



MassHealth Quality and Equity Incentive Program (QEIP)

Program:	ACO QEIP, MCO QEIP
Performance Year:	2
Measure:	Disability Accommodation Needs
Deliverable:	Disability Accommodation Needs Assessment Report
Submission Portal:	OnBase
Submission Due Date:	January 31, 2025
File Naming Convention:	EntityAbbreviation_DeliverableName_YYYYMMDD
Suggested Page Limit:	5 pages

Summary

The Disability Accommodation Needs measure assesses organizational and member-reported information related to accommodation needs related to a disability. One component of this measure is reported through this “Disability Accommodation Needs Assessment Report” template:

1. ACO reporting (through providers data systems, provider, and patient engagement) performed at the organizational level to understand patient accommodation needs and whether patients’ accommodation needs are being met (including successes and barriers).

Reporting Template

Contact Information

Point of Contact Name:	Add text
Organization Name:	Add text
Point of Contact Email Address:	Add text

Introduction

Please respond to each question in the reporting template provided below. For Section 1, ACOs/MCOs may draw from their responses in the PY1 reporting deliverable but should update their responses as needed. For any question that does not apply to the ACO/MCO, please indicate “N/A” and provide rationale in the response. For any question with sub-questions, all sub-questions must be responded to for the answer to be considered complete.

Please email the MassHealth Health Equity team at health.equity@mass.gov with any questions.

Thank you!

- Section 1: Description of Primary Care Processes, Provider Data Systems, and Provider/Organizational Feedback
- Section 2: Member Voice

Section 1:

This section asks ACOs/MCOs to describe current practices (as of June 30, 2024, unless otherwise stated) related to screening members for accommodation needs in primary care settings, documenting the screening occurred, and identifying the accommodation needed. Please note that all sub-questions within a question must be responded to for the answer to be considered complete. Specifically:

1. Please describe the current state of accommodation needs screenings in primary care settings. Specifically, describe the timing and cadence of screening, and how screening is conducted including what staff and/or provider type conducts the screening (e.g., medical assistants conduct the screening). If screening is performed differently across primary care settings, please describe the approach for each sub-setting. Otherwise, please state that the screening is performed consistently across primary care settings.

Response:

- a. Does the ACO/MCO have a process for identifying members with disabilities and specifically screening those members for accommodation needs during their primary care visits? If yes, please describe this process and if not, please describe why not and whether the ACO/MCO is planning to introduce processes to screen members with disabilities.

Response:

2. Please describe the screening instrument(s) used to screen members for accommodation needs in the primary care setting or each sub-setting described in Question 1. Please provide a screenshot or copy of each screening instrument in use.

Response:

3. For each setting and/or sub-setting described in Question 1, specify where any reported accommodation needs are documented (e.g., on the StoryBoard in the patient's electronic health record). Please provide a description and/or de-identified screenshot depicting where needs are documented.

Response:

- a. In CY2023, what percentage of members were screened for accommodation needs in primary care settings that request accommodation for their visit? Please describe data that was used to inform your response.

Response:

4. Is the ACO/MCO able to identify whether a requested accommodation was provided in primary care settings? If yes, please describe this process and if not, please describe why not and whether the ACO/MCO is planning to introduce processes to capture this information.

Response:

5. Does the ACO/MCO have a process to understand whether members' report their accommodation needs being met in primary care settings? If yes, please describe this process and if not, please describe why not and whether the ACO/MCO is planning to introduce processes to capture this information.

Response:

Section 2:

This section asks about the results of the ACOs/MCOs' engagement with members with disabilities and/or their caregivers through surveys, interviews, and/or focus groups during the PY. In the space provided below, ACOs/MCOs should describe the process, key themes, and learnings from their qualitative data collection. Please note that all sub-questions within a question must be responded to for the answer to be considered complete. Specifically:

1. Please describe the ACO/MCO's engagement strategy for members with disabilities related to the QEIP. Specifically, describe:

- a. How the ACO/MCO identified members and/or caregivers for engagement,

Response:

- b. Any outreach activities to invite identified members and/or caregivers to participate,

Response:

- c. Vehicles for engagement (e.g. interviews, focus groups, surveys), and

Response:

- d. Topics on which members were asked to provide input in each engagement vehicle.

Response:

2. What was learned from member and/or caregiver input related to accommodation needs screening in your ACO/MCO? Specifically, describe whether:

a. Members reported being screened for accommodation needs, and

Response:

b. How they experienced that screening (including facilitators or barriers to being screened).

Response:

3. What was learned from member and/or caregiver input related to whether accommodation needs are being met? Specifically, describe:

a. Contexts in which members and/or caregivers reported their needs were met,

Response:

b. Contexts in which members and/or caregivers reported their accommodation needs were not met, and

Response:

c. Any opportunities your organization identified to improve your approach to meeting members' accommodation needs.

Response:

4. Please share other key themes or learnings derived from engagement with members with disabilities and/or their caregivers.

Response:

5. Please describe at least three opportunities your organization identified through this stakeholder engagement initiative to improve your approach to screening members for accommodation needs.

Response:

6. Please describe at least three opportunities your organization identified through this stakeholder engagement initiative to improve your approach to meeting members' accommodation needs.

Response: