



As a member of WellSense Mercy Alliance, your primary healthcare is provided by Mercy Medical Center. Mercy Medical Center 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 Mercy Medical Center as WellSense Mercy 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 Mercy Medical Center, 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 Mercy Medical Center is pursuing for their MassHealth members. We are excited to collaborate with Mercy Medical Center 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 Mercy Medical Center 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 WellSense Mercy Alliance

As submitted on December 31, 2023

How the ACO/MCO defines health equity. The ACO has not yet created its own definition of health equity. While we are in the process of creating this, here are definition(s) of health equity that have resonated with our members and providers or have provided an initial basis for our definition:

- MassHealth's definition of health equity: "Health Equity is the opportunity for everyone to attain their full health potential, with no one disadvantaged from achieving this potential due to socioeconomic status or socially assigned circumstance."
- Robert Wood Johnson Foundation (RWJF) definition of health equity: "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 care"

What the ACO/MCO hopes to achieve in the next four years related to health quality and equity. In collaboration with the guidance from MassHealth, and our guiding principles alongside our larger health system in Trinity Health of New England, our ACO is moving forward with the following goals:

- Advancing in Racial and Social Justice
- Acknowledging that Racism is A Public Health Crisis
- Create a culture of inclusion and belonging in our workplace and practices
- Leverage Colleague Resource Groups
- Enhance our Diversity, Equity and Inclusion Council within Trinity Health of New England
- Establish Equitable Policies and Practices
- Continuing Sexual Orientation and Gender Identity Initiatives
- Providing resources for patients and providers in LGBTQIA+ communities
- Engaging in supplier diversity
- Enhancing data collection within the ACO on RELD-SOGI
- Enhancing data collection within the ACO on Disability Accommodations
- Completing Health Equity Training for all patient-facing staff members
- Completing Disability Competency Training for all staff members

How the ACO/MCO considers member and community experiences in overall health equity efforts. As outlined below, the ACO will consider member and community experience in our overall health equity efforts by the following:

- Creating a Health Equity Committee which includes members
- Engaging in the Mercy Hospital PFAC for better understanding of patient and family perspectives on the healthcare they receive

- Discuss with disabled patients and their families opportunities for improvement in their healthcare and its delivery