRSN Providers to fill out additional forms (e.g., formally notify MassHealth that the HRSN Provider is now part of the plan's network).

W9 Form: A W-9 form is an Internal Revenue Service (IRS) tax form that is used to confirm a person's or organization's name, address, and taxpayer identification number (TIN) for employment or other income-generating purposes. It is used to issue specific tax statements to non-employees that earned certain types of payments throughout the year.



Timelines

The time it takes to become an HRSN Provider will vary by the community organization and health plan combination. Potential HRSN Providers should begin the process as soon as possible.



Note: Additional learning opportunities for potential HRSN Providers will occur through Q4 2024. The next scheduled session will be held on May 20th from 11:00 AM – 12 PM and will provide an overview of how to apply for a National Provider Identifier (NPI).



❑ Attend **May 20th (11 AM – 12 PM) NPI 101**

➤ Use this link to register:

<https://hria.zoom.us/meeting/register/tZ0pceitqTIsGNlunG3sjy1mQU9ZvQNoSp3->

❑ Sign up for future communications on the **HRSN Integration Fund Learning**

Series at: <https://hria.org/tmf/hrsn-integration-fund/>



Appendix: Proposed HRSN Service Provider Qualifications



HRSN Housing Services | Proposed Provider Qualifications (1/3)



Service	Service Description	Provider Qualifications
Specialized CSP for Homeless Individuals	<ul style="list-style-type: none"> Intensive housing search Ongoing housing stabilization once housed Approx. 1:11 case ratio 	<ul style="list-style-type: none"> Experience providing services to persons with mental health disorders or substance use disorders or both At least two years of history providing pre-tenancy, transition into housing, and tenancy sustaining supports to persons experiencing homelessness. This must include experience with serving people experiencing chronic homelessness and with documenting their chronic homelessness status in accordance with requirements set by the U.S. Department of Housing and Urban Development. Specialized professional staff with knowledge of housing resources and dynamics of searching for housing
HRSN Housing Search	<ul style="list-style-type: none"> Housing search Limited housing stabilization services once housed Approx. 1:35 case ratio 	<ul style="list-style-type: none"> At least two years of history providing housing search supports to persons experiencing homelessness. This must include: <ul style="list-style-type: none"> Contracts/grants with local, state, or federal agencies to assist people experiencing homelessness to locate housing; and Training on how to determine and document homelessness status in accordance with U.S. Housing and Urban Development (HUD) requirements; Have specialized professional staff with knowledge of housing resources and dynamics of searching for housing such as obtaining and completing housing applications, requesting reasonable accommodations, dealing with housing or credit histories that are poor or lacking, mitigating criminal records, negotiating lease agreements, and identifying resources for move-in costs, furniture, and household goods; and Be a documented member of the Continuum of Care planning groups within their service area.
Transitional Goods	<ul style="list-style-type: none"> Move-in costs Furnishings and other items necessary to make a new home habitable and comfortable 	<ul style="list-style-type: none"> Must be a CSP-HI or HRSN Housing Search Provider

Note: Draft Policy – Subject to change and pending CMS approval

HRSN Housing Services | Proposed Provider Qualifications (2/3)



