

Language Access Plan

Office of Medicaid
May 2019 – May 2021

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 (ANF) 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 [ANF Administrative Bulletin 16](#).

Consistent with the guidance of ANF Administrative Bulletin 16, a Limited English Proficient (LEP) person is someone who is not able to speak, read, write, or understand the English language at a level that allows him or her 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 for the administration of the Medicaid program. The Office of Medicaid is the entity within EOHHS that is responsible for the administration of 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 1.8 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 adhere to the Language Access Guidelines of ANF 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.

Language Access Plan

(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. Prevalent Language

Spanish is the predominant non-English language that is spoken by 11% of the total MassHealth population. To serve these members, relevant eligibility materials are translated into Spanish. Eligibility materials include, but are not limited to, application and redetermination of eligibility forms, system-generated eligibility notices, and publications describing member rights and responsibilities. Pursuant to Section 1557 of the Affordable Care Act (ACA), MassHealth includes 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 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, Laotian, 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, and other formats)
- 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, or 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.

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 <https://ocrportal.hhs.gov/ocr/portal/lobby.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 <http://www.hhs.gov/ocr/office/file/index.html>.

The MassHealth Customer Service Center (CSC) has bilingual staff available to handle calls from LEP individuals. For languages for which there is no on-site 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.

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The Agency operates six MassHealth Enrollment Centers (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 is not available.

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 pull in Spanish. As a result, when an applicant does not self-declare, the MassHealth eligibility system defaults the language field to English. The table below represents the language preferences reported by MassHealth members as of September 2019.

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LANGUAGE	LANGUAGE DESCRIPTION	MEMBER COUNT	SPOKEN COUNT	SPOKEN %	WRITTEN COUNT	WRITTEN %
ENG	ENGLISH	1,839,235	1,481,443	80.5467	1,321,246	71.8367
SPANIS	SPANISH	1,839,235	211,765	11.5138	241,433	13.1268
OTHER	OTHER	1,839,235	70,699	3.8439	202,917	11.0327
CHINES	CHINESE/CANTONESE/MANDARIN/TOISANESE	1,839,235	23,692	1.2881	25,673	1.3959
HAITIA	HAITIAN/CREOLE	1,839,235	10,261	0.5579	9,429	0.5127
VIETNM	VIETNAMESE	1,839,235	8,632	0.4693	8,544	0.4645
CAPE V	CAPE VERDEAN	1,839,235	8,376	0.4554	4,926	0.2678
ARABIC	ARABIC	1,839,235	5,650	0.3072	6,928	0.3767
PORTUG	PORTUGESE	1,839,235	4,265	0.2319	4,781	0.2599
RUSSIN	RUSSIAN	1,839,235	3,523	0.1915	3,362	0.1828
CAMBOD	CAMBODIAN/KHMER	1,839,235	2,008	0.1092	2,073	0.1127
FRENCH	FRENCH	1,839,235	1,576	0.0857	1,733	0.0942
HINDI	HINDI	1,839,235	961	0.0522	759	0.0413
KOREAN	KOREAN	1,839,235	949	0.0516	845	0.0459
SOMALI	SOMALI	1,839,235	734	0.0399	1,048	0.0570
GREEK	GREEK	1,839,235	587	0.0319	537	0.0292
ITALIA	ITALIAN	1,839,235	400	0.0217	390	0.0212
GUJERA	GUJERATI	1,839,235	248	0.0135	450	0.0245
POLISH	POLISH	1,839,235	195	0.0106	199	0.0108
BENGAL	BENGALI	1,839,235	183	0.0099	1,035	0.0563
LAOTIN	LAOTIAN	1,839,235	173	0.0094	206	0.0112
ASL	AMERICAN SIGN LANGAUGE USER	1,839,235	121	0.0066	112	0.0061
ARMEN	ARMENIAN	1,839,235	85	0.0046	172	0.0094
SWAHIL	SWAHILI	1,839,235	74	0.0040	98	0.0053
THAI	THAI	1,839,235	67	0.0036	74	0.0040
ETHIOP	ETHIOPIAN	1,839,235	40	0.0022	35	0.0019
AMHARI	AMHARIC	1,839,235	40	0.0022	81	0.0044
TAGALO	TAGALOG	1,839,235	30	0.0016	46	0.0025
JAPAN	JAPANESE	1,839,235	15	0.0008	12	0.0007
CROAT	CROATIAN	1,839,235	14	0.0008	28	0.0015
GERMAN	GERMAN	1,839,235	13	0.0007	19	0.0010
LITHAN	LITHUANIAN	1,839,235	*	*	18	0.0010
SERB-C	SERBIAN-CYRILLIC	1,839,235	*	*	16	0.0009
HEBREW	HEBREW	1,839,235	*	*	*	*
HMONG	HMONG	1,839,235	*	*	*	*
SWEDIS	SWEDISH	1,839,235	*	*	*	*
SLOVEN	SLOVENIAN	1,839,235	*	*	*	*
* = <11						

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

The most requested languages, identified as of April 2019, are as follows:

Language	Count
Spanish	17,593
Portuguese	979
Haitian Creole	274
Mandarin	134
Arabic	129
Vietnamese	124
Russian	62
Other	338

c. Points of Contact between Agency and Client Population

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

Charlestown MEC
529 Main Street, Suite 1M1
P.O. 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

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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

(3) Language Resources Assessment

a. The Agency schedules 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

- a. 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: MassHealth Customer Service Center provides phone interpretation services to callers, through the use of the Language Line service. In

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addition, interpretation services for callers to the Agency's local offices are provided through Certified Languages International Communications.

