

Language Access Plan

Office of Medicaid

July 2021 – June 2023



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I. Introduction

The Office of Medicaid within the Executive Office of Health and Human Services (the Agency or MassHealth) has prepared this Language Access Plan (LAP or Plan), which defines the actions to be taken by the Agency to ensure meaningful access to Agency services, programs, and activities on the part of persons who have Limited English Proficiency (LEP). The Agency will review and update this LAP on a biennial basis to ensure continued responsiveness to community needs and compliance with the Executive Office for Administration and Finance (A&F) [Administrative Bulletin 16](#) as well as Section 1557 of the Affordable Care Act and 45 CFR 92.201, which requires that MassHealth provide meaningful access to LEP persons.

II. Purpose

The purpose of this plan is to ensure that clients of the Agency have meaningful access to services, programs, and activities although they may be limited in their English language proficiency.

The Agency is committed to this Plan as the appropriate response to meeting our clients' needs. The Plan is consistent with the requirements of [A&F Administrative Bulletin 16](#).

Consistent with the guidance of A&F Administrative Bulletin 16, a Limited English Proficient person is someone who is not able to speak, read, write, or understand the English language at a level that allows them to interact effectively with Agency staff. A client maintains the right to self-identify as an LEP person.

III. Agency Description

The Executive Office of Health and Human Services (EOHHS) is the single state agency responsible for the administration of the Medicaid program. The Office of Medicaid is the entity within EOHHS that administers the state Medicaid program, called MassHealth. In Massachusetts, the federally cost-shared State Children's Health Insurance Program (CHIP, Title XXI) is included within MassHealth. In addition, the Office of Medicaid administers the fully state-funded Children's Medical Security Program (CMSP) as well as the Health Safety Net (HSN), which reimburses hospitals and community health centers for uncompensated care provided to low-income patients.

MassHealth provides health care benefits to over 2.1 million low-income people and individuals with disabilities living in Massachusetts. Member support is provided by phone and at the local offices through the six MassHealth Enrollment Centers (MECs) and MassHealth's customer service center. Applicants and members also receive information through MassHealth's website, publications, and notices sent directly to individuals related to their eligibility and health coverage. MassHealth's mission is to improve the health outcomes of our diverse members and their families by providing access to integrated health care services that sustainably and equitably promote health, well-being, independence, and quality of life. In achieving this mission, access to vital information for LEP individuals in their primary language is both necessary and important.

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IV. Language Access Plan

Approach: The Plan will be fully implemented subject to the availability of fiscal resources to implement it. This Plan has been developed to follow the Language Access Guidelines of A&F Administrative Bulletin 16. This Language Access Plan represents the Agency’s administrative blueprint to provide meaningful access to Agency services, programs, and activities on the part of LEP individuals and outlines the tasks the Agency will undertake to meet this objective.

(1) Agency Language Access Coordinator

Patricia Grant
Chief Operating Officer, MassHealth
Executive Office of Health and Human Services, 6th floor
100 Hancock Street
Quincy, MA 02171
(617) 847-1291
Patricia.Grant@mass.gov

(2) Agency Language Access Needs Assessment

A. Predominant Language

Spanish is the predominant non-English language, spoken by 11.6% of the total MassHealth population. To serve these members, relevant eligibility materials are translated into Spanish. Relevant eligibility and enrollment materials include, but are not limited to, applications and redetermination of eligibility forms, the Enrollment Guide, system-generated eligibility notices, and publications describing members’ rights and responsibilities. Pursuant to Section 1557 of the Affordable Care Act (ACA), MassHealth includes an insert with multilanguage taglines and a nondiscrimination statement with every significant communication or publication sent to its members and applicants. The multilanguage taglines and a nondiscrimination statement are also posted on the MassHealth website at www.mass.gov/service-details/nondiscrimination-statement and in physical locations where MassHealth interacts with the public.

The multilanguage taglines provide the following statement in English, Spanish, Arabic, Brazilian Portuguese, Cambodian/Khmer, Chinese, French, Greek, Gujarati, Haitian Creole, Hindi, Italian, Korean, Lao, Polish, Russian, and Vietnamese:

This information is important. It should be translated right away. We can translate it for you free of charge. Call us at (800) 841-2900, TTY: (800) 497-4648.

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The nondiscrimination statement provides the following information:

MassHealth complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, creed, sexual orientation, or sex (including gender identity and gender stereotyping).

MassHealth does not exclude people or treat them differently because of race, color, national origin, age, disability, religion, creed, sexual orientation or sex (including gender identity and gender stereotyping).

MassHealth provides

- Free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified American Sign Language interpreters
 - Written information in other formats (large print, braille, accessible electronic formats)
 - Video relay for people who are deaf or hard of hearing
 - Video conferencing for members and applicants seeking remote person-to-person assistance from MassHealth Enrollment Centers, and for remote hearings conducted by the Board of Hearings)
- Free language services to people whose primary language is not English, such as
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact us at (800) 841-2900, TTY: (800) 497-4648.

If you believe that MassHealth has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, religion, creed, sexual orientation, or sex (including gender identity and gender stereotyping), you can file a grievance with:

Section 1557 Compliance Coordinator
1 Ashburton Place, 11th Floor
Boston, Massachusetts 02108
Phone: (617) 573-1704
TTY: (617) 573-1696
Fax: (617) 889-7862
Email at: Section1557Coordinator@state.ma.us.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Section 1557 Compliance Coordinator can help you.

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You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights

- electronically through the Office for Civil Rights Complaint Portal at ocrportal.hhs.gov/ocr/smartscreen/main.jsf,
- by mail at
U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201, or
- by phone at (800) 368-1019, (800) 537-7697 (TDD).

Complaint forms are available at www.hhs.gov/ocr/complaints.

The MassHealth Customer Service Center (CSC) has bilingual staff available to handle calls from LEP individuals. For languages for which there is no onsite bilingual staff, Language Line Services can be used for three-party translations by telephone.

All members who request fair hearings are offered the opportunity to request on site (or by phone, if it is a telephonic hearing) an interpreter for their primary language. The Agency contracts with Catholic Charities for this service.

The Agency operates six MECs, located in Charlestown, Chelsea, Quincy, Springfield, Taunton, and Tewksbury. Each MEC is set up to service walk-in members. At all walk-in sites, the Agency has contracted with Certified Languages International Communications d/b/a Century Link QCC to provide scheduled and unscheduled interpretation services for non-English speaking individuals over the phone in 150 languages and various dialects.

During the COVID-19 public health emergency, in-person service at the MECs was not available. As of July 2021, the MECs are open for limited walk-in services by appointment through our reservation system.

B. Language Makeup of Client Population

Language data for the MassHealth population is collected on the initial application for benefits, at the Head of Household level. The method of collection is self-declaration. Eligibility notifications are mailed in English and Spanish. The language field is used to determine which notices to send in Spanish. When an applicant does not self-declare, the MassHealth eligibility system defaults the language field to English. All MassHealth mailings include an insert with multilanguage taglines.

The table on the following page represents the language preferences reported by MassHealth members as of March 2021.

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LANGUAGE	LANGUAGE DESCRIPTION	MEMBER COUNT	SPOKEN COUNT	SPOKEN %	WRITTEN COUNT	WRITTEN %
ENG	ENGLISH	2,175,890	1,747,197	80.2980	1,612,662	74.1151
SPANIS	SPANISH	2,175,890	252,186	11.5900	287,060	13.1928
OTHER	OTHER	2,175,890	51,154	2.3509	153,122	7.0372
PORTUG	PORTUGESE	2,175,890	40,868	1.8782	41,614	1.9125
CHINES	CHINESE/CANTONESE/MANDARIN/TOISANESE	2,175,890	28,045	1.2889	30,053	1.3812
HAITIA	HAITIAN/CREOLE	2,175,890	13,075	0.6009	12,057	0.5541
VIETNM	VIETNAMESE	2,175,890	10,208	0.4691	10,046	0.4617
CAPE V	CAPE VERDEAN	2,175,890	9,988	0.4590	5,827	0.2678
ARABIC	ARABIC	2,175,890	6,285	0.2888	7,772	0.3572
RUSSIN	RUSSIAN	2,175,890	4,099	0.1884	3,968	0.1824
CAMBOD	CAMBODIAN/KHMER	2,175,890	2,524	0.1160	2,411	0.1108
FRENCH	FRENCH	2,175,890	1,910	0.0878	2,154	0.0990
KOREAN	KOREAN	2,175,890	1,206	0.0554	1,019	0.0468
HINDI	HINDI	2,175,890	1,151	0.0529	904	0.0415
SOMALI	SOMALI	2,175,890	775	0.0356	1,196	0.0550
GREEK	GREEK	2,175,890	724	0.0333	645	0.0296
ITALIA	ITALIAN	2,175,890	449	0.0206	446	0.0205
GUJERA	GUJERATI	2,175,890	289	0.0133	509	0.0234
POLISH	POLISH	2,175,890	237	0.0109	238	0.0109
BENGAL	BENGALI	2,175,890	223	0.0102	1,112	0.0511
LAOTIN	LAOTIAN	2,175,890	205	0.0094	233	0.0107
ASL	AMERICAN SIGN LANGAUGE USER	2,175,890	141	0.0065	130	0.0060
ARMEN	ARMENIAN	2,175,890	104	0.0048	193	0.0089
SWAHIL	SWAHILI	2,175,890	80	0.0037	115	0.0053
THAI	THAI	2,175,890	76	0.0035	86	0.0040
AMHARI	AMHARIC	2,175,890	50	0.0023	91	0.0042
ETHIOP	ETHIOPIAN	2,175,890	49	0.0023	49	0.0023
TAGALO	TAGALOG	2,175,890	34	0.0016	52	0.0024
JAPAN	JAPANESE	2,175,890	22	0.0010	18	0.0008
LITHAN	LITHUANIAN	2,175,890	16	0.0007	22	0.0010
CROAT	CROATIAN	2,175,890	14	0.0006	27	0.0012
GERMAN	GERMAN	2,175,890	13	0.0006	18	0.0008
SERB-C	SERBIAN-CYRILLIC	2,175,890	12	0.0006	28	0.0013
HEBREW	HEBREW	2,175,890	*	*	*	*
HMONG	HMONG	2,175,890	*	*	*	*
UNK	UNKNOWN	2,175,890	*	*	*	*
SWEDIS	SWEDISH	2,175,890	*	*	*	*
SLOVEN	SLOVENIAN	2,175,890	*	*	*	*
* = <11						

