

Network Adequacy and Access Assurances (NAAAR) Report for Massachusetts: Accountable Care Partnership Plan (ACPP)

Submission name	Plan type	Reporting period start date	Reporting period end date	Last edited	Edited by	Status
Accountable Care Partnership Plan (ACPP)	MCO	01/01/2025	12/31/2025	05/22/2026	Alison Kirchgasser	Submitted

Section I. State and program information

A. State information and reporting scenario

Who should CMS contact with questions regarding information reported in the NAAAR? Follow-on communications related to this report will be made to the primary contact.

Use this section to report your contact information, date of report submission, and reporting scenario.

Number	Indicator	Response
IA.1	Contact name First and last name of the contact person.	Alison Kirchgasser
IA.2	Contact email address Enter email address. Department or program-wide email addresses are permitted.	alison.kirchgasser@mass.gov
IA.3	State or territory Auto-populates from your account profile.	Massachusetts
IA.4	Date of report submission CMS receives this date upon submission of this report.	05/22/2026
IA.5	Reporting scenario Enter the scenario under which the state is submitting this form to CMS. Under 42 C.F.R. § 438.207(c) - (d), the state must submit an assurance of compliance after reviewing documentation submitted by a plan under the following three scenarios:Scenario 1: At the time the plan enters into a contract with the state;Scenario 2: On an annual basis;Scenario 3: Any time there has been a significant change (as defined by the state) in the plan's operations that would affect its adequacy of capacity and services, including (1) changes in the plan's services, benefits, geographic service area, composition of or payments to its provider network, or (2) enrollment of a new population in the plan.States should complete one (1) form with information for applicable managed care plans and programs. For example, if the state submits this form under scenario 1 above, the state should submit this form only for the managed care plan (and the applicable managed care program) that entered into a new contract with the state. The state should not report on any other plans or programs under this scenario. As another	Scenario 2: Annual report

example, if the state submits this form under scenario 2, the state should submit this form for all managed care plans and managed care programs.

B. Add plans

Enter the name of each plan that participates in the program for which the state is reporting data. If the state is submitting this form because it's entering into a contract with a plan or because there's a significant change in a plan's operations, include only the name of the applicable plan.

Plan names should match the plan names used in your Managed Care Plan Annual Report (MCPAR) for this program for the same reporting period.

Indicator	Response
Plan name	Be Healthy Partnership Plan Berkshire Fallon Health Collaborative Fallon 365 Care Fallon Health-Atrius Health Care Collaborative Mass General Brigham Health Plan with Mass General Brigham ACO Tufts Health Together with Cambridge Health Alliance (CHA) Tufts Health Together with UMass Memorial Health East Boston Neighborhood Health WellSense Alliance WellSense Beth Israel Lahey Health (BILH) Performance Network ACO WellSense Boston Children's ACO WellSense Care Alliance WellSense Community Alliance WellSense Mercy Alliance WellSense Signature Alliance WellSense Southcoast Alliance

C. Provider type coverage

If your standards apply to more specific provider types, select the most closely aligned provider type category and utilize the subcategory fields available in Section II. Program-level access and network adequacy standards under “Provider type covered by standard”.

Number	Indicator	Response
N/A	Select all core provider types covered in the program	Primary Care Specialist Mental health Substance Use Disorder (SUD) OB/GYN Hospital Pharmacy

D. Analysis methods

States should use this section of the tab to report on the analyses that are used to assess plan compliance with the state's 42 C.F.R. § 438.68 and 42 C.F.R. § 438.206 standards.

Number	Indicator	Response
N/A	<p>Is this analysis method used to assess plan compliance?</p> <p>Select "Yes" if the method is utilized to assess plan compliance with the state's standards, as required at 42 C.F.R. § 438.68.</p>	<p>Geomapping</p> <p>Utilized</p> <p>Frequency: Annually</p> <p>Plan(s): Be Healthy Partnership Plan, Berkshire Fallon Health Collaborative, Fallon 365 Care, Fallon Health-Atrius Health Care Collaborative, Mass General Brigham Health Plan with Mass General Brigham ACO, Tufts Health Together with Cambridge Health Alliance (CHA), Tufts Health Together with UMass Memorial Health, East Boston Neighborhood Health WellSense Alliance, WellSense Beth Israel Lahey Health (BILH) Performance Network ACO, WellSense Boston Children's ACO, WellSense Care Alliance, WellSense Community Alliance, WellSense Mercy Alliance, WellSense Signature Alliance, WellSense Southcoast Alliance</p> <p>Plan Provider Directory Review</p> <p>Utilized</p> <p>Frequency: As part of External Quality Review, MassHealth and its EQR vendor review a targeted subset of provider types annually for all plans in this program.</p> <p>Plan(s): Be Healthy Partnership Plan, Berkshire Fallon Health Collaborative, Fallon 365 Care, Fallon Health-Atrius Health Care Collaborative, Mass General Brigham Health Plan with Mass General Brigham ACO, Tufts Health Together with Cambridge Health Alliance (CHA), Tufts Health Together with UMass Memorial Health, East Boston Neighborhood Health WellSense Alliance, WellSense Beth Israel Lahey Health (BILH) Performance Network ACO, WellSense Boston Children's ACO, WellSense Care Alliance, WellSense Community Alliance, WellSense Mercy Alliance, WellSense Signature Alliance, WellSense Southcoast Alliance</p> <p>Secret Shopper: Network Participation</p> <p>Utilized</p> <p>Frequency: Annually</p> <p>Plan(s): Be Healthy Partnership Plan, Berkshire Fallon Health Collaborative, Fallon 365 Care, Fallon Health-Atrius Health Care Collaborative, Mass General Brigham Health Plan with Mass General Brigham ACO, Tufts Health Together with Cambridge Health Alliance (CHA), Tufts Health Together with UMass Memorial Health, East Boston Neighborhood Health WellSense Alliance, WellSense Beth Israel Lahey Health (BILH) Performance Network</p>