Service	Service Description	Provider Qualifications
Specialized CSP Tenancy Preservation Program	<ul style="list-style-type: none"> Homelessness prevention services for members facing eviction due to their behavior/disability Approx. 1:17 case ratio 	<ul style="list-style-type: none"> Must have a contract with Exec. Office of Housing and Livable Communities or MassHousing for tenancy preservation program services
HRSN Housing Navigation	<p>Services:</p> <ul style="list-style-type: none"> Application assistance Mediation and negotiation to sustain a tenancy/home Information and referrals to resources in the community to address housing issues Connection to services and supports to assist in maintaining the housing moving forward <p>Goods:</p> <ul style="list-style-type: none"> Fees related to identification and other needed documents (e.g., SSN card, birth certificate) and/or background checks and housing applications 	<ul style="list-style-type: none"> At least two years of history providing housing navigation supports to persons experiencing housing instability. This must include contracts/grants with local, state, or federal agencies to assist people to apply for public benefits, housing, and income maximization resources; Have specialized professional staff with knowledge of housing resources and dynamics of housing; and Be a documented active member of the Continuum of Care planning groups within their service area.
Healthy Homes	<ul style="list-style-type: none"> Purchase of goods and/or provision of remediation services that would result in the elimination of known home-based health and safety risks to ensure the living environment does not adversely affect member's health and safety 	<ul style="list-style-type: none"> Education in a human/social services field or a relevant field, or at least 1 year of relevant professional experience or lived experience; or training in the field of service. Knowledge of principles, methods, and procedures of services included under Healthy Homes, or comparable services meant to support a member's ability to obtain and sustain residency in an independent community setting. <i>For Healthy Homes Remediation Services</i>, qualified providers must also have education or experience with in-home environmental risk assessments.

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HRSN Housing Services | Proposed Provider Qualifications (3/3)



Service	Service Description	Provider Qualifications
Home Modification	<ul style="list-style-type: none"> A physical adaptation to a member's private residence/home that is medically necessary to ensure their health, welfare and safety or that enables the member to function with greater independence in their home and improve the quality of life and is not considered the responsibility of the landlord 	<ul style="list-style-type: none"> Staff providing home modification services must meet the specified qualifications below. Needs assessment must be completed by OT with specialized training in mobility and accessibility assessments and knowledge of the fair housing laws Personnel developing Home Modification Plan must possess: <ul style="list-style-type: none"> Skills in home modification design, scoping and cost estimation; Knowledge of the standards related to access and mobility; and High-level knowledge of the State construction code and standards. Construction Supervision must include: <ul style="list-style-type: none"> Licensed general contractor and or certified architect; Personnel with experience in a construction related field, demonstrated knowledge of accessibility or universal design and of the disability community; and Personnel with experience with small-scale home rehabilitation projects.

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HRSN Nutrition Services | Proposed Provider Qualifications (1/7)



Service	Service Description	Provider Qualifications
<p>Medically Tailored Meals</p>	<ul style="list-style-type: none"> Prepared medically tailored meals (up to and including 3 meals per day, 7 days per week) approved by a Registered Dietitian Nutritionist (RDN) (or Nutrition & Dietetics Technician, registered (NDTR) with RDN's approval) that reflect appropriate nutritional needs based on defined medical diagnosis and standards reflecting evidence-based practice guidelines (e.g., guidelines for applicable health condition, dietary Reference Intakes, Dietary Guidelines for Americans) Initial dietary intake and assessment of the member's medical and nutritional needs in order to ensure the member is receiving appropriate meals. Assessment must be conducted by RDN or an NDTR (overseen by an RDN) Navigation of member to other available resources must be provided based on needs identified in assessment. Resources to navigate member to, may include benefits, entitlements, and discretionary services, for which they are eligible. Navigation may include referral back to ACO, referral to SNAP Outreach Provider, assistance with locating other food sources (e.g., food bank) Must include nutrition education materials related to food provided (e.g., fact sheets on benefits of proteins in the meal, recipes to remake the meals, total sodium count for entire day's meals) or via nutrition education services from the Category 2 list. Must be offered for a minimum of 12 weeks and up to 6 months. At 12 weeks or the end of the initial service period, the member must be reassessed and must be reauthorized for additional services if the member meets the relevant criteria 	<p>An organization providing these services must have,</p> <ul style="list-style-type: none"> At least one year of history providing medically tailored meals to persons experiencing nutritional deficiency or imbalance due to food insecurity. This must include experience with serving people with applicable HNBC Employ specialized professional staff with knowledge of medically tailored meals, food insecurity or imbalance Have an RDN on staff or as a consultant <p>Staff Providing Services Requirements:</p> <ul style="list-style-type: none"> Education (e.g., Bachelor's degree, Associate's degree, certificate) in nutrition or anti-hunger services, or at least 1 year of relevant professional experience or lived experience; or training in nutrition or anti-hunger services

