

MassHealth Accountable Care Organizations (ACOs)

April 1, 2023

What is an ACO and how will ACOs improve care for members?

- MassHealth is committed to ensuring that our members get the very best health care they can get.
- ACOs are groups of doctors, hospitals, and other health care providers who give coordinated, high-quality care to MassHealth members. MassHealth is focused on strengthening our members' relationships with their primary care provider, who will engage members in their care and coordinate to help them navigate all the services they need.
- ACOs coordinate not only physical health care, but also behavioral health care (including substance use treatment), long-term services and supports, and care for individuals with disabilities, even connecting members with social services.
- MassHealth will be closely monitoring ACOs' performance to track and hold ACOs accountable for their success in improving care and health outcomes for members.

Can members keep their doctors when they go into or change ACOs?

- Because of the focus on strengthening members' relationship with their primary care provider, whenever possible, members are enrolled in ACOs based on the ACO that their primary care provider has joined. Members may choose to enroll in a different plan.
- All ACOs have strong, broad networks of hospitals and specialists. If a member's ACO does not have all their important providers in the network, the member can work with the ACO to find a new provider that meets their needs, request a special accommodation to keep seeing that provider, or switch to a different ACO or health plan.

How is MassHealth making sure the transition process is smooth for members changing plans on April 1, 2023?

- MassHealth has done extensive outreach to members, health care providers, member advocates and assisters, and other stakeholders across the Commonwealth to ensure a smooth transition process.
- MassHealth has established significant continuity of care provisions. Health plans are working closely with MassHealth to provide continuity of care for all members.
- MassHealth members are encouraged to call their health plan, visit www.masshealthchoices.com, or call MassHealth customer service center at 1-800-841-2900, TDD/TTY: 711 for more information.