ACO, WellSense Boston Children's ACO, WellSense Care Alliance, WellSense Community Alliance, WellSense Mercy Alliance, WellSense Signature Alliance, WellSense Southcoast Alliance

Secret Shopper: Appointment Availability

Utilized

Frequency: Annually

Plan(s): Be Healthy Partnership Plan, Berkshire Fallon Health Collaborative, Fallon 365 Care, Fallon Health-Atrius Health Care Collaborative, Mass General Brigham Health Plan with Mass General Brigham ACO, Tufts Health Together with Cambridge Health Alliance (CHA), Tufts Health Together with UMass Memorial Health, East Boston Neighborhood Health WellSense Alliance, WellSense Beth Israel Lahey Health (BILH) Performance Network ACO, WellSense Boston Children's ACO, WellSense Care Alliance, WellSense Community Alliance, WellSense Mercy Alliance, WellSense Signature Alliance, WellSense Southcoast Alliance

Electronic Visit Verification Data Analysis

Not utilized

Review of Grievances Related to Access

Utilized

Frequency: Ad hoc review of grievances

Plan(s): Be Healthy Partnership Plan, Berkshire Fallon Health Collaborative, Fallon 365 Care, Fallon Health-Atrius Health Care Collaborative, Mass General Brigham Health Plan with Mass General Brigham ACO, Tufts Health Together with Cambridge Health Alliance (CHA), Tufts Health Together with UMass Memorial Health, East Boston Neighborhood Health WellSense Alliance, WellSense Beth Israel Lahey Health (BILH) Performance Network ACO, WellSense Boston Children's ACO, WellSense Care Alliance, WellSense Community Alliance, WellSense Mercy Alliance, WellSense Signature Alliance, WellSense Southcoast Alliance

Encounter Data Analysis

Not utilized

Section II. Program-level access and network adequacy standards

II. Program-level access and network adequacy standards

Report each network adequacy standard included in managed care program contract for this program as required under 42 CFR § 438.68; select "Add standard" to report each unique standard. 42 § CFR 438.206 standards will be addressed in section III. Plan compliance.

Standard total count: 48

#	Provider	Standard type	Standard description	Analysis methods	Pop.	Region
1	Primary care	Maximum time or distance	Two open PCP panels within 15 miles or 30 minutes	Geomapping	Adult	Statewide except for Oak Bluffs and Nantucket Service Areas
2	Primary care	Maximum time or distance	Two open PCP panels within 40 miles or 40 minutes	Geomapping	Adult	Oak Bluffs and Nantucket Service Areas
3	Primary care	Maximum time or distance	Two open PCP panels within 15 miles or 30 minutes	Geomapping	Pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
4	Primary care	Maximum time or distance	Two open PCP panels within 40 miles or 40 minutes	Geomapping	Pediatric	Oak Bluffs and Nantucket Service Areas
5	Primary care	Provider to enrollee ratios	One adult PCP for every 750 adult Enrollees	Geomapping	Adult	Statewide
6	Primary care	Provider to enrollee ratios	One pediatric PCP for every 750 pediatric Enrollees	Geomapping	Pediatric	Statewide
7	Hospital; Acute Inpatient	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs, Orleans, and

8	Hospital; Acute inpatient	Maximum time or distance	20 miles or 40 minutes, or the closest acute inpatient hospital located outside these Service Areas	Geomapping	Adult and pediatric	Oak Bluffs, Orleans, and Nantucket Service Areas
9	Specialist; Urgent Care	Maximum time or distance	15 miles or 30 minutes	Geomapping	Adult and pediatric	Statewide except for Nantucket Service Area
10	Hospital; Rehabilitation Hospital	Maximum time or distance	30 miles or 60 minutes	Geomapping	Adult and pediatric	Statewide
11	Specialist; OBGYN	Maximum time or distance	Two providers within 15 miles or 30 minutes	Geomapping	Female, transgender, and gender diverse Enrollees aged 10 and older	Statewide
12	Specialist; OBGYN	Provider to enrollee ratios	One OBGYN for every 500 Enrollees	Geomapping	Female, transgender, and gender diverse Enrollees aged 10 and older	Statewide
13	Pharmacy	Maximum time or distance	15 miles or 30 minutes	Geomapping	Adult and pediatric	Statewide
14	Specialist; Anesthesiology, Audiology, Cardiology, Dermatology,	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket