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HRSN Nutrition Services | Proposed Provider Qualifications (2/7)



Service	Service Description	Provider Qualifications
Nutritionally Appropriate Home Delivered Meals	<ul style="list-style-type: none"> • Healthy, well-balanced meals (up to and including 3 meals per day, 7 days per week) • An initial dietary intake and assessment of the member’s medical and nutritional needs. Assessment must be conducted by RDN or an NDTR (overseen by an RDN) • Navigation of member to other available resources must be provided based on needs identified in assessment. Resources to navigate member to, may include benefits, entitlements, and discretionary services, for which they are eligible. Navigation may include referral back to ACO, referral to SNAP Outreach Provider, assistance with locating other food sources (e.g., food bank) • RDN or NDTR (under an RDN) must be engaged with kitchen staff in the development of the menu to ensure adherence to appropriate nutritional standards (e.g., Dietary Guidelines for Americans) • Must include nutrition education materials related to food provided (e.g., fact sheet on benefits of proteins in the meal, recipes to remake the meals, total sodium count for entire day’s meals) or via nutrition education services from the Category 2 list. • May be offered for up to 6 months. At 6 months or when initial service duration ends, members must be reassessed and obtain additional services if the member meets relevant criteria 	<p>An organization providing these services must have,</p> <ul style="list-style-type: none"> • at least one year of history providing nutritionally appropriate home delivered meals to persons experiencing nutritional deficiency or imbalance due to food insecurity • Employ specialized professional staff with knowledge of nutritionally appropriate home delivered meals, food insecurity or imbalance • Have an RDN on staff or as a consultant <p>Staff Providing Services Requirements:</p> <ul style="list-style-type: none"> • Education (e.g., Bachelor’s degree, Associate’s degree, certificate) in nutrition or anti-hunger services, or at least 1 year of relevant professional experience or lived experience; or training in nutrition or anti-hunger services

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HRSN Nutrition Services | Proposed Provider Qualifications (3/7)



Service	Service Description	Provider Qualifications
<p>Medically Tailored Food Boxes</p>	<ul style="list-style-type: none"> • Selection of minimally prepared grocery items approved by RDN or an NDTR (under an RDN) that meet appropriate nutritional standards (e.g., Dietary Guidelines for Americans) • An initial dietary intake and assessment of the member’s medical and nutritional needs. Assessment must be conducted by RDN or an NDTR (overseen by an RDN) • Navigation of member to other available resources must be provided based on needs identified in assessment. Resources to navigate member to, may include benefits, entitlements, and discretionary services, for which they are eligible. Navigation may include referral back to ACO, referral to SNAP Outreach Provider, assistance with locating other food sources (e.g., food bank) • Must include nutrition education materials related to food provided (e.g., fact sheet on benefits of proteins in the meal, recipes to remake the meals, total sodium count for entire day’s meals) or via nutrition education services from the Category 2 list. • Must be offered for a minimum of 12 weeks and up to 6 months. At 12 weeks or the end of the initial service period, the member must be reassessed and must be reauthorized for additional services if the member meets the relevant criteria 	<p>An organization providing these services must have,</p> <ul style="list-style-type: none"> • at least one year of history providing medically tailored food boxes or medically tailored meals to persons experiencing nutritional deficiency or imbalance due to food insecurity. This must include experience with serving people who with applicable HNBC • Employ specialized professional staff with knowledge of medically tailored food boxes, food insecurity or imbalance • Have an RDN on staff or as a consultant <p>Staff Providing Services Requirements:</p> <ul style="list-style-type: none"> • Education (e.g., Bachelor’s degree, Associate’s degree, certificate) in nutrition or anti-hunger services, or at least 1 year of relevant professional experience or lived experience; or training in nutrition or anti-hunger services