When a MassHealth member initially calls customer service, a recorded message informs members about access to free interpreter services. This recorded message is designed to let callers know about the availability of free interpreter services, which is confidential, and will not affect member eligibility. LEP individuals will then be 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.

Community-based resources: Please refer to Section IV(3)a.

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

- a. 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 (TTY: (617) 847-3788) for assistance.
- b. 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 fifteen (15) seconds. Average Speed to Answer (ASA) time begins upon receipt of in-bound 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

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to proceed in English, the Certified Languages International interpreter will be disconnected from the call.

Additionally, since Spanish is defined as a prevalent 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-prevalent languages.

(5) Vital Document Translation

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

- 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 automatically translated into Chinese.
- Application for Health Coverage for Seniors and People Needing Long-Term-Care Services (Senior Application, SACA-2). Translation is available approximately three weeks after the English version is ready. The Senior Application is also automatically translated into Chinese.
- 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 automatically translated into Brazilian Portuguese, Haitian, Vietnamese, Khmer, Chinese, Russian, and Arabic. Translation of these languages may take up to two months.
- Senior Guide to Health Care Coverage (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 automatically translated into Brazilian Portuguese, Haitian, Vietnamese, Khmer, Chinese, Russian, and Arabic. 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.

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- 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.
- 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. 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 Spanish-speaking applicants and members.

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 English, Spanish, Arabic, Brazilian Portuguese, Cambodian/Khmer, Chinese, French, Greek, Gujarati, Haitian Creole, Hindi, Italian, Korean, Laotian, Polish, Russian, and Vietnamese. These taglines inform the speakers of those languages for which MassHealth will provide free language assistance services.

(6) MassHealth Website

The MassHealth website, mass.gov/topics/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.

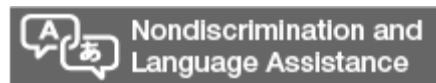
In addition, the [Massachusetts Health Connector](#), the state's marketplace for health and dental insurance, which enables people to apply for MassHealth, the Health Safety Net, and

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the Children’s Medical Security Plan, has an option for users to view the screens and apply online 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 Spanish. The agency is working to translate these materials into additional languages.

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.

[Español](#) | [Português](#) | [繁體中文](#) | [Kreyòl Avisyen](#) | [Tiếng](#)
[Viêt](#) | [Русский](#) | [العربية](#) | [இந்திய](#) | [Français](#) | [Italiano](#) | [한국어](#) | [λληνικά](#) | [Polski](#) | [हिंदी](#) | [ગુ](#)
[જરાતી](#) | [ພາສາລາວ](#)

(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. The agency has an Interagency Service Agreement (ISA) with the Massachusetts Office for Refugee and Immigrants (ORI) and has shared this LAP with them. Their comments have been incorporated.

(8) Staff Training

Because service to LEP populations is, and has been for many years, integral to Agency operations, all staff hired 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 site at www.mass.gov/service-details/language-assistance.

(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. The Request for Fair Hearing form asks whether an interpreter is requested.

The multilanguage taglines are also posted in any MassHealth physical space where it interacts with 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 6 months of the alleged denial.

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

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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



October 30, 2020

Daniel Tsai
Assistant Secretary for MassHealth

Date



October 30, 2020

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

Date

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APPENDIX A

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: masspa@hms.com
- Unit phone number: (800) 862-4840

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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. Responsible for maintaining MassHealth databases with current, up-to-date commercial insurance coverage information for all MassHealth members.

- Email address: matpr@hms.com
- Unit phone number: (888) 628-7526
- Mailing address:

MassHealth Third Party Liability
P.O. 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 number: (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 (www.tuftshealthplan/together.com)
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)

Partners HealthCare Choice (www.partners.org/MassHealthACO)
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 (<https://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 (<http://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
(<http://uphamscornerhealthcenter.org/uesp/>) (<http://uphamselderserviceplan.org/>)

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

Senior Care Options (SCO) Programs

Commonwealth Care Alliance SCO (<http://commonwealthcaresco.org/>)
Customer Service: (866) 610-2273 (TTY: 711)

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

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Senior Whole Health (<https://www.seniorwholehealth.com/>)
Customer Service: (888) 566-3526 (TTY: 711)

Tufts Health Plan Senior Care Options
(<https://tuftshealthplan.com/member/tufts-health-unify/home>)
Customer Service: (800) 279-9022 (TTY: (855) 670-5940)

UnitedHealthcare Senior Care Options
(<https://www.uhcommunityplan.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
P.O. Box 2906
Milwaukee, WI 53201-2906