Emergency
 Medicine,
 Endocrinology,
 Gastroenterology,
 General Surgery,
 Hematology,
 Infectious
 Disease, Medical
 Oncology,
 Nephrology,
 Neurology,
 Ophthalmology,
 Orthopedic
 Surgery,
 Otolaryngology,
 Physiatry,
 Podiatry,
 Psychiatry,
 Pulmonology,
 Rheumatology,
 Urology

Service
 Areas

15	<p>Specialist; Anesthesiology, Audiology, Cardiology, Dermatology, Emergency Medicine, Endocrinology, Gastroenterology, General Surgery, Hematology, Infectious Disease, Medical Oncology, Nephrology, Neurology, Ophthalmology, Orthopedic Surgery, Otolaryngology, Physiatry, Podiatry, Psychiatry, Pulmonology, Rheumatology, Urology</p>	<p>Maximum time or distance</p>	<p>40 miles or 40 minutes</p>	<p>Geomapping</p>	<p>Adult and pediatric</p>	<p>Oak Bluffs and Nantucket Service Areas</p>
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16	Specialist; Allergy, Oral Surgery, Plastic Surgery, Vascular Surgery	Minimum number of network providers	One physician specialist	Geomapping	Adult and pediatric	Statewide
17	Primary care	Appointment wait time	Primary care: within 48 hours of the Enrollee's request for Urgent Care	Geomapping	Adult and pediatric	Statewide
18	Primary care	Appointment wait time	Primary care: within 10 calendar days of the Enrollee's request for Symptomatic Care	Geomapping	Adult and pediatric	Statewide
19	Primary care	Appointment wait time	Primary care: within 45 calendar days of the Enrollee's request for Non-Symptomatic Care	Geomapping	Adult and pediatric	Statewide
20	Primary care	Appointment wait time	Assure the provision of screenings in accordance with the schedule established by the EPSDT Periodicity Schedule	Geomapping	Pediatric	Statewide
21	Mental health; Psychiatric inpatient	Maximum time or distance	Two within 60 miles or 60 minutes	Geomapping	Adult	Statewide except for Oak Bluffs and Nantucket

22	Mental health; Psychiatric inpatient	Closest providers	Contract with two closest providers	Geomapping	Adult	Oak Bluffs and Nantucket Service Areas
23	Substance Use Disorder (SUD); Monitored inpatient level 3.7, Opioid Treatment Program (OTP)	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Adult	Statewide
24	Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Adult	Statewide except Nantucket service area
25	Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5	Closest providers	Contract with four closest providers	Geomapping	Adult	Nantucket service area
26	Mental health; Youth Community Crisis Stabilization (YCCS), Intensive Care Coordination (ICC), Applied Behavioral Analysis (ABA), In-Home Behavioral Services, In-Home Therapy, Therapeutic Mentoring Services	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Pediatric	Statewide
27	Mental health; Partial Hospitalization (PHP)	Maximum time or distance	One within 60 miles or 60 minutes	Geomapping	Adult and pediatric	Statewide

28	Substance Use Disorder (SUD); Structured Outpatient Addiction Program (SOAP)	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Adult and adolescent	Statewide
29	Mental health; BH outpatient (including psychology and psych APN)	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Adult and pediatric	Statewide
30	Hospital; Emergency Services	Appointment wait time	Immediately upon Enrollee presentation at the service delivery site	Geomapping	Adult and Pediatric	Statewide
31	Hospital; Emergency Services	Hours of operation	Coverage must be available 24 hours a day and 7 days a week	Geomapping	Adult and Pediatric	Statewide
32	Specialist; Specialty Care	Appointment wait time	Within 48 hours of Enrollee's request for urgent care	Geomapping	Adult and Pediatric	Statewide
33	Specialist; Specialty Care	Appointment wait time	Within 30 calendar days of the Enrollee's request for Non-Urgent Symptomatic Care	Geomapping	Adult and Pediatric	Statewide
34	Specialist; Specialty Care	Appointment wait time	Within 60 calendar days for Non-Symptomatic Care	Geomapping	Adult and Pediatric	Statewide

35	Primary care; Department of Children and Families (DCF) Health Care Screening	Appointment wait time	Within 7 calendar days of receiving a request from a DCF caseworker	Geomapping	Enrollees newly placed in the care or custody of DCF	Statewide
36	Primary care; Comprehensive medical examination and age appropriate screenings	Appointment wait time	Within 30 calendar days of receiving a request from a DCF caseworker	Geomapping	Enrollees newly placed in the care or custody of DCF	Statewide
37	Specialist; Emergency Behavioral Health Services	Appointment wait time	Immediately, on a 24-hour basis, seven days a week without network restrictions	Geomapping	Adult and Pediatric	Statewide
38	Specialist; Adult Mobile Crisis Intervention (AMCI)/Youth Mobile Crisis Intervention (YMCI) Services	Appointment wait time	Immediately, on a 24-hour basis, seven days a week	Geomapping	Adult and Pediatric	Statewide
39	Mental health; Urgent Care - Behavioral Health	Appointment wait time	Within 48 hours for services that are not Emergency Services or routine services	Geomapping	Adult and Pediatric	Statewide
40	Mental health; Behavioral Health Services (unless otherwise listed)	Appointment wait time	Within 14 calendar days	Geomapping	Adult and pediatric	Statewide
41	Mental health; Non-24-Hour Diversionary Services	Appointment wait time	Within 2 calendar days of discharge	Geomapping	Adult and pediatric	Statewide