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In addition, on a monthly basis MassHealth collects and assesses the number of member calls that require use of telephonic or other interpreter services and which languages are most commonly requested.

The six-month average of the most requested languages, identified as of March 2021, are as follows.

Language	Count
Spanish	18,470
Portuguese	701
Haitian Creole	159
Arabic	106
Vietnamese	84
Mandarin	72
Russian	68
Other	236

C. Points of Contact between Agency and Client Population

Please note that during the COVID-19 public health emergency, in-person service at the MECs was not available. As of July 2021, the MECs are open for limited walk-in services by appointment through our reservation system.

MassHealth Customer Service Center
(800) 841-2900; TTY: (800) 497-4648

Charlestown MEC
529 Main Street, Suite 1M1
PO Box 290794
Charlestown, MA 02129-0214

Chelsea MEC
45 Spruce Street
Chelsea, MA 02150

Quincy MEC
100 Hancock Street
Quincy, MA 02171

Springfield MEC
88 Industry Avenue, Suite D
Springfield, MA 01104

Taunton MEC
21 Spring Street, Suite 4
Taunton, MA 02780

Tewksbury MEC
367 East Street
Tewksbury, MA 01876

Board of Hearings
100 Hancock Street, 6th Floor
Quincy, MA 02171
(800) 655-0338, TTY: (800) 798-2644

MassHealth Website
www.mass.gov/masshealth

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(3) Language Resources Assessment

The Agency participates in community-based events across Massachusetts and works with certified application counselors (CACs) to assist applicants in applying for MassHealth. Interpreters are scheduled based on the language needs of the community as recommended by the community health centers (CHCs) in that area.

The Agency also has a diversity officer who is a highly placed full-time employee. The diversity officer's role includes compliance with [Executive Order 526](#) ("Order regarding non-discrimination, diversity, equal opportunity, and affirmative action"), and all federal and state laws that mandate equal opportunity compliance. The diversity officer is responsible for working with MassHealth employees to foster and promote a diverse and inclusive work environment that delivers appropriate cultural and linguistic service to our internal and external customers.

(4) Language Service Protocols

In ensuring that the Agency meets the language needs of its membership, the Agency currently provides the following services.

In-person interpretation: For walk-in applicants and members, language interpretation in 150 languages and various dialects is provided upon request at the Agency's local offices through the Agency's vendor, Certified Languages International Communications. Maximus, MassHealth's customer service vendor, can also provide walk-in applicants and members language interpretation through their Language Line vendor or an in-person interpreter if one is available. In addition, for administrative hearings, in-person interpreters are provided upon request under a contract with Catholic Charities.

Additionally, MassHealth prominently displays the multilanguage taglines to inform individuals of their right to a free interpreter in MassHealth physical locations where it interacts with the public, including each of MassHealth's six MECs and on each of the appropriate floors in the One Ashburton building in Boston.

