



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

As submitted on December 31, 2023

How the ACO/MCO defines health equity. Signature Healthcare (SHC) has embraced nationally recognized definitions of health equity in its effort to inform its definition. Definitions offered by the following organizations resonate and have informed SHC's approach to achieving health equity:

- Centers for Disease Control: "Health equity is the state in which everyone has a fair and just opportunity to attain their highest level of health. Achieving this requires ongoing societal efforts to a) Address historical and contemporary injustices; b) Overcome economic, social, and other obstacles to health and health care; and c) Eliminate preventable health disparities."
- MassHealth: "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: "Health equity means everyone has a fair and just opportunity to be as healthy as possible. This requires removing obstacles to health, such as poverty and discrimination, and their consequences, including powerlessness."

What the ACO/MCO hopes to achieve in the next four years related to health quality and equity. In alignment with SHC's unwavering mission and visionary commitment to providing "safe, quality care with compassion...that's our signature," SHC has embarked on a journey towards achieving health equity. At the core of our mission and as we set forth on this path, SHC acknowledges health equity as both a moral imperative and a fundamental principle of our mission. Health equity means that every individual in our community, regardless of their background, race, ethnicity, language, sexual orientation, gender identity, or disability status, has an opportunity to attain their highest level of health. It is a commitment to ensuring that healthcare disparities are eradicated, and everyone has equal access to the care they need.

Much of the work that SHC is doing in the health equity realm, including developing its Strategic Plan, is tied to payor Health Quality and Equity Incentive goals. These serve as an anchoring point for SHC's health equity work, though SHC has and will continue to undertake other organizational efforts to advance health equity. The overall process of developing the Health Equity Strategic Plan began with SHC's development of its Population and Community Needs Assessment, which allowed SHC to develop an understanding of both population demographics and community needs through a combination of quantitative data analysis and qualitative feedback from key stakeholders (e.g., insurance enrollees and their families; community leaders of local nonprofit, civic, or faith groups; providers and frontline staff).

SHC has developed the following coordinated set of strategic goals to implement across the organization which will advance the delivery of equitable care to all patients over the next four (4) years:

1. SHC will increase the collection of Race, Ethnicity, Spoken and Written Language, Disability, Sexual Orientation and Gender Identity data to 90% completeness.

2. SHC will enhance access to culturally and linguistically appropriate healthcare services for patients with limited English proficiency.
3. SHC will seek to identify racial and ethnic disparities for chronic conditions, with a primary focus on hypertension, and design interventions to implement to reduce them by 2027.

How the ACO/MCO considers member and community experience in overall health equity efforts. SHC prioritized collecting input from stakeholders and seeks input on an ongoing basis from its Health Equity Committee, PFAC/patient representatives, and providers/staff. These stakeholders will continue to guide and inform SHC's Health Equity Strategic Planning, goals and any modifications made therein. To further align health equity goals, objectives, and initiatives with organizational efforts and strategic planning, in 2022, SHC engaged Jernigan and Associates Consulting, Inc., a certified Woman and Minority-Owned business committed to helping organizations assess their organizational structure and dynamics, to develop and implement sustainable strategic goals and objectives based on principles of equity, inclusion, accessibility, and intersectional diversity, and inform the design and implementation of evaluations methods to ensure measurable outcomes. Two primary aims of the consulting engagement were:

1. Discovery and Assessment to establish a baseline of current practices;
2. Cultural Audit and review of organizational policies, procedures, and practices to determine prioritization of health equity change solutions. In addition, an environmental scan and review of existing practices, policies, and governance was designed to examine and identify areas for recommendations to enhance policies and practices and support staff across the organization to integrate and implement strategies to enhance efforts and work towards goals related to health equity.