42	Mental health; Medication Management	Appointment wait time	Within 14 calendar days of discharge	Geomapping	Adult and Pediatic	Statewide
43	Mental health; Other Outpatient BH Services	Appointment wait time	Within 7 calendar days of discharge	Geomapping	Adult and pediatric	Statewide
44	Mental health; Intensive Care Coordination Services	Appointment wait time	Within the timeframe directed by EOHHS	Geomapping	Pediatic	Statewide
45	Mental health; Behavioral Health Services	Hours of operation	No less than the hours of operation offered to commercial enrollees or MassHealth Fee-for- Service	Geomapping	Adult and Pediatic	Statewide
46	Primary care; All Other Services	Appointment wait time	All Other Services - in accordance with usual and customary community standards	Geomapping	Adult and pediatric	Statewide
47	Primary care; ACO Covered Services	Appointment wait time	In accordance with 42 CFR 438.206(c)(1) (iii), the Contractor shall make ACO Covered Services available 24 hours a day, seven days a week when medically necessary	Geomapping	Adult and pediatric	Statewide

48	Specialist; Urgent Care; For the Nantucket Service Area only, the Contractor may substitute Emergency Departments for Urgent Care sites to meet this requirement	Maximum time or distance	15 miles or 30 minutes	Geomapping	Adult and Pediatric	Nantucket service area
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Section III. Plan compliance

III. Plan compliance

Use this section to report on plan compliance with the state’s standards, as required at 42 C.F.R. § 438.68. This section is also used to report on plan compliance with 42 C.F.R. § 438.206 standards.

Be Healthy Partnership Plan

A. Assurance of plan compliance for 438.68

Indicator	Response
<p>A. Assurance of plan compliance for 438.68</p> <p>III.A.1 Indicate whether the state assures that the plan complies with the state’s standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p>No, the plan does not comply on all standards based on all analyses or exceptions granted</p>

Select “Enter/Edit” to provide details on standards that were either

non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 0 of 48

Exceptions standards for 438.68

Total: 3 of 48

23 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Monitored inpatient level 3.7, Opioid Treatment Program (OTP)

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult

Exceptions granted for Be Healthy Partnership Plan under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

HNE BeHealthy does not meet the time or distance standard for Monitored inpatient Acute Treatment Services (ATS) level 3.7 in the Greenfield, Holyoke, Northampton, Springfield, or Westfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers.

24 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5

Analysis method(s)

Geomapping

Region

Statewide except
Nantucket service

Population

Adult

Exceptions granted for Be Healthy Partnership Plan under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

HNE BeHealthy does not meet the time or distance standard for Clinical Stabilization Services (CSS) level 3.5 in the Greenfield, Springfield, or Westfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers and is actively pursuing three providers to expand its network.

26 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; Youth Community Crisis Stabilization (YCCS), Intensive Care Coordination (ICC), Applied Behavioral Analysis (ABA), In-Home Behavioral Services, In-Home Therapy, Therapeutic Mentoring Services

Analysis method(s)

Geomapping

Region

Statewide

Population

Pediatric

Exceptions granted for Be Healthy Partnership Plan under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

HNE BeHealthy does not meet the time or distance standard for Youth Community Crisis Stabilization (YCCS) in the Greenfield service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. HNE contracts with all YCCS in its service areas.

B. Assurance of plan compliance for 438.206

Indicator	Response
<p>B. Assurance of plan compliance for 438.206</p> <p>III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.</p>	<p>Yes, the plan complies on all standards based on all analyses</p>

Berkshire Fallon Health Collaborative

A. Assurance of plan compliance for 438.68

Indicator	Response
<p>A. Assurance of plan compliance for 438.68</p> <p>III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p>No, the plan does not comply on all standards based on all analyses or exceptions granted</p>

Select "Enter/Edit" to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 0 of 48

Exceptions standards for 438.68

Total: 3 of 48

23 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Monitored inpatient level 3.7, Opioid Treatment Program (OTP)

Analysis method(s)	Region	Population
Geomapping	Statewide	Adult

Exceptions granted for Berkshire Fallon Health Collaborative under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Berkshire Fallon does not meet the time or distance standard for Monitored inpatient Acute Treatment Services (ATS) level 3.7 in the Adams or Pittsfield service areas.

Berkshire Fallon does not meet the time or distance standard for Opioid Treatment Program (OTP) in the Adams or Pittsfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers.

24 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5

Analysis method(s)	Region	Population
Geomapping	Statewide except Nantucket service area	Adult

Exceptions granted for Berkshire Fallon Health Collaborative under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Berkshire Fallon does not meet the time or distance standard for Clinical Stabilization Services (CSS) level 3.5 in the Adams or Pittsfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers.