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HRSN Nutrition Services | Proposed Provider Qualifications (4/7)



Service	Service Description	Provider Qualifications
<p>Nutritionally Appropriate Food Boxes</p>	<ul style="list-style-type: none"> Minimally prepared grocery items that may include, but are not limited, to fresh produce, proteins, dried goods, seasonings, and spices Can take the form of a Community Supported Agricultural (CSA) share RDN or NDTR (under an RDN) must be engaged with curating foods for curated food boxes that include foods other than fresh foods to ensure adherence to appropriate nutritional standards (e.g., Dietary Guidelines for Americans) An initial dietary intake and assessment of the member’s medical and nutritional needs. Navigation of member to other available resources must be provided based on needs identified in assessment. Resources to navigate member to, may include benefits, entitlements, and discretionary services, for which they are eligible. Navigation may include referral back to ACO, referral to SNAP Outreach Provider, assistance with locating other food sources (e.g., food bank) Must include nutrition education materials related to food provided (e.g., fact sheet on benefits of proteins in the meal, recipes to remake the meals, total sodium count for entire day’s meals) or via nutrition education services from the Category 2 list May be offered for up to 6 months. At 6 months or when initial service duration ends, the member may be reassessed and obtain additional services if the member meets the relevant criteria. 	<p>An organization providing these services must have,</p> <ul style="list-style-type: none"> at least one year of history providing nutritionally appropriate food boxes or meals to persons experiencing nutritional deficiency or imbalance due to food insecurity Employ specialized professional staff with knowledge of nutritionally appropriate food boxes, food insecurity or imbalance Have an RDN on staff or as a consultant if providing foods other than fresh foods <p>Staff Providing Services Requirements:</p> <ul style="list-style-type: none"> Education (e.g., Bachelor’s degree, Associate’s degree, certificate) in nutrition or anti-hunger services, or at least 1 year of relevant professional experience or lived experience; or training in nutrition or anti-hunger services

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HRSN Nutrition Services | Proposed Provider Qualifications (5/7)



Service	Service Description	Provider Qualifications
Food Prescription and Voucher Program	<ul style="list-style-type: none"> • Nutrition Vouchers and grocery store gift cards to procure healthy food • An initial intake and assessment of the member’s nutritional needs in order to ensure the member is receiving an appropriate voucher • Navigation of member to other available resources must be provided based on needs identified in assessment. Resources to navigate member to, may include benefits, entitlements, and discretionary services, for which they are eligible. Navigation may include referral back to ACO, referral to SNAP Outreach Provider, assistance with locating other food sources (e.g., food bank) • May be offered for up to 6 months. At 6 months or when initial service duration ends, members must be reassessed and obtain additional services if the member meets the relevant criteria 	<p>An organization providing these services must have,</p> <ul style="list-style-type: none"> • at least one year of history providing nutritionally appropriate food prescriptions to persons experiencing nutritional deficiency or imbalance due to food insecurity • Employ specialized professional staff with knowledge of nutritionally appropriate food prescriptions, food insecurity or imbalance <p>Staff Providing Services Requirements:</p> <ul style="list-style-type: none"> • Education (e.g., Bachelor’s degree, Associate’s degree, certificate) in nutrition or anti-hunger services, or at least 1 year of relevant professional experience or lived experience; or training in nutrition or anti-hunger services

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HRSN Nutrition Services | Proposed Provider Qualifications (6/7)



