



As a member of WellSense BILH Performance Network ACO, your primary healthcare is provided by Beth Israel Lahey Health Performance Network. Beth Israel Lahey Health Performance Network 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 Beth Israel Lahey Health Performance Network as WellSense BILH Performance Network 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 Beth Israel Lahey Health Performance Network, 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 Beth Israel Lahey Health Performance Network is pursuing for their MassHealth members. We are excited to collaborate with Beth Israel Lahey Health Performance Network 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 Beth Israel Lahey Health Performance Network 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.

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¡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)

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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)

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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)

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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)

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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)

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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)

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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)

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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)

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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)

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

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

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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)

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

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

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### **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](https://hhs.gov/ocr/office/file/index.html)

# Health Equity Strategic Plan (HESP) Executive Summary for WellSense BILH Performance Network ACO

As submitted on December 31, 2023

**How the ACO/MCO defines health equity.** BILH is committed to ensuring that no matter where patients begin or continue their health care journey, they receive the most equitable care and outcomes possible. BILH's approach to Diversity, Equity, and Inclusion (DEI) is unique in that health equity is at the center of all the work – across talent, patient care, community, and research and innovation. This foundational approach is both deliberate and essential; the only way to make meaningful progress in eradicating disparities in access, the care experience, and health outcomes across the health system is through a comprehensive set of strategies that integrate research and innovation, care delivery and support for care teams, and collaborative engagement with the surrounding communities

**What the ACO/MCO hopes to achieve in the next four years related to health quality and equity.** As a system, BILH's goal is to advance its DEI vision by transforming care delivery by dismantling barriers to equitable health outcomes and become the premier health system to attract, retain, and develop diverse talent. This vision is supported by three primary goals that will allow BILH to measure long-term progress.

- Talent: we aim to have a workforce that mirrors the increasing diversity in the communities that BILH serves, with a focus on representation in leadership and care delivery roles.
- Patients: we aim to eradicate disparities in health outcomes within our diverse population of patients.
- Community: we aim to expand investments in historically underrepresented communities to close socio-economic disparities that impact population health.

To operationalize these goals, BILH has developed a DEI Capability Development Toolkit that provides the framework for its hospitals and clinical units to implement DEI strategic initiatives. The Toolkit as outlined below includes six capabilities specific to the workforce, eight capabilities specific to health equity, which will be highlighted in this strategic plan, and three capabilities specific to supplier diversity.

## DEI Capability Development Framework



Talent

### Workforce DEI

1. Council(s) 2. Training 3. Engagement 4. Policies 5. Observances 6. Hiring



Patients

### Health Equity

7. Leadership 8. Demographics 9. SDoH 10. Communication 11. Disability 12. Collaboration 13. Interventions 14. Strategic Plan



Community

### Supplier Diversity

15. Policy 16. Baseline Analysis 17. Expanded Contracts

**How the ACO/MCO considers member and community experiences in overall health equity efforts.** BILH incorporates MassHealth member and community voices into its health equity strategic planning and implementation efforts through its various health equity related committees and workgroups, patient outreach efforts, patient focused groups, periodic patient experience surveys, community partner interviews, patient/family advisory feedback, and comprehensive patient and community health needs assessments.