Phone interpretation: The MassHealth Customer Service Center provides phone interpretation services to callers, through the use of the Language Line service. In addition, interpretation services for callers to the Agency's local offices are provided through Certified Languages International (CLI).

When a MassHealth member initially calls customer service, a recorded message informs members about access to free interpreter services. This message has always played in English and Spanish but was recently updated to include the top six requested languages after English. See the table on page 6 for those languages. This recorded message is designed to let callers know about the availability of free interpreter services. These services are confidential and will not affect member eligibility. LEP individuals are then granted access to the Language Line service to complete their inquiry.

LEP persons are not required to provide their own interpreters. Individuals accompanying LEP persons, such as family, are not to be used as interpreters except in cases of emergency or at the specific request of an LEP person that an accompanying adult act as their interpreter.

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Community-based resources: Please refer to the section on “Points of Contact between Agency and Client Population,” on page 6.

Document translation: Agency publications are translated under a contract with Language Link, a service of the Central Massachusetts Area Health Education Council.

1. Customer service representatives (CSRs) are trained to inform members up front that they are entitled to receive free interpreter services and to grant access when the need arises. During a call, if a CSR determines that an LEP caller would be better served by using the Language Line, the CSR will take steps to provide “real-time” access to the Language Line. Individuals requesting an American Sign Language (ASL) interpreter can contact the MassHealth Disability Accommodation Ombudsman at masshealthhelp@mass.gov or (617) 847-3468 or TTY: (617) 847-3788 for assistance.

2. Interpreter services are provided in person or on the phone upon request. For example, when a member or applicant requests interpretation services at a local MassHealth office, an Agency worker will dial the toll-free Certified Languages International number assigned to the Agency. The call will be answered either by an automated message or live agent who will assist in the identification of the non-English speaker’s language, and then conference in the correct interpreter in accordance with the language request within an average of 15 seconds. Average Speed to Answer (ASA) time begins upon receipt of inbound call at the switch level and ends upon delivery to the live agent.

When connected, the interpreter will ask the applicant or member, “If you need assistance, we are an outside service that helps interpret for people. Would you like us to proceed? Yes or no.” If the applicant or member says yes, then the call will proceed with the interpreter and the Agency worker. If the member or applicant answers no, the interpreter will inform the applicant or member in their language that the Agency can continue in English if the applicant or member wishes, or would be available for another call if the applicant or member wishes to call back with a family member, friend, or other interpreter for the applicant or member to assist with interpretation. If the applicant or member wishes to proceed in English, the Certified Languages International interpreter will be disconnected from the call.

Additionally, since Spanish is defined as a predominant language in the Commonwealth, MassHealth Customer Service has CSRs who are trained to take calls from Spanish-speaking members. Members who speak a language other than Spanish can get assistance from the Language Line. Bilingual workers are identified during the training and informed that they may be able to assist members who speak a language in which they demonstrate proficiency. A supervisor assesses the fluency of workers who want to assist members in non-predominant languages.

(5) Vital Document Translation

The following is a list of vital documents, all of which are translated into Spanish as a matter of course. Some, as noted, are also translated into certain additional languages as a matter of course. The time frames for translation are included.

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- Massachusetts Application for Health and Dental Coverage and Help Paying Costs (ACA-3, Member Application). Translation is available approximately three weeks after the English version is ready. The Member Application is also translated into Chinese as a matter of course.
- Application for Health Coverage for Seniors and People Needing Long-Term-Care Services (SACA-2, Senior Application). Translation is available approximately three weeks after the English version is ready. The Senior Application is also translated into Chinese as a matter of course.
- MassHealth Enrollment Guide. Translation is available approximately four weeks after the English version is ready.
- Member Booklet for Health Coverage and Help Paying Costs (ACA-1, rights and responsibilities document). Spanish translation is available approximately three weeks after the English version is ready. The Member Booklet is also translated into Brazilian Portuguese, Haitian, Vietnamese, Khmer, Chinese, Russian, and Arabic as a matter of course. Translation of these languages may take up to two months.
- Senior Guide to Health Care Coverage (SACA-1, rights and responsibilities document for seniors and individuals requiring long-term care). Spanish translation is available approximately three weeks after the English version is ready. The Senior Guide is also translated into Brazilian Portuguese, Haitian, Vietnamese, Khmer, Chinese, Russian, and Arabic as a matter of course. Translation of these languages may take up to two months.
- Eligibility Review Form (for families). Translation is available approximately three weeks after the English version is ready.
- Senior Eligibility Review (individuals requiring long-term care). Translation is available approximately three weeks after the English version is ready.
- U.S. Citizenship/National Status and Identity Requirements for MassHealth. Translation is available approximately two weeks after the English version is ready.
- Long-Term-Care Supplement. Translation is available approximately two weeks after the English version is ready.
- Personal-Care-Attendant Handbook. Translation is available approximately two weeks after the English version is ready.
- MassHealth Buy-In Application. Translation is available approximately two weeks after the English version is ready.
- Application for Waiver or Reduction of MassHealth Premium. Translation is available approximately two weeks after the English version is ready.
- Help Getting Proof of U.S. Citizenship for Persons Born in Massachusetts. Translation is available approximately two weeks after the English version is ready.
- MassHealth Permission to Share Information Form. Translation is available approximately two weeks after the English version is ready.
- Notice of Privacy Practices. Translation is available approximately two weeks after the English version is ready.
- MassHealth Adult Disability Supplement. Translation is available approximately two weeks after the English version is ready.
- MassHealth Child Disability Supplement. Translation is available approximately two weeks after the English version is ready.

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- MassHealth Asset Assessment for Potential MassHealth Eligibility. Translation is available approximately two weeks after the English version is ready.
- Financial Information Request. Translation is available approximately two weeks after the English version is ready.
- Fair Hearing Request Form. Translation is available approximately two weeks after the English version is ready.
- Well-Child Care Claim Form. Translation is available approximately two weeks after the English version is ready.
- 5% Max Claim Form. Translation is available approximately two weeks after the English version is ready.

All of these publications are currently available in Spanish and other languages as noted above. All eligibility notices are sent out in Spanish to applicants and members who have expressed a preference for Spanish language materials.

MassHealth includes multilanguage taglines and a nondiscrimination statement with every significant communication or publication sent to its members and applicants. As described above, the multilanguage taglines are in the following languages.

- | | | |
|-----------------------------|------------------|--------------|
| • English | • Chinese | • Korean |
| • Spanish | • French | • Lao |
| • Arabic | • Greek | • Polish |
| • Portuguese
(Brazilian) | • Gujarati | • Russian |
| • Khmer
(Cambodian) | • Haitian Creole | • Vietnamese |
| | • Hindi | |
| | • Italian | |

These taglines let the speakers of those languages know that MassHealth will provide free language assistance services.

(6) MassHealth Website

The MassHealth website, www.mass.gov/masshealth, is also a valuable tool to members for providing member information on a real-time basis. Currently, some member information, such as member notices and forms, is available in Spanish.

In addition, the [Massachusetts Health Connector](#), the state's marketplace for health and dental insurance, which enables people to apply for MassHealth, the Health Safety Net, and the Children's Medical Security Plan, has an option for users to view the screens and apply online in Spanish.

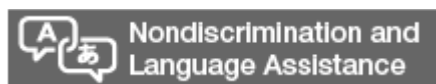
Finally, the MassHealth Choices website, the state's tool to assist under age 65 managed care-eligible members with learning about their health plan options and enrolling in a health plan online, is also available in Spanish.

During the COVID-19 public health emergency, and in recognition of the disproportionate impact the virus has had on communities of color, including immigrant communities, MassHealth has translated important member resources related to the COVID-19 into the following languages.

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Albanian	Haitian Creole	Spanish
Arabic	Khmer (Cambodian)	Vietnamese
Chinese (simplified)	Polish	
French	Portuguese (Brazilian)	

MassHealth has created the following icon on its webpage to assist LEP individuals:



The icon directs the member to MassHealth’s Nondiscrimination and Language Assistance page, www.mass.gov/lists/nondiscrimination-and-language-assistance, which provides the same information as the multilanguage taglines. Specifically, the website states:

This information is important. It should be translated right away. We can translate it for you free of charge. Call us at (800) 841-2900 TTY: (800) 497-4648.

This information is available in alternative formats such as braille and large print. To get a copy, please call us at (800) 841-2900 TTY: (800) 497-4648.

Members can then click on any of the top sixteen languages spoken in Massachusetts for a translation of the above text.

<u>Español (Spanish)</u>	<u>Français (French)</u>
<u>Português (Brazilian Portuguese)</u>	<u>Italiano (Italian)</u>
<u>Português (Portuguese)</u>	<u>한국어 (Korean)</u>
<u>繁體中文 (Chinese)</u>	<u>λληνικά (Greek)</u>
<u>Kreyòl Ayisyen (Haitian Creole)</u>	<u>Polski (Polish)</u>
<u>Tiếng Việt (Vietnamese)</u>	<u>हिंदी (Hindi)</u>
<u>Русский (Russian)</u>	<u>ગુજરાતી (Gujarati)</u>
<u>العربية (Arabic)</u>	<u>ພາສາລາວ (Lao)</u>
<u>ខ្មែរ (Cambodian)</u>	

(7) Stakeholder Consultations

The Agency has consulted with stakeholders in the development of this Plan and has historically worked closely with advocates over the years regarding its LEP policies and will continue to do so.

(8) Staff Training

Because service to LEP populations is, and has been for many years, integral to Agency operations, all staff are required to attend a full day of diversity awareness training. In addition, the LAP is shared with MassHealth employees as part of new hire training. MassHealth also communicates this information to active staff through the use of MEC

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Weekly update newsletters. The Agency’s Language Access Plan is posted on the MassHealth website at www.mass.gov/service-details/masshealth-language-access-plan.

(9) Notice to Public

All application packets, redetermination packets, eligibility notices, and other significant communication contain multilanguage taglines informing applicants and members of the availability of interpreter services. Additionally, when an applicant chooses Spanish as their preferred written language on their application, the ACA eligibility notices and renewal package are automatically sent in Spanish. The Request for Fair Hearing form is sent in both English and Spanish, includes an insert with multilanguage taglines, and asks whether an interpreter is requested.

The multilanguage taglines are also posted in any MassHealth physical space that is open to the public, including each of MassHealth’s MECs and on each of the appropriate floors in the One Ashburton building in Boston.

The current Language Access Plan is also posted on the MassHealth website.

(10) Agency Monitoring

The Agency reviews on an ongoing basis whether the needs of its LEP populations are being met. The Agency chiefly monitors its accessibility to the LEP population by collecting data regarding the composition of its caseload in order to 1) guide hiring decisions in reference to bilingual staffing needs, and 2) ascertain in what languages its documents need to be translated. The Agency also periodically works with legal advocates and the Office for Refugees and Immigrants (ORI) to determine what steps need to be taken to further improve its service to LEP individuals.

Going forward, the Agency Language Access Coordinator will use the above information as well as any received from other sources (e.g., complaints received through the Language Access Complaint procedure described below) to determine whether its LEP populations are continuing to receive meaningful access to the Agency’s programs and services.

(11) Complaints

Language Access Complaint Procedure

A MassHealth consumer may file a complaint with the Agency Language Access Coordinator or the Office of Access and Opportunity if they believe they have been denied the benefits of this Plan. This complaint must be filed within six months of the alleged denial.

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To file a complaint with the Language Access Coordinator, submit the written complaint to:

Patricia Grant
Chief Operating Officer, MassHealth
Executive Office of Health and Human Services
100 Hancock Street, 6th floor
Quincy, MA 02171
Patricia.Grant@mass.gov

To file a complaint with the Office of Access and Opportunity, please submit the written complaint to the attention of:

Office of Access and Opportunity
Attn: Anthony Richards–Office of the Governor
State House, Room 373
Boston, MA 02133
anthony.w.richards@mass.gov

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V. Approvals



Amanda Cassel Kraft
Acting Assistant Secretary for MassHealth

August 11, 2021

Date



Marylou Sudders
Secretary of the
Executive Office of Health and Human Services

August 11, 2021

Date

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APPENDIX

Additional Points of Contact & Language Services Offered

All units listed below have Spanish interpreters and a Language Line available. The Estate Recovery Unit (ERU), Casualty Recovery Unit (CRU), and Enhanced Coordination of Benefits Unit (ECOB) all have Spanish-speaking interpreters to assist with Spanish-language calls. If a Spanish-speaking representative is not available, or if the member requests a language other than Spanish, these units use Certified Languages International at (888) 986-1309. Program representatives call the interpretation service with the member on the line and inform the service line of the language needed. The service line provides interpreting in over 150 languages.

Premium Assistance and Third Party Liability (TPL) ID and Recovery use the Language Line services at (866) 874-3972 and also provide interpretation services in over 200 languages.

Estate Recovery Unit (ERU)

This unit is responsible for the identification of assets and the recovery of medical services paid by MassHealth on behalf of Medicaid recipients.

- Email address: ERU@umassmed.edu
- Unit phone number: (800) 754-1864

Lifetime Lien and Verification Unit (LLVU)

This unit is responsible for annuity and lifetime lien collections and asset verification for applicants applying for long-term-care benefits.

- Email address: AnnuityUnit@umassmed.edu
- Unit phone number: (800) 754-1864

Casualty Recovery Unit (CRU)

This unit is responsible for identifying legally liable third parties that are responsible for payment as a result of a claimant/recipient's loss. Types of losses include automotive accidents, medical malpractice, workers' compensation, and general liability.