Service	Service Description	Provider Qualifications
Application Assistance	<ul style="list-style-type: none"> Assisting the member with obtaining discretionary or entitlement benefits and credit via application assistance (e.g., helping member fill out the initial application, monitoring the applications process and status, gathering needed documentation) <ul style="list-style-type: none"> Services must not be duplicative of other federal or state funds (e.g., federal funds spent on SNAP Outreach Coordinators for enrolling members in SNAP) 	<p>Staff Providing Services Requirements:</p> <ul style="list-style-type: none"> Education (e.g., Bachelor's degree, Associate's degree, certificate) in nutrition or anti-hunger services, or at least 1 year of relevant professional experience or lived experience; or training in nutrition or anti-hunger services <p>Organization Requirements:</p> <ul style="list-style-type: none"> Employ specialized professional staff with knowledge of nutritionally appropriate resources, entitlements, benefits, food insecurity, or imbalance.
Nutrition Benefit Maintenance Assistance	<ul style="list-style-type: none"> Assisting the member in maintaining access to nutrition benefits in the form of coaching, supporting, and educating the member. Includes appeals of benefit actions (e.g., denial, reduction, or termination) and directing member to appropriate sources of legal services. Note: this service is not related to MassHealth benefits but is instead about assisting a member with maintaining access to nutrition benefits (e.g., supporting a member as they appeal a reduction in their SNAP) 	<p>Staff Providing Services Requirements:</p> <ul style="list-style-type: none"> Education (e.g., Bachelor's degree, Associate's degree, certificate) in nutrition or anti-hunger services, or at least 1 year of relevant professional experience or lived experience; and <p>Organization Requirements:</p> <ul style="list-style-type: none"> Employ specialized professional staff with knowledge of principles, methods, and procedures of services included under Benefit Maintenance Assistance, food insecurity, or imbalance
Kitchen Supplies	<ul style="list-style-type: none"> Provision of and assistance with obtaining cooking supplies (e.g., pots and pans, utensils, refrigerator) needed to meet the member's nutritional and dietary needs 	<p>Staff Providing Services Requirements:</p> <ul style="list-style-type: none"> Education (e.g., Bachelor's degree, Associate's degree, certificate) in nutrition or anti-hunger services, or at least 1 year of relevant professional experience or lived experience; or training in nutrition or anti-hunger services
Transportation	<ul style="list-style-type: none"> Provision of and assistance with transportation to access or utilize nutrition food prescription or nutrition education services Transportation may include public or private transportation to access or utilize food prescription or education services (e.g., to the pick-up destination for the food box or the grocery store or farmers market to utilize the nutrition voucher and/or grocery store gift cards received, to the location of the nutrition education class). 	<p>Staff Providing Services Requirements:</p> <ul style="list-style-type: none"> Education (e.g., Bachelor's degree, Associate's degree, certificate), or at least 1 year of relevant professional experience or lived experience; or relevant training

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HRSN Nutrition Services | Proposed Provider Qualifications (7/7)



Service	Service Description	Provider Qualifications
Nutrition Education Classes and Skills Development	<ul style="list-style-type: none"> Provision of nutrition education classes and skills development (e.g., cooking classes as education) for the purposes of meeting the member's nutritional and dietary needs Must provide transportation when a member would not otherwise be able to access classes 	<p>Staff Providing Services Requirements:</p> <ul style="list-style-type: none"> Education (e.g., Bachelor's degree, Associate's degree, certificate) in nutrition or anti-hunger services, or at least 1 year of relevant professional experience or lived experience; or training in nutrition or anti-hunger services <p>Organization Requirements:</p> <ul style="list-style-type: none"> Employ an RDN or NDTR on staff or as a consultant to be either engaged with curriculum development and implementation plans or to directly oversee the class, session, or workshop
Nutrition Counseling	<ul style="list-style-type: none"> Provision of nutrition counseling (e.g. 1-on-1 session with RDN (or overseen by an RDN) as nutrition counseling) for the purposes of meeting the member's nutritional and dietary needs Must provide transportation when a member would not otherwise be able to access classes 	<p>Staff Providing Services Requirements:</p> <ul style="list-style-type: none"> Education (e.g., Bachelor's degree, Associate's degree, certificate) in nutrition or anti-hunger services, or at least 1 year of relevant professional experience or lived experience; or training in nutrition or anti-hunger services <p>Organization Requirements:</p> <ul style="list-style-type: none"> Employ an RDN or NDTR on staff or as a consultant

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