



As a member of WellSense Boston Children’s ACO, your primary healthcare is provided by Boston Children’s Hospital. Boston Children’s Hospital is a group of primary care providers who formed an accountable care organization, or ACO, to deliver primary care and care coordination to their MassHealth patients.

WellSense Health Plan has partnered with Boston Children’s Hospital as WellSense Boston Children’s ACO to provide MassHealth insurance coverage to their patients. We also partner with several other ACOs to do the same.

Each of these ACOs, including Boston Children’s Hospital, has made a commitment to the MassHealth program to promote health equity and close health disparities within the communities we serve together.

Below is a summary of the health equity activities that Boston Children’s Hospital is pursuing for their MassHealth members. We are excited to collaborate with Boston Children’s Hospital and our other ACO partners as they carry out their individual health equity initiatives.

We are sharing this summary of the health equity strategic plan that Boston Children’s Hospital submitted to MassHealth to help our members understand what their healthcare providers are working on.

Thank you,

WellSense Health Plan





Multilanguage Interpreter Services

Important! This is about your WellSense Health Plan benefits. We can translate it for you free of charge. Please call **888-566-0010 (TTY: 711)** for translation help.

¡Importante! Esta información es sobre sus beneficios de WellSense Health Plan. Podemos traducirlo para usted de forma gratuita. Llame al **888-566-0012 (TTY: 711)** para obtener ayuda de traducción. (ESA)

Importante! Esta comunicação é sobre os benefícios da WellSense Health Plan. Podemos traduzir para você gratuitamente. Ligue para **888-566-0010 (TTY: 711)** para obter ajuda com a tradução. (PTB)

重要提示！此信息与您的 WellSense Health Plan 福利有关，我们可免费提供翻译。如需获得翻译服务，请拨打 **888-566-0010 (TTY: 711)**。(CHS)

Enpotan! Sa a se sou avantaj WellSense Health Plan ou an. Nou ka tradui li pou ou gratis. Tanpri relel **888-566-0010 (TTY: 711)** pou jwenn èd ak tradiksyon. (HRV)

Quan trọng! Đây là thông tin về quyền lợi trong WellSense Health Plan của quý vị. Chúng tôi có thể dịch thông tin này miễn phí cho quý vị. Vui lòng gọi số **888-566-0010 (TTY: 711)** để được trợ giúp dịch thuật. (VIT)

Важно! Здесь содержится информация о преимуществах вашего медицинского страхового плана WellSense Health Plan. Мы можем перевести для вас этот документ бесплатно. За помощью в переводе позвоните по телефону **888-566-0010 (TTY: 711)**. (RUS)

Σημαντικό! Πρόκειται για τις παροχές του WellSense Health Plan. Μπορούμε να σας το μεταφράσουμε δωρεάν. Καλέστε στο **888-566-0010 (TTY: 711)** για βοήθεια σχετικά με τη μετάφραση. (ELG)

هام! هذا حول مزايا WellSense Health Plan الخاصة بك. يمكننا ترجمتها لك مجاناً. يرجى الاتصال
بـ **888-566-0010 (TTY: 711)** للمساعدة في الترجمة. (ARA)

महत्वपूर्ण! यह आपके WellSense Health Plan लाभों के बारे में है। हम आपके लिए इसका निःशुल्क अनुवाद कर सकते हैं। कृपया अनुवाद संबंधित सहायता के लिए **888-566-0010 (TTY: 711)** पर फ़ोन करें। (HIN)

중요! 이것은 WellSense Health Plan 혜택에 대한 내용입니다. 무료로 번역해 드릴 수 있습니다. 번역 도움이 필요하면 **888-566-0010 (TTY: 711)**번으로 문의하십시오. (KOR)