26 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; Youth Community Crisis Stabilization (YCCS), Intensive Care Coordination (ICC), Applied Behavioral Analysis (ABA), In-Home Behavioral Services, In-Home Therapy, Therapeutic Mentoring Services

Analysis method(s)	Region	Population
Geomapping	Statewide	Pediatric

Exceptions granted for Berkshire Fallon Health Collaborative under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Berkshire Fallon does not meet the time or distance standard for Youth Community Crisis Stabilization (YCCS) in the Adams or Pittsfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers.

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

Fallon 365 Care

A. Assurance of plan compliance for 438.68

Indicator	Response
<p>A. Assurance of plan compliance for 438.68</p> <p>III.A.1 Indicate whether the state assures that the plan complies with the state’s standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p>No, the plan does not comply on all standards based on all analyses or exceptions granted</p>

Select “Enter/Edit” to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 0 of 48

Exceptions standards for 438.68

Total: 1 of 48

26 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; Youth Community Crisis Stabilization (YCCS), Intensive Care Coordination (ICC), Applied Behavioral Analysis (ABA), In-Home Behavioral Services, In-Home Therapy, Therapeutic Mentoring Services

Analysis method(s)	Region	Population
Geomapping	Statewide	Pediatric

Exceptions granted for Fallon 365 Care under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Fallon 365 does not meet the time or distance standard for Youth Community Crisis Stabilization (YCCS) in the Framingham, Gardner-Fitchburg, Southbridge, or Worcester service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers.

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

Fallon Health-Atrius Health Care Collaborative

A. Assurance of plan compliance for 438.68

Indicator	Response
A. Assurance of plan compliance for 438.68 III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.	No, the plan does not comply on all standards based on all analyses or exceptions granted

Select "Enter/Edit" to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 0 of 48

Exceptions standards for 438.68

Total: 1 of 48

26 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; Youth Community Crisis Stabilization (YCCS), Intensive Care Coordination (ICC), Applied Behavioral Analysis (ABA), In-Home Behavioral Services, In-Home Therapy, Therapeutic Mentoring Services

Analysis method(s)	Region	Population
Geomapping	Statewide	Pediatric

Exceptions granted for Fallon Health-Atrius Health Care Collaborative under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Fallon Atrius does not meet the time or distance standard for Youth Community Crisis Stabilization (YCCS) in the Beverly, Boston, Brockton, Framingham, Lawrence, Lowell, Lynn, Plymouth, Quincy, Revere, or Salem service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers.

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

Mass General Brigham Health Plan with Mass General Brigham ACO

A. Assurance of plan compliance for 438.68

Indicator	Response
<p>A. Assurance of plan compliance for 438.68</p> <p>III.A.1 Indicate whether the state assures that the plan complies with the state’s standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p>No, the plan does not comply on all standards based on all analyses or exceptions granted</p>

Select “Enter/Edit” to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 1 of 48

14 Maximum time or distance

20 miles or 40 minutes

Provider type(s)

Specialist; Anesthesiology, Audiology, Cardiology, Dermatology, Emergency Medicine, Endocrinology, Gastroenterology, General Surgery, Hematology, Infectious Disease, Medical Oncology, Nephrology, Neurology, Ophthalmology, Orthopedic Surgery, Otolaryngology, Physiatry, Podiatry, Psychiatry, Pulmonology, Rheumatology, Urology

Analysis method(s)

Geomapping

Region

Statewide except for Oak Bluffs and Nantucket Service Areas

Population

Adult and pediatric

Plan deficiencies for Mass General Brigham Health Plan with Mass General Brigham ACO: 42 C.F.R. § 438.68

Description

MGBHP does not meet the time or distance standard for Dermatology in the Greenfield service area.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

MGBHP continues to ensure member access to dermatology services through Single Case Agreements (SCAs) and other appropriate access arrangements when medically necessary.

Monitoring progress

MassHealth is in active discussions to encourage contracting with dermatologists in other adjacent service areas.

Reassessment date

08/31/2026

Exceptions standards for 438.68

Total: 4 of 48

23 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Monitored inpatient level 3.7, Opioid Treatment Program (OTP)

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult

Exceptions granted for Mass General Brigham Health Plan with Mass General Brigham ACO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

MGBHP does not meet the time or distance standard for Monitored inpatient Acute Treatment Services (ATS) level 3.7 in the Greenfield, Holyoke, Nantucket, Northampton, Oak Bluffs, or Westfield service areas. MGBHP does not meet the time or distance standard for Opioid Treatment Program (OTP) in the Nantucket or Oak Bluffs service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. MGB initiates single case agreements where necessary to ensure the availability of covered services.

24 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5

Analysis method(s)	Region	Population
Geomapping	Statewide except Nantucket service area	Adult

Exceptions granted for Mass General Brigham Health Plan with Mass General Brigham ACO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

MGBHP does not meet the time or distance standard for Clinical Stabilization Services (CSS) level 3.5 in the Greenfield, Oak Bluffs, or Westfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. MGB initiates single case agreements where necessary to ensure the availability of covered services.

