



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Office of Medicaid  
One Ashburton Place, Room 1109  
Boston, Massachusetts 02108



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Secretary

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Assistant Secretary for  
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Ondrea D. Richardson  
Health Insurance Specialist  
Centers for Medicare & Medicaid Services, Center for Medicaid & CHIP Services  
Disabled & Elderly Health Programs Group  
Division of Long Term Services & Supports  
7500 Security Boulevard  
Baltimore, MD 21244

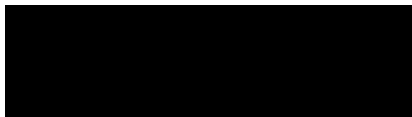
**RE: Massachusetts request for a Corrective Action Plan for Certain HCBS Settings Criteria**

Dear Ms. Richardson:

I am writing to request a Corrective Action Plan for 25 residential sites operated by two providers that serve HCBS Waiver participants. Please see the attached document for more details.

Thank you for your consideration. We look forward to further discussion of this request.

Best Regards,



Amanda Cassel Kraft

CC: Amy Bernstein

Massachusetts is requesting a Corrective Action Plan for 25 residential sites operated by two providers serving participants in the MA.0827 Intensive Supports Waiver. The state confirms that all providers have been assessed for compliance with the required criteria and that where necessary, provider-level remediation plans are in place and being monitored by the state.

### **CORRECTIVE ACTION PLAN REQUEST**

Massachusetts is requesting a Corrective Action Plan for 10 residential sites with Crystal Springs, corporate address: 38 Narrows Rd POB 372, Assonet, MA 02702.

#### **Information on which criteria the state will need extra time to ensure full provider compliance**

Massachusetts is requesting additional time for Crystal Springs to meet the community integration criterion of the Settings Rule that a setting must be integrated in and support access to the greater community.

#### **The state's efforts to bring providers into compliance with those criteria, and the PHE-related impacts that created barriers to compliance**

Massachusetts worked with Crystal Springs to develop an action plan to meeting the Settings Rule. Crystal Springs has worked diligently through its plan and has the systems and processes in place to meet the Settings Rule. Currently, the PHE has created barriers to full and consistent compliance due to staffing shortages.

#### **The state's plan to overcome encountered barriers, and the time needed to do so.**

Massachusetts plans to meet with Crystal Springs on a regular basis to assist in the following ways:

- Provide technical assistance and quality management support including but not limited to highlighting best practices, specific strategies and connections with other providers and programs.
- Monitor data on community integration and access.

Massachusetts is requesting a CAP of one year (through March 16, 2024).

## CORRECTIVE ACTION PLAN REQUEST

Massachusetts is requesting a Corrective Action Plan for 15 residential sites with New England Village, corporate address: 664 School St, Pembroke, MA 02359.

### Information on which criteria the state will need extra time to ensure full provider compliance

Massachusetts is requesting additional time for New England Village to meet the community integration criterion of the Settings Rule that a setting must be integrated in and support access to the greater community.

### The state's efforts to bring providers into compliance with those criteria, and the PHE-related impacts that created barriers to compliance

Massachusetts worked with New England Village to develop an action plan to meeting the Settings Rule. New England Village has worked diligently through its plan and has the systems and processes in place to meet the Settings Rule. Currently, the PHE has created barriers to full and consistent compliance due to staffing shortages.

### The state's plan to overcome encountered barriers, and the time needed to do so.

Massachusetts plans to meet with New England Village on a regular basis to assist in the following ways:

- Provide technical assistance and quality management support including but not limited to highlighting best practices, specific strategies and connections with other providers and programs.
- Monitor data on community integration and access.

Massachusetts is requesting a CAP of one year (through March 16, 2024).