ចំណុចសំខាន់! ព័ត៌មាននេះគឺ ស្តីអំពីអត្ថប្រយោជន៍នៃ WellSense Health Plan របស់អ្នក។ យើងអាចបកប្រែវាសម្រាប់អ្នកដោយឥតគិតថ្លៃ។ សូមទូរស័ព្ទទៅលេខ **888-566-0010 (TTY: 711)** សម្រាប់ជំនួយផ្នែកបកប្រែ។ (KHM)

Ważne! To dotyczy Twoich świadczeń w ramach planu zdrowotnego WellSense Health Plan. Możemy nieodpłatnie przetłumaczyć dla Ciebie te informacje. Zadzwoń pod numer **888-566-0010 (TTY: 711)**, aby uzyskać pomoc w tłumaczeniu. (POL)

ສິ່ງສໍາຄັນ! ນີ້ແມ່ນກ່ຽວກັບຜົນປະໂຫຍດຂອງແຜນປະກັນ WellSense Health Plan ຂອງທ່ານ. ພວກເຮົາສາມາດແປພາສາໃຫ້ທ່ານໄດ້ໂດຍບໍ່ເສຍຄ່າ. ກະລຸນາໃຫ້ **888-566-0010 (TTY: 711)** ເພື່ອຂໍຄວາມຊ່ວຍເຫຼືອໃນການແປພາສາ. (LAO)

Important! This material can be requested in an accessible format by calling 888-566-0010 (TTY: 711).

Notice About Nondiscrimination and Accessibility

WellSense Health Plan complies with applicable federal civil rights laws and does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, sex, gender identity, sexual orientation, limited English proficiency, or moral or religious grounds (including limiting or not providing coverage for counseling or referral services). WellSense Health Plan provides:

- free aids and services to people with disabilities to communicate effectively with us, such as TTY, qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats).
- free language services to people whose primary language is not English, such as qualified interpreters and information written in other language.

Please contact WellSense if you need any of the services listed above.

If you believe we have failed to provide these services or discriminated in another way on the basis of any of the identifiers listed above, you can file a grievance or request help to do so at:

Civil Rights Coordinator
100 City Square, Suite 200
Charlestown, MA 02129
Phone: 888-566-0010 (TTY: 711)
Fax: 617-897-0805

You can also file a civil rights complaint with the U.S. DHHS, Office for Civil Rights by mail, by phone or online at:

U.S. Dept. of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019 (TDD: 800-537-7697)

Complaint Portal:
hhs.gov/ocr/office/file/index.html

Health Equity Strategic Plan (HESP) Executive Summary for Boston Children’s Health Accountable Care Organization

As submitted on December 31, 2023

How the ACO/MCO defines health equity. Boston Children’s Health Accountable Care Organization (BCH ACO) has approximately 130,000 pediatric, adolescent and young adult members who receive primary care throughout Massachusetts. BCH ACO is dedicated to providing equitable, high-quality preventive, medical and social care to its geographically, racial/ethnically, culturally and linguistically diverse members to ensure optimal health for all.

Promoting health equity is a strategic priority and foundational to all BCH ACO activities. Braveman et al. developed the following definition of health equity, which resonates with BCH ACO stakeholders and is endorsed by the American Academy of Pediatrics: “Health equity means that everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and health care¹.”

What the ACO/MCO hopes to achieve in the next four years related to health quality and equity. With health equity as a key strategic priority, BCH ACO has established preliminary goals for the next four years. To identify these goals, BCH ACO evaluated existing member, population, and community context data (e.g., access to social service organizations), gathered input from members with lived experience, and clinical stakeholders and partners with experience promoting health equity, and prioritized achievable and impactful goals. Through this process, three goals emerged as critical to the ACO’s health equity promotion efforts. The ACO’s rationale and goals are presented below. Of note, while these strategic goals are focused on BCH ACO members, the goals and related interventions will apply to all patients seen at BCH ACO practices.

- **Rationale and Goal 1:** To achieve a culture of equity, health care staff must be engaged in change efforts. Health care staff value equity and strive to be fair in their decision making. However, existing cultural stereotypes and structural racism may lead to unintentional perpetuation of bias and contribute to health care inequities. Providing staff with training may counteract the influence of these stereotypes and structures. Over the next four years, BCH ACO’s first health equity goal is to offer health-equity related trainings on unconscious bias, racism, cultural humility, the impact of social drivers on health, and principles of trauma informed care to patient facing staff.
- **Rationale and Goal 2:** Understanding member and community stakeholder experiences and gathering feedback are critical to identifying impactful health equity activities. A guiding principle to BCH ACO’s approach to health equity planning is succinctly summarized in a well-known community organizing principle: “Nothing about us without us.” By intentionally engaging members and clinical stakeholders in current and future planning, BCH ACO seeks to ensure that health equity efforts resonate with those who will be most impacted by the ACO’s strategy. BCH ACO’s second health equity goal is to increase the frequency of and methods for member engagement through focus groups,

¹ Braveman P, Arkin E, Orleans T, Proctor D, and Plough A. *What Is Health Equity? And What Difference Does a Definition Make?* Princeton, NJ: Robert Wood Johnson Foundation, 2017.

semi-structured interviews, and committee membership to garner additional input regarding BCH ACO's health equity strategy, race, ethnicity, language, disability, sexual orientation, and gender identity (RELD SOGI) data collection, approach to responding to identified social needs, and disability competent care efforts.

- **Rationale and Goal 3:** Social determinants of health, such as housing status and food access, have a greater impact on long-term health than medical care. While medical care is essential, it is not enough to keep members healthy. Integration of medical and social care in the health care setting allows a 'whole patient approach' to care that may better support members to achieve optimal health. BCH ACO's third health equity goal is to ensure effective access to social services in the clinical setting by developing additional partnerships with social service organizations for health-related social needs referrals and establishing loop closure workflows.

These goals may evolve during implementation and with continued feedback from members, clinical stakeholders, and the Health Equity and Quality Committee who will guide strategic planning, implementation, and measurement.

How the ACO/MCO considers member and community experiences in overall health equity efforts. Understanding member, community and clinical stakeholder experiences and gathering their feedback are essential to identifying impactful health equity efforts. As mentioned, BCH ACO's approach to health equity planning is rooted in the community organizing principle: "Nothing about us without us." BCH ACO must ensure health equity goals resonate with those who will be most impacted by the ACO's strategic efforts by meaningfully engaging members in current and future planning.

To engage members in developing its initial health equity strategic priorities, BCH ACO held two focus groups with its Patient and Family Advisory Committee (PFAC) members. BCH ACO relies regularly on the thoughtful input from the PFAC on a range of health equity focused activities including collection of race and ethnicity data and design of social needs programs. For the ACO's initial health equity strategic planning efforts, the PFAC focus groups provided invaluable feedback that greatly influenced goal selection.

For additional member perspectives, BCH ACO conducted 35 semi-structured interviews with BCH ACO's Flexible Services Program participants during which members shared their experiences with the program, opportunities for improvement, and thoughts about the ACO's approach to address housing and food needs.

For additional community perspectives, BCH ACO relied on the 2022 Boston Children's Hospital Community Health Needs Assessment (BCH CHNA) that was assembled by the Boston Children's Office of Community Health (OCH). The BCH CHNA relied on primary and secondary data. Primary data collection included key informant interviews and a Community Health Survey. To gather input from outside of Boston, BCH OCH conducted interviews with community representatives from public health, health care, housing and homelessness, government, and social services sectors in Brookline, Lexington, North Dartmouth/New Bedford, and Peabody. The Boston-CHIP Collaborative Community Health Needs Assessment (CHNA) also offered BCH ACO insightful community perspectives from Boston. This CHNA was informed by 29 focus groups that included 309 Boston residents and 62 key informant interviews. BCH ACO will strive to make member and community engagement the cornerstone of all health equity planning and implementation.