26 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; Youth Community Crisis Stabilization (YCCS), Intensive Care Coordination (ICC), Applied Behavioral Analysis (ABA), In-Home Behavioral Services, In-Home Therapy, Therapeutic Mentoring Services

Analysis method(s)	Region	Population
Geomapping	Statewide	Pediatric

Exceptions granted for Mass General Brigham Health Plan with Mass General Brigham ACO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

MGBHP does not meet the time or distance standard for Youth Community Crisis Stabilization (YCCS) in the Nantucket or Oak Bluffs service areas. MGBHP does not meet the time or distance standard for Intensive Care Coordination (ICC) in the Nantucket or Oak Bluffs service areas. MGBHP does not meet the time or distance standard for Applied Behavioral Analysis (ABA) in the Nantucket service area. MGBHP does not meet the time or distance standard for In-Home Behavioral Services (IHBS) in the Nantucket or Oak Bluffs service areas. MGBHP does not meet the time or distance standard for In-Home Therapy in the Nantucket service area. MGBHP does not meet the time or distance standard for Therapeutic Mentoring (TM) Services in the Nantucket service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. MGB initiates single case agreements where necessary to ensure the availability of covered services.

28 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Structured Outpatient Addiction Program (SOAP)

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult and adolescent

Exceptions granted for Mass General Brigham Health Plan with Mass General Brigham ACO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

MGBHP does not meet the time or distance standard for Structured Outpatient Addiction Program (SOAP) in the Gloucester or Nantucket service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. MGB initiates single case agreements where necessary to ensure the availability of covered services.

B. Assurance of plan compliance for 438.206

Indicator	Response
<p>B. Assurance of plan compliance for 438.206</p> <p>III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.</p>	<p>Yes, the plan complies on all standards based on all analyses</p>

Tufts Health Together with Cambridge Health Alliance (CHA)

A. Assurance of plan compliance for 438.68

Indicator	Response
<p>A. Assurance of plan compliance for 438.68</p> <p>III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p>Yes, the plan complies on all standards based on all analyses</p>

B. Assurance of plan compliance for 438.206

Indicator	Response
<p>B. Assurance of plan compliance for 438.206</p> <p>III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.</p>	<p>Yes, the plan complies on all standards based on all analyses</p>

Tufts Health Together with UMass Memorial Health

A. Assurance of plan compliance for 438.68

Indicator	Response
A. Assurance of plan compliance for 438.68 III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.	No, the plan does not comply on all standards based on all analyses or exceptions granted

Select "Enter/Edit" to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 1 of 48

9 Maximum time or distance

15 miles or 30 minutes

Provider type(s)

Specialist; Urgent Care

Analysis method(s)

Geomapping

Region

Statewide except for Nantucket Service Area

Population

Adult and pediatric

Plan deficiencies for Tufts Health Together with UMass Memorial Health: 42 C.F.R. § 438.68

Description

Tufts UMass does not meet the time or distance standard for Urgent Care in the Athol or Gardner-Fitchburg service areas.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

•The Gardner-Fitchburg service area the plan has now contracted with two additional urgent care providers in Leominster and Worcester. •The Athol service area has limited Urgent Care providers. In attempts to further increase access, contract outreach has been conducted to two UCC's in South Gardner and Leominster. A general market search of urgent care services in the Athol area produced Athol Hospital as the primary option within that geographic area further displaying the limited available options.

Monitoring progress

MassHealth will continue to monitor Tufts' performance to determine if these contracts are finalized. For the Gardner-Fitchburg service area, it appears the plan is now in compliance. For the Athol service area, MassHealth will continue to monitor compliance.

Reassessment date

08/31/2026

Exceptions standards for 438.68

Total: 2 of 48

23 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Monitored inpatient level 3.7, Opioid Treatment Program (OTP)

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult

Exceptions granted for Tufts Health Together with UMass Memorial Health under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Tufts does not meet the Time or Distance standards for ATS level 3.7 providers in the Athol service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are limited ATS level 3.7 providers in the Athol service area. Tufts helps members find these providers in other nearby service areas. The plan is contracting with all nearby providers.

28 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Structured Outpatient Addiction Program (SOAP)

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult and adolescent

Exceptions granted for Tufts Health Together with UMass Memorial Health under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Tufts UMass does not meet the time or distance standard for Structured Outpatient Addiction Program (SOAP) in the Athol service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. Tufts is currently recruiting two SOAP providers in Central and Western MA.

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

East Boston Neighborhood Health WellSense Alliance

A. Assurance of plan compliance for 438.68

Indicator	Response
<p data-bbox="311 107 618 178">A. Assurance of plan compliance for 438.68</p> <p data-bbox="311 205 727 552">III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p data-bbox="761 107 1349 178">Yes, the plan complies on all standards based on all analyses</p>

B. Assurance of plan compliance for 438.206

Indicator	Response
<p data-bbox="311 800 634 871">B. Assurance of plan compliance for 438.206</p> <p data-bbox="311 898 727 1165">III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.</p>	<p data-bbox="761 800 1349 871">Yes, the plan complies on all standards based on all analyses</p>

WellSense Beth Israel Lahey Health (BILH) Performance Network ACO

A. Assurance of plan compliance for 438.68

Indicator	Response
<p data-bbox="311 1568 618 1640">A. Assurance of plan compliance for 438.68</p> <p data-bbox="311 1667 727 2018">III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p data-bbox="761 1568 1349 1640">No, the plan does not comply on all standards based on all analyses or exceptions granted</p>

