



Referral and Admissions Guide

Who We Serve

MissionCare at Holyoke combines skilled nursing and long-term rehabilitative services with quality mental health and stigma-free care. MissionCare uses a comprehensive and compassionate approach to meeting the physical, emotional, social and spiritual needs of this special patient population. This approach enables residents to thrive in the most attentive – yet least restrictive – environment possible.

Common referral sources for MissionCare at Holyoke:

- Correctional and Forensic Institutions.
- Acute Care Hospitals.
- Mental Health Hospitals.
- Community settings such as group homes, congregate housing or other nursing homes.
- Other categories such as through community case managers, population health programs/payers, the office of the ombudsman, state officials, etc.

To Submit a Referral for Admission to MissionCare at Holyoke

In order to submit an initial referral, clinical and financial information, or any other information; or for updates on an existing referral, please contact Nicole LaCapra iCare’s central admissions department, known as iCentral, through any of the means listed below.

Admissions Coordinator	Nicole LaCapra, nlacapra@icarehn.com
Direct Admissions Phone	(203) 232-0987
Main Admissions Phone	(860) 812-0788
Secure Fax	(877) 804-4097
General Admissions Email	icentral@icarehn.com
Clinical Liaison	Ellie Cyr, ecyr@60-west.com
Direct Liaison Phone	(860) 490-4769
AllScripts	Found listed as “MissionCare at Holyoke”

To contact MissionCare at Holyoke to give report, request a tour, speak with leadership or for other concerns NOT related to referrals or admissions, call (413) 532-3246.

35 Holy Family Road • Holyoke, MA 01040

Tel. 413.532.3246 • Fax. 413.532.0309

www.MissionCareAtHolyoke.com

Part of the iCare Health Network



Requirements for Admission of Qualified Residents

MissionCare at Holyoke serves adults in need of Long Term Care or hospice (NOT short term rehabilitation services) and qualify for a nursing home level of care as determined by the federal [Preadmission Screening and Resident Review \(PASRR\) process](#) as conducted by the state's designated PASRR authority. Furthermore, residents must be:

A. Demonstrated to be Difficult to Place (by fitting one or more of the following categories) --

1. Major, chronic medical condition coupled with a diagnosed mental illnesses/behavioral disorder, and/or;
2. Discharging directly from a correctional or other justice-involved setting with or without the presence of a mental illness, and/or;
3. Are otherwise deemed by evidence to be difficult to place in a traditional long term care or other site of care due to a stigmatizing event or background including presence on the sex offender registry.

B. Meet Clinical Criteria and be Appropriate for the Milieu --

1. Be evaluated clinically, including chart review and on-site evaluation and interview by MissionCare Health's Clinical Liaison who specializes in this population, and;
2. Be considered clinically, socially and behaviorally appropriate and stable. Determining appropriateness and stability is an in-depth, patient-specific process and its description is beyond the scope of this document. The Clinical Liaison will communicate with the referral source directly on the findings and determinations.

C. Have an Accepted Payer Source, Approval and Complete Financial Forms --

1. Resident should be an active MassHealth member with long term care coverage or who will qualify for long term care coverage. **For MassHealth members, the resident must be approved by the MassHealth Long Term Support Services (LTSS) division for placement at MissionCare at Holyoke (MissionCare manages the admission request to LTSS),** or have one of the following alternate payers --
 - a. Commonwealth Care Alliance (CCA) with a prior authorization for services from them.
 - b. Private pay with demonstrated resources, to be paid at MissionCare's daily rate.
 - c. An alternate payer through a single case agreement for an agreed upon period of time and at MissionCare's standard daily rate.
- If from the community or an acute care hospital, complete and submit an approved Financial Disclosure, regardless of payer. [Click here for Financial Disclosure document.](#)

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- If from the Department of Corrections or the Department of Mental Health hospitals, complete a full Long Term Care Medicaid Application. [Click here for Application for Health Coverage for Seniors and People Needing Long-Term-Care Services.](#)

Payers Accepted by MissionCare at Holyoke

As noted above, MissionCare at Holyoke accepts Medicare (for the skilled, short-term portion of a long term care stay), MassHealth, Commonwealth Care Alliance, Private Pay and private insurance plans that will negotiate a single agreement with acceptable terms and rates.

Please contact us to discuss the referral process and insurance coverage at (203) 232-0987.

Placement and Programs

Residents at MissionCare at Holyoke participate in one of four specialized programs, each housed on a separate floor of the care center:

- A. The Community Re-entry Program to foster independence
- B. The Medical Intervention Program for cognitively impaired residents
- C. The Comprehensive Care Program for residents who require extensive assistance with daily living activities
- D. The Therapeutic Behavior Program for the most behaviorally challenged residents

Services at MissionCare at Holyoke

The MissionCare treatment team provides a range of services that are tailored to each resident's unique needs, and delivered with respect and compassion. These services include:

Medical and skilled nursing care
Psychiatric care
Psychological evaluation
Individual and group psychotherapy

Specialized restorative services
Behavior management
Physical, occupational and speech therapy
IV (intravenous) therapy
Structured recreational activities

More Information

If you represent a State agency, other public entity and you are interested in learning more about MissionCare Health, iCare Health Network and/or skilled nursing programs for individuals that are difficult to place or in state care, please contact David Skoczulek, Vice President of Business Development and Communications at (860) 250-3075 or email at info@icarehn.com.

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