



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

As submitted on December 31, 2023

How the ACO/MCO defines health equity. The WellSense Southcoast Alliance ACO is closely aligned with Southcoast Health System. On Southcoast Health's website, the following statement is present: "Health equity means that everyone has a chance to be as healthy as possible. Southcoast Health works towards this within and outside of the healthcare system. First, we work to make sure that each member of our community can access healthcare where, when, and how they need it. Second, we know that social drivers of health like housing, transportation, and work can affect our health, too. To help our patients with these needs, we make connections with community partners." Other definitions that have resonated with our ACO, and have been shared in various stakeholder meetings, include those from the CDC and RWJF, quoted in section B below. The ACO will continue to work with the Health Equity Committee and other stakeholders to revise internal and public statements and definitions.

What the ACO/MCO hopes to achieve in the next four years related to health quality and equity. Over the next four years, the ACO will improve our ability to assess and address disparities, and to build workforce capacity for excellence in advancing health equity. As outlined in section E, the ACO has set specific goals to improve race, ethnicity, language, disability, sexual orientation, and gender identity (RELD SOGI) data collection; standardize stratification of dashboards to facilitate identification of disparities; improve completeness of Health-Related Social Needs (HRSN) screenings; and train patient-facing staff on disability-competent care.

How the ACO/MCO considers member and community experiences in overall health equity efforts. The WellSense Southcoast Alliance ACO values the integration of member and community experiences into overall health equity efforts, including in shaping this strategic plan. The ACO will continue to collaborate with Southcoast Hospitals Group and other Southcoast Health System resources by identifying and participating in opportunities for patient and community engagement. We will continue to seek feedback on health equity initiatives from Southcoast Health's PFAC and to invite PFAC members with relevant lived experience to participate in equity-focused initiatives. Via collaboration with our Community Health and Wellness team, we will also continue to participate in the Community Benefits Advisory Council (CBAC) and to engage in partnerships with governmental agencies and community organizations. These partnerships will enhance our capacity to address social determinants of health and are a key component of our coalition-building efforts to advance health equity. We will continue efforts to recruit members to the Health Equity Committee (HEC) and will continue to foster an inclusive, equitable, and accessible environment to facilitate member participation in the HEC.