Select "Enter/Edit" to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 0 of 48

Exceptions standards for 438.68

Total: 2 of 48

23 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Monitored inpatient level 3.7, Opioid Treatment Program (OTP)

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult

Exceptions granted for WellSense Beth Israel Lahey Health (BILH) Performance Network ACO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense BILH does not meet the time or distance standard for Monitored inpatient Acute Treatment Services (ATS) level 3.7 in the Gloucester or Haverhill service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

24 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult

Statewide except
Nantucket service
area

Exceptions granted for WellSense Beth Israel Lahey Health (BILH) Performance Network ACO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense BILH does not meet the time or distance standard for Clinical Stabilization Services (CSS) level 3.5 in the Gloucester or Haverhill service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

WellSense Boston Children's ACO

A. Assurance of plan compliance for 438.68

Indicator	Response
<p>A. Assurance of plan compliance for 438.68</p> <p>III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p>No, the plan does not comply on all standards based on all analyses or exceptions granted</p>

Select "Enter/Edit" to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 1 of 48

3 Maximum time or distance

Two open PCP panels within 15 miles or 30 minutes

Provider type(s)

Primary care

Analysis method(s)

Geomapping

Region

Statewide except for Oak Bluffs and Nantucket Service Areas

Population

Pediatric

Plan deficiencies for WellSense Boston Children's ACO: 42 C.F.R. § 438.68

Description

WellSense Children's does not meet the time or distance standard for Pediatric PCP in the Gloucester service area.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

WellSense Children's has provided refreshed analysis that demonstrates compliance.

Monitoring progress

MassHealth will review the plan-provided analysis and conduct its own analysis to determine if the contract standard is met.

Reassessment date

08/31/2026

Exceptions standards for 438.68

Total: 4 of 48

23 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Monitored inpatient level 3.7, Opioid Treatment Program (OTP)

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult

Exceptions granted for WellSense Boston Children's ACO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense Children's does not meet the time or distance standard for Monitored inpatient Acute Treatment Services (ATS) level 3.7 in the Adams, Athol, Greenfield, Holyoke, Nantucket, Northampton, Oak Bluffs, Orleans, Pittsfield, Springfield, or Westfield service areas. WellSense Children's does not meet the time or distance standard for Opioid Treatment Program (OTP) in the Nantucket, Oak Bluffs, or Orleans service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

24 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5

Analysis method(s)

Geomapping

Region

Statewide except
Nantucket service
area

Population

Adult

Exceptions granted for WellSense Boston Children's ACO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense Children's does not meet the time or distance standard for Clinical Stabilization Services (CSS) level 3.5 in the Adams, Athol, Barnstable, Gardner-Fitchburg, Greenfield, Oak Bluffs, Orleans, Pittsfield, Springfield, or Westfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

26 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; Youth Community Crisis Stabilization (YCCS), Intensive Care Coordination (ICC), Applied Behavioral Analysis (ABA), In-Home Behavioral Services, In-Home Therapy, Therapeutic Mentoring Services

Analysis method(s)

Geomapping

Region

Statewide

Population

Pediatric

Exceptions granted for WellSense Boston Children's ACO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense Children's does not meet the time or distance standard for Youth Community Crisis Stabilization (YCCS) in the Adams, Barnstable, Nantucket, Oak Bluffs, Orleans, or Pittsfield service areas. WellSense Children's does not meet the time or distance standard for Intensive Care Coordination (ICC) in the Nantucket service areas. WellSense Children's does not meet the time or distance standard for Applied Behavioral Analysis (ABA) in the Nantucket service area. WellSense Children's does not

meet the time or distance standard for In-Home Behavioral Services (IHBS) in the Nantucket service areas. WellSense Children's does not meet the time or distance standard for In-Home Therapy in the Nantucket service area. WellSense Children's does not meet the time or distance standard for Therapeutic Mentoring (TM) Services in the Nantucket service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

28 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Structured Outpatient Addiction Program (SOAP)

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult and adolescent

Exceptions granted for WellSense Boston Children's ACO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense Children's does not meet the time or distance standard for Structured Outpatient Addiction Program (SOAP) in the Adams, Nantucket, Orleans, or Pittsfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

B. Assurance of plan compliance for 438.206

Indicator	Response
<p data-bbox="311 107 634 178">B. Assurance of plan compliance for 438.206</p> <p data-bbox="311 205 727 474">III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.</p>	<p data-bbox="761 107 1349 178">Yes, the plan complies on all standards based on all analyses</p>

WellSense Care Alliance

A. Assurance of plan compliance for 438.68

Indicator	Response
<p data-bbox="311 825 618 896">A. Assurance of plan compliance for 438.68</p> <p data-bbox="311 924 727 1268">III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p data-bbox="761 825 1349 896">Yes, the plan complies on all standards based on all analyses</p>

B. Assurance of plan compliance for 438.206

Indicator	Response
<p data-bbox="311 1518 634 1589">B. Assurance of plan compliance for 438.206</p> <p data-bbox="311 1617 727 1877">III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.</p>	<p data-bbox="761 1518 1349 1589">Yes, the plan complies on all standards based on all analyses</p>

WellSense Community Alliance

A. Assurance of plan compliance for 438.68

Indicator	Response
A. Assurance of plan compliance for 438.68 III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.	No, the plan does not comply on all standards based on all analyses or exceptions granted

Select "Enter/Edit" to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 2 of 48

1 **Maximum time or distance**

Two open PCP panels within 15 miles or 30 minutes

Provider type(s)

Primary care

Analysis method(s)

Geomapping

Region

Statewide except for
Oak Bluffs and
Nantucket Service
Areas

Population

Adult

Plan deficiencies for WellSense Community Alliance: 42 C.F.R. § 438.68

Description

WellSense Community does not meet the time or distance standard for Adult PCP in the Framingham service area.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

WellSense Community seeks to add more providers in western portions of the City of Boston.

