



Communications Access for Deaf and Hard of Hearing Members

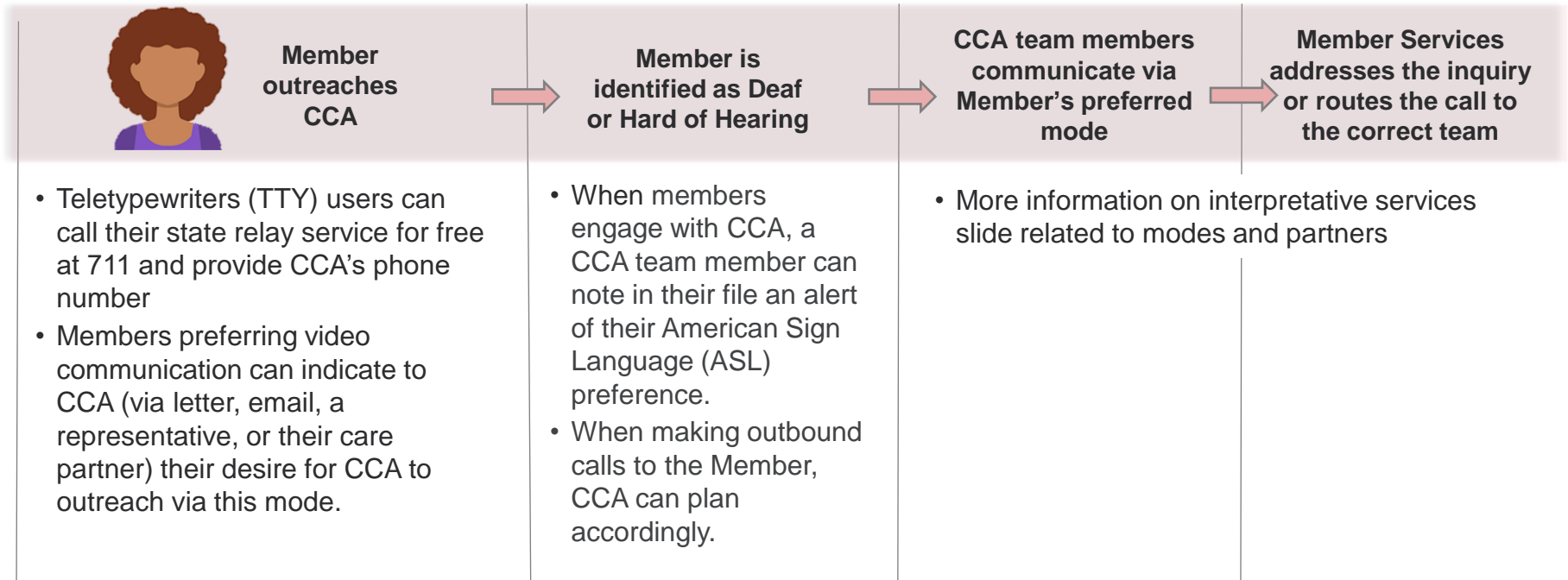
One Care Implementation Council Meeting

Commonwealth Care Alliance (CCA)

January 9, 2024

Member Access

- CCA serves approximately 2,600 OneCare Members with a hearing-related diagnosis.
- CCA's Member Service Department, as well as other teams, are prepared to communicate with members who are Deaf or Hard of Hearing.



Interpreter Services for CCA & Network Providers

- All teams, including Care Team and Member Services, can engage via phone, or doxy.me, a HIPAA compliant audio-video platform, utilized with Voyce interpretation. Care Team members may also be in-person.



Staff In-Person

- Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) for an American Sign Language (ASL) and/or Certified Deaf Interpreters (CDI) interpreter
- Department of Mental Health (on occasion)



Telephonic

- MassRelay TTY (teletypewriter)



Video

- CyraCom
- Doxy.me
 - American Sign Language (ASL)
 - Certified Deaf Interpreters (CDI)
 - Certified Registry of Interpreters for the Deaf (RID)



Community Providers In-Person

- CCA supports in-person interpreting for members at home or in community doctor's offices

Commitment to Equitable & Appropriate Services

Training for Staff

- Lunch & Learn w/ MA Commission for the Deaf & Hard of Hearing (2023)
- Deaf Cultural Intelligence & Competency (by Lori Siedman/ Director of Deaf Services) (11/22 & recording)
- Disability Awareness
- Cultural Intelligence
- Valuing our Differences

Shared Materials for Staff

- Internal website focused on Culturally and Linguistically Appropriate Services (CLAS) standards
- Standard Operating Procedures (SOPs) centrally available to staff regarding interpreters, TTY, & accommodations.

Messaging for Members

- Member benefit information about hearing care
- Member communications to “Make the most of your hearing benefit” (1/2023)



Culturally and Linguistically Appropriate Services

Knowledge Hub

- ASL Interpretation SOP**
Utilizing Video Remote Interpreter Services for ASL Interpretation SOP
- Telephonic Interpreters SOP**
Utilizing Telephonic Interpreters SOP
- Telephonic Interpreters SOP**
Member Engagement - Using Telephonic Interpreters SOP
- TTY and MassRelay SOP**
Utilizing Teleprinters Device for the Deaf and MassRelay SOP
- Alternate Formats SOP**
Alternate Formats, Languages, and Member Accommodations SOP

CLAS Standards at CCA

The CLAS Standards are a set of 16 national standards from the *Department of Health and Human Services*.

The Principle Standard: Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

Learn more at <https://thinkculturalhealth.hhs.gov/clas>

Operationalizing the CLAS Standards at CCA will:

- Improve Member experience and engagement
- Eliminate health disparities and advance health equity
- Ensure language access
- Foster effective communication and cultural intelligence
- Promote continuous monitoring and improvement
- Meet regulatory requirements / contractual agreements

CLAS Activities at CCA will be centered around:

- Ensuring Language Access
- Continuous Monitoring and Improvement
- Fostering Cultural Intelligence

Enhancing the Experience



Close collaboration with Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH)



Support for members includes assistance with devices, technology, and engagement in DHILS Programming.



NCQA Health Equity Accreditation pursuit for equity and disparity elimination



Adherence to National CLAS Standards for language access, health literacy, and culturally appropriate services



2024 Priority: Quality & Member Voices team at CCA partnering with Deaf and Hard of Hearing members. Conducting individual and/or group focus groups to enhance services and member engagement.

