

DEPARTMENT OF HEALTH & HUMAN SERVICES
Centers for Medicare & Medicaid Services
601 E. 12th St., Room 355
Kansas City, Missouri 64106



Medicaid and CHIP Operations Group

February 11, 2022

Amanda Cassel Kraft, Assistant Secretary
Executive Office of Health and Human Services
MassHealth
One Ashburton Place, 11th Floor
Boston, MA 02108

Dear Ms. Cassel Kraft:

The Centers for Medicare & Medicaid Services (CMS) is pleased to enclose the summary report of the Home and Community-Based Services (HCBS) Special Review Team visit to Massachusetts in July 2019. The focus of the visit was to learn more about your health and welfare operations and systems. We appreciated the hard work of your team to arrange meetings with state staff, individuals served by HCBS waivers, advocates, case managers, service providers, and other stakeholders. Additionally, your team provided extensive information regarding incident management and other health and welfare documentation before and during our visit.

Issuance of this summary report was significantly delayed due to unforeseen circumstances including focusing CMS resources on the COVID-19 Public Health Emergency. Nevertheless, we believe information in the summary report will be helpful as you work to improve HCBS waiver operations and ensure the health and safety of Massachusetts's HCBS beneficiaries. We recognize that some aspects of your program may have changed since the visit and we welcome further engagement on any matters pertaining to this report.

Please don't hesitate to contact me by telephone at (410) 786-7561 if you have any questions or follow up on the enclosed report. You may also contact Patricia McKnight at patricia.mcknight@cms.hhs.gov or (978) 621-0282.

Sincerely,

A solid black rectangular box redacting the signature of George P. Failla, Jr.

George P. Failla, Jr., Director
Division of HCBS Operations & Oversight

cc: Ciera Lucas, Division of Long-Term Services and Supports, CMCS
Cynthia Nanes, Division of HCBS Operations and Oversight, CMCS
Amy Bernstein, Director, Community Based Waivers, MassHealth