



The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Public Health  
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**Maura T. Healey**  
Governor

**Kimberley Driscoll**  
Lieutenant Governor

**Kiame Mahaniah, MD, MBA**  
Secretary

**Robert Goldstein, MD, PhD**  
Commissioner

December 5, 2025

Dear BSAS Provider

The Bureau of Substance Addiction Services (BSAS) is committed to ensuring that people who self-identify as having limited English proficiency or preference for materials and services in a language other than English and who are seeking substance use services are provided meaningful access to those services in their preferred language. To support this, BSAS decided to make interpreter services available to contracted BSAS providers at no cost. These services have experienced significant increase in utilization within the past few years and are quickly outpacing available resources.

**Unfortunately, BSAS has determined that due to increasing fiscal challenges, as of January 1, 2026, BSAS will no longer be able to accept new requests for interpreter services.** Requests and approvals for new or continuance of interpreter services made **prior** to this date will be reviewed on a case-by-case basis to ensure appropriate transitioning of those services after that date.

The decision to end fiscal support for paid interpreter services takes into account not only the fiscal challenges, but also the availability of new technology for language access that providers and agencies can utilize directly to assist clients in receiving services in their preferred language. Telephonic and virtual interpreting services such as Language Line and Propio are available 24/7 to provide on demand interpreter services from certified interpreters, allowing clients to access services in real time.

As a reminder, providers are still responsible for ensuring they comply with requirements related to language access as set by federal and state requirements. BSAS will continue to work with providers towards this goal during these challenging times.

Please reach out to your regional or contract manager if you have any questions.

Sincerely

Deirdre Calvert

A handwritten signature in dark ink, appearing to read "Deirdre Calvert", written over a light blue horizontal line.

Deirdre Calvert, MSW LICSW  
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Department of Public Health  
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