



**ACO & MCO Quality and Equity Incentive Program (AQEIP & MQEIP)
Disability Accommodation Needs Report
Due December 1, 2023**

Instructions

As outlined in the AQEIP and MQEIP Performance Year 1 Implementation Plans and Technical Specifications, for PY1 (CY2023) ACOs and MCOs will be assessed on complete and timely submission to EOHHS of a report describing the organization's current practice and future plans for the following:

- Screening members for accommodation needs* before or during an outpatient encounter, and how the results of this screening is documented.
- Other methods, if any, for documenting accommodation needs.
- Asking members to report, during or after an outpatient encounter, if their accommodation needs were met.
- Analyses that are performed at the organizational level to understand whether accommodation needs have been met.

**For this report, accommodation needs are regarded to be needs related to a disability, including disabilities as a result of a physical, intellectual or behavioral health condition. For this report, this does not include needs for language interpreters, but does include accommodation needs for vision impairments (e.g., Braille) or hearing impairments (e.g., ASL interpreters).*

ACOs and MCOs should complete the reporting template provided in this document and submit the completed report to EOHHS by December 1st, 2023. Finalized reports can be submitted via OnBase. Please keep the responses to no more than 5 pages in total.

Please reach out to the MassHealth Health Equity Team at health.equity@mass.gov with any questions. **Thank you!**



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Section 1: ACO/MCO Information

ACO or MCO Name:

Please provide the following information for each ACO/MCO Representative completing this report:

Full Name	Title	Email Address

Section 2: Disability Accommodation Needs Information

The first portion of this report relates to current practices.

Question 1: Please describe your current practices for screening members for their accommodation needs either before or during an outpatient encounter. Responses may include but should not be limited to: screening tools used and/or questions asked, the timing and setting of screenings, staff involved in screening, etc.

Response:

Question 1a: How do you document any reported accommodation needs, e.g. in the EHR, free text notes or flags on a members' file or care assessment, etc.?

Response:

Question 1b: Do you have any alternative or supplemental methods for identifying a member's accommodation needs?

Response:

Question 1c: If you currently screen members for accommodation needs, please list the specific question(s) and response options that you use to screen members.

Response:



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Question 2: Please describe your current practices for asking members to report, during or after an outpatient encounter, if their accommodation needs were met. Similar to question 1 above, responses may include: screening tools used and/or questions asked, the timing and setting of screenings, staff involved in screening, etc.

Response:

Question 2a: How do you document whether members' needs are being met?

Response:

Question 3: Please describe any efforts to aggregate results at the organizational level to determine whether members' accommodation needs are being met.

Response:

Question 3a: Do you have a process for sharing the aggregate results internally or with providers, members, and other stakeholders? If so, please describe.

Response:

The second portion of this report relates to future plans.

Question 4: Please describe any anticipated actions you will undertake in the next five years for screening members for their accommodation needs either before or during an outpatient encounter. This may include plans to improve current screening practices or establishing new screening practices.

Response:

Question 4a: How do you plan to document any reported accommodation needs, and how will documented information be used?

Response:

Question 4b: Do you plan on having any alternative or supplemental methods for identifying a member's accommodation needs?

Response:



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Question 5: Please describe anticipated actions you will undertake in the next five years to monitor whether accommodation needs are met. This may include plans to improve current practices or establishing new practices related to assessing whether accommodation needs were met.

Response:

Question 5a: How do you plan to monitor whether members' needs are being met?

Response:

Question 5b: Describe any current plans to ask members to report, during or after an outpatient encounter, if their accommodation needs were met.

Response:

Question 6: Please describe any anticipated actions you will undertake in the next five years to aggregate results at the organizational level related to whether members' accommodation needs are being met. This may include plans to improve analyses or establishing new data analysis practices.

Response:

Question 6a: What will your process be for sharing these results internally or with providers, members, and other stakeholders?

Response:

Question 7: Do you foresee any challenges or barriers to screening, reporting, and meeting the needs of members with accommodation needs? If so, how do you anticipate overcoming those challenges?

Response: