



As a member of East Boston Neighborhood Health WellSense Alliance, your primary healthcare is provided by NeighborHealth. NeighborHealth 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 NeighborHealth as East Boston Neighborhood Health WellSense Alliance to provide MassHealth insurance coverage to their patients. We also partner with several other ACOs to do the same.

Each of these ACOs, including NeighborHealth, 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 NeighborHealth is pursuing for their MassHealth members. We are excited to collaborate with NeighborHealth 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 NeighborHealth 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 **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 East Boston Neighborhood Health WellSense Alliance

Updated October 2024

How the ACO/MCO defines health equity. Health equity is defined as the fair and just opportunity to be as healthy as possible. This includes a fair and just distribution of social resources and social opportunity and requires removing obstacles to health such as poverty, discrimination, and their consequences, including powerlessness. East Boston Neighborhood Health WellSense Alliance (NeighborHealth) ensures that all individuals have an equal opportunity to achieve their highest level of health, without disparities based on factors like socioeconomic status, race, or geography.

What the ACO/MCO hopes to achieve in the next four years related to health quality and equity. EBNHC-WS ACO (NeighborHealth) is committed to three significant goals to enhance healthcare quality and equity. First, we will strive to increase DSOGI data collection to 70% completeness by 2027, recognizing the need for training and clear communication to overcome potential patient and staff discomfort. Second, we will boost HRSN screening rates by 100% by focusing on integrating questions into eCheck-in while ensuring ALL identified social needs are adequately addressed. Lastly, the ACO will target >50% of patient-facing staff to complete disability competency training by 2027. Each goal reflects a commitment to holistic and patient-centered healthcare practices, acknowledging and addressing potential challenges with strategic actions and performance metrics.

How the ACO/MCO considers member and community experiences in overall health equity efforts. EBNHC-WS ACO (NeighborHealth) engages with its community through various partnerships to address healthcare and broader community needs. Collaborations include initiatives with the East Boston Collaborative for Family, East Boston Social Center, Eliot Community Human Services, Harborside Adult Education Center, Maverick Landing Community Services, North Suffolk Mental Health Association, Project Bread, and Community Services. These partnerships encompass services such as education, housing support, mental health services, and nutrition programs, reflecting a comprehensive approach to community well-being.

EBNHC-WS ACO (NeighborHealth) has established a Community Health Equity Council that includes members, providers, community leaders, and staff to incorporate MassHealth members' and community voices into its health equity strategic planning. The ACO emphasizes the importance of centering members' voices into work and plans to create a welcoming and inclusive environment for member engagement.