Monitoring progress

MassHealth will review if adding providers in western Boston will help them meet the contract standard.

Reassessment date

06/30/2026

3 Maximum time or distance

Two open PCP panels within 15 miles or 30 minutes

Provider type(s)

Primary care

Analysis method(s)

Geomapping

Region

Statewide except for
Oak Bluffs and
Nantucket Service
Areas

Population

Pediatric

Plan deficiencies for WellSense Community Alliance: 42 C.F.R. § 438.68

Description

WellSense Community does not meet the time or distance standard for Pediatric PCP in the Framingham service area.

Analyses used to identify deficiencies

Geomapping

Frequency of compliance findings (optional): Not answered, optional

What the plan will do to achieve compliance

WellSense Community seeks to add more providers in western portions of the City of Boston.

Monitoring progress

MassHealth will review if adding providers in western Boston will help them meet the contract standard.

Reassessment date

06/30/2026

Exceptions standards for 438.68

Total: 4 of 48

23 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Monitored inpatient level 3.7, Opioid Treatment Program (OTP)

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult

Exceptions granted for WellSense Community Alliance under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense Community does not meet the time or distance standard for Monitored inpatient Acute Treatment Services (ATS) level 3.7 in the Barnstable, Holyoke, Northampton, Oak Bluffs, Orleans, Springfield, or Westfield service areas. WellSense Community does not meet the time or distance standard for Opioid Treatment Program (OTP) in the Oak Bluffs or Orleans service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

24 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5

Analysis method(s)

Geomapping

Region

Statewide except
Nantucket service
area

Population

Adult

Exceptions granted for WellSense Community Alliance under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense Community does not meet the time or distance standard for Clinical Stabilization Services (CSS) level 3.5 in the Barnstable, Oak Bluffs, Orleans, Springfield, or Westfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

26 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; Youth Community Crisis Stabilization (YCCS), Intensive Care Coordination (ICC), Applied Behavioral Analysis (ABA), In-Home Behavioral Services, In-Home Therapy, Therapeutic Mentoring Services

Analysis method(s)	Region	Population
Geomapping	Statewide	Pediatric

Exceptions granted for WellSense Community Alliance under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense Community does not meet the time or distance standard for Youth Community Crisis Stabilization (YCCS) in the Barnstable, Oak Bluffs, or Orleans service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

28 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Structured Outpatient Addiction Program (SOAP)

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult and adolescent

Exceptions granted for WellSense Community Alliance under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense Community does not meet the time or distance standard for Structured Outpatient Addiction Program (SOAP) in the Orleans service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

WellSense Mercy Alliance

A. Assurance of plan compliance for 438.68

Indicator	Response
<p>A. Assurance of plan compliance for 438.68</p> <p>III.A.1 Indicate whether the state assures that the plan complies with the state’s standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p>No, the plan does not comply on all standards based on all analyses or exceptions granted</p>

Select “Enter/Edit” to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 0 of 48

Exceptions standards for 438.68

Total: 3 of 48

6 Provider to enrollee ratios

One pediatric PCP for every 750 pediatric Enrollees

Provider type(s)

Primary care

Analysis method(s)

Geomapping

Region

Statewide

Population

Pediatric

Exceptions granted for WellSense Mercy Alliance under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense Mercy does not meet the ratio standard for Pediatric PCP in the Holyoke, Springfield, or Westfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. WellSense Mercy hired 1 new Pediatric provider with a start date of 3/3/2026.

23 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Monitored inpatient level 3.7, Opioid Treatment Program (OTP)

Analysis method(s)	Region	Population
Geomapping	Statewide	Adult

Exceptions granted for WellSense Mercy Alliance under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense Mercy does not meet the time or distance standard for Monitored inpatient Acute Treatment Services (ATS) level 3.7 in the Holyoke, Springfield, or Westfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

24 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5

Analysis method(s)	Region	Population
Geomapping	Statewide except Nantucket service area	Adult

Exceptions granted for WellSense Mercy Alliance under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense Mercy does not meet the time or distance standard for Clinical Stabilization Services (CSS) level 3.5 in the Springfield or Westfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

WellSense Signature Alliance

A. Assurance of plan compliance for 438.68

Indicator	Response
A. Assurance of plan compliance for 438.68 III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

WellSense Southcoast Alliance

A. Assurance of plan compliance for 438.68

Indicator	Response
A. Assurance of plan compliance for 438.68 III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