- Email address: CasualtyRecoveryUnit@umassmed.edu
- Unit phone number: (800) 754-1864

Premium Assistance Unit (PAU)

This unit is responsible for the investigation of potential access to qualified employer or group sponsored health insurance for eligible MassHealth members.

- Email address: MassPremiumAssistance@accenture.com
- Unit phone number: (800) 862-4840
- TTY: (617) 886-8102

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- Mailing address:
Premium Assistance Unit
519 Somerville Ave, Box 372
Somerville, MA 02143

Enhanced Coordination of Benefits Unit (ECOB)

This unit helps MassHealth members and their families with care coordination by identifying all benefits from MassHealth and private insurances and helping with application process for MassHealth, Premium Assistance, and COBRA.

- Email address: ECOB@umassmed.edu
- Unit phone number: (800) 462-1120, Option 5
- Mailing address:
Enhanced Coordination of Benefits
Commonwealth Medicine–Center for Health Care Financing
529 Main Street, 3rd Floor
Schraffts Center, Suite 320
Charlestown, MA 02129-1125

Third-Party-Liability Unit (TPL ID and Recovery)

This unit identifies and verifies third-party-liability resources for MassHealth members. It is responsible for maintaining MassHealth databases with current, up-to-date commercial insurance coverage information for all MassHealth members.

- Email address: MassHealthTPL@accenture.com
- Unit phone number: (888) 628-7526
- TTY: (617) 886-8102
- Mailing address:
MassHealth Third Party Liability
PO Box 9212
Chelsea, MA 02150

UMass Disability Evaluation Services

This unit provides language services to MassHealth applicants who apply for a MassHealth disability determination.

- Main toll-free number: (800) 888-3420
- TTY: (866) 693-1390
- Primary point of contact for applicant services:
Kathleen Nichols, Client Services Manager
333 South Street
Shrewsbury, MA 01545
(774) 455-8293
Kathleen.Nichols@umassmed.edu

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MassHealth-Contracted Managed Care Organizations (MCOs)

Boston Medical Center HealthNet Plan (www.bmchp.org)
Customer Service Department: (888) 566-0010, TTY: (800) 421-1220
Mental Health and Substance Use Disorder Services: (888) 217-3501, TTY: 711

Tufts Health Together (tuftshealthplan.com/member/tufts-health-together-plans)
Customer Service Department: (888) 257-1985, TTY: 711
Mental Health and Substance Use Disorder Services: (888) 257-1985, TTY: 711

MassHealth-Contracted Accountable Care Partnership Plans

Be Healthy Partnership (www.behealthypartnership.org)
Customer Service Department: (800) 786-9999, TTY: 711
Mental Health and Substance Use Disorder Services: (800) 495-0086, TTY: 711

Berkshire Fallon Health Collaborative (www.fallonhealth.org/Berkshires)
Customer Service Department: (855) 203-4660, TTY: 711
Mental Health and Substance Use Disorder Services: (888) 877-7184, TTY: 711

BMC HealthNet Plan Community Alliance (www.bmchp.org/community)
Customer Service Department: (888) 566-0010, TTY: 711
Mental Health and Substance Use Disorder Services: (888) 217-3501, TTY: 711

BMC HealthNet Plan Mercy Alliance (www.bmchp.org/mercy)
Customer Service Department: (888) 566-0010, TTY: 711
Mental Health and Substance Use Disorder Services: (888) 217-3501, TTY: 711

BMC HealthNet Plan Signature Alliance (www.bmchp.org/signature)
Customer Service Department: (888) 566-0010, TTY: 711
Mental Health and Substance Use Disorder Services: (888) 217-3501, TTY: 711

BMC HealthNet Plan Southcoast Alliance (www.bmchp.org/southcoast)
Customer Service Department: (888) 566-0010, TTY: 711
Mental Health and Substance Use Disorder Services: (888) 217-3501, TTY: 711

Fallon 365 Care (www.fallonhealth.org/365care)

My Care Family (www.mycarefamily.org)
Customer Service Department: (800) 462-5449, TTY: 711
Mental Health and Substance Use Disorder Services: (844) 451-3519

Tufts Health Together with Atrius (www.tuftshealthtogether.com/atriushealth)
Customer Service Department: (888) 257-1985, TTY: 711
Mental Health and Substance Use Disorder Services: (888) 257-1985

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Tufts Health Together with BIDCO (www.tuftshealthtogether.com/BIDCO)
Customer Service Department: (888) 257-1985, TTY: 711
Mental Health and Substance Use Disorder Services: (888) 257-1985

