



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

MassHealth
All Provider Bulletin 252
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TO: All Providers Participating in MassHealth

FROM: Daniel Tsai, Assistant Secretary for MassHealth *D. Tsai*

RE: **Improving Access for MassHealth Members with Disabilities**

Background

The MassHealth program is one of the largest providers of health care coverage for individuals with disabilities in the Commonwealth. Providers who participate in MassHealth are responsible for delivering crucial services to MassHealth members with disabilities and other vulnerable populations. The purpose of this bulletin is to remind all providers to be aware of the Americans with Disabilities Act (ADA) and its requirements.

The U.S. Department of Justice, which enforces the ADA, has issued guidance for providers on providing access to medical care for individuals with mobility disabilities. Please see www.ada.gov/medicare_mobility_ta/medicare_ta.pdf. Please review this guidance promptly and determine whether changes to your facilities, programs and services are necessary based on the guidance.

MassHealth is committed to assuring that members with disabilities have ready access to all MassHealth covered benefits. The Executive Office of Health and Human Services (EOHHS) and the Office of Medicaid will continue to enhance communications, guidance and monitoring capabilities to better assure access for members with disabilities.

Questions

If you have any questions about the information in this bulletin, please contact the MassHealth Customer Service Center at 1-800-841-2900, e-mail your inquiry to providersupport@mahealth.net, or fax your inquiry to 617-988-8974.