Tufts Health Together with Boston Children’s ACO (www.tuftshealthtogether.com/BCACO)
Customer Service Department: (888) 257-1985, TTY: 711
Mental Health and Substance Use Disorder Services: (888) 257-1985

Tufts Health Together with CHA (www.tuftshealthtogether.com/CHA)
Customer Service Department: (888) 257-1985, TTY: 711
Mental Health and Substance Use Disorder Services: (888) 257-1985

Wellforce Care Plan (www.fallonhealth.org/wellforce)
Customer Service Department: (855) 508-4715, TTY: 711
Mental Health and Substance Use Disorder Services: (888) 877-7183, TTY: 711

MassHealth-Contracted Primary Care Accountable Care Organizations

Community Care Cooperative (www.c3aco.org)
Customer Service Department: (866) 676-9926
Mental Health and Substance Use Disorder Services: (800) 495-0086, TTY: (877) 509-6981

Mass General Brigham Accountable Care Organization
(www.massgeneralbrigham.org/MassHealthACO)
Formerly Partners HealthCare
Customer Service Department: (800) 231-2722
Mental Health and Substance Use Disorder Services: (800) 495-0086, TTY: (877) 509-6981

Steward Health Choice (www.stewardhealthchoice.org/massachusetts)
Customer Service Department: (855) 860-4949
Mental Health and Substance Use Disorder Services: (800) 495-0086, TTY: (877) 509-6981

MassHealth-Contracted One Care Plans

Commonwealth Care Alliance (www.commonwealthonecare.org)
Customer Service: (866) 610-2273
MassRelay (TRS): 711 (for people who are deaf, hard of hearing, or speech disabled)

Tufts Health Unify (www.tuftshealthplan.com/member/tufts-health-unify/home)
Customer Service: (855) 393-3154, TTY: 711

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MassHealth Primary Care Clinician (PCC) Plan

Member Services Department: (800) 841-2900 TTY: (800) 497-4648

Mental Health and Substance Use Disorder Services: (800) 495-0086
TTY: (617) 790-4130

Massachusetts Behavioral Health Partnership (MBHP)

Member Engagement Center phone number: (800) 495-0086

Program of All-Inclusive Care for the Elderly (PACE)

Elder Service Plan of Cambridge Health Alliance
(www.challiance.org/esp/elder-service-plan.aspx)

Customer Service: (617) 575-5850, TTY: 711

Neighborhood PACE (neighborhoodpace.org/pe)

Customer Service: (617) 568-6377, TTY: (800) 439-0183

Elder Service Plan of Harbor Health Services, Inc. (www.elderserviceplan.org)

Customer Service: (617) 533-2400, TTY: (617) 533-2404

Element Care (www.elementcare.org)

Customer Service: (877) 803-5564, TTY: 711

Fallon Health-Summit ElderCare (www.summiteldercare.org)

Customer Service: (877) 837-9009, TTY: 711

Mercy LIFE (mymercylife.com)

Customer Service: (413) 748-7223, TTY: (800) 439-2370

Serenity Care (www.serenitypace.org)

Customer Service: (413) 241-6321, TTY: (413) 734-5440

Upham's Corner Health Center Elder Service Plan (uphamselderserviceplan.org)

Customer Service: (617) 288-0970, TTY: 711

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Senior Care Options (SCO) Programs

Commonwealth Care Alliance SCO (commonwealthcaresco.org)
Customer Service: (866) 610-2273, TTY: 711

Fallon Health NaviCare (fchp.org/find-insurance/navicare.aspx)
Customer Service: (877) 790-4971, TTY uses TRS Relay 711

Senior Whole Health (www.seniorwholehealthma.com)
Customer Service: (888) 566-3526, TTY: 711

Tufts Health Plan Senior Care Options
(tuftshealthplan.com/provider/our-plans/tufts-health-plan-senior-care-options)
Customer Service: (800) 279-9022, TTY: 711

UnitedHealthcare Senior Care Options
(www.uhccommunityplan.com/ma/medicare/2020/senior-care-options-hmo-snp)
Customer Service: (844) 812-5967, TTY: 711

BMC HealthNet Plan Senior Care Options (www.seniorsgetmore.org)
Customer Service: (855) 833-8124, TTY: 711

MassHealth and Health Safety Net Dental Program

Customer Service: (800) 207-5019
TTY: (800) 466-7566

Address:

MassHealth
PO Box 2906
Milwaukee, WI 53201-2906