MassHealth Quality and Equity Incentive Program (QEIP)

Program:	**MCO QEIP**
Performance Year:	3
Metric:	Disability Competent Care
Deliverable:	Disability Competent Care Training Report
Submission Portal:	OnBase
Submission Due Date:	March 31, 2026
File Naming Convention:	MCOAbbreviation_DCCTraining_YYYYMMDD
Suggested Page Limit:	2-3

Summary

Despite evidence of health care disparities experienced by people with disabilities, many health care workers lack adequate training to competently meet their health care needs. The Disability Competent Care measure will incentivize MCOs to identify and prepare for addressing unmet needs for healthcare worker education and training to promote core competencies in providing care to members with disabilities.

Reporting Template

Contact Information

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

Introduction

MCOs will be assessed on the achievement of training patient-facing staff in disability competent care and demonstration of competency, as well as progress towards and/or meeting the Performance Year (PY) 3 training target of 20%. For this measure, MCOs will report the number of eligible patient-facing staff who in the past 24 months:

1) completed disability competency training to address Disability Competent Care (DCC) pillars selected by the MCO in its DCC Training Plan report; and
2) demonstrated competency in the relevant disability competency training area(s).

In early 2024, MCOs defined applicable patient-facing staff for each disability competency training area in their DCC Training Plan report, and this "applicable patient-facing staff" was approved by MassHealth.

Please respond to all of the applicable questions in the following two sections of the report below:

- Section 1: Overview of Selected Trainings and Targeted Patient-facing Staff (if any changes from PY2 Report)
- Section 2: Disability Competent Care Training Data

A complete, responsive, and timely submission will be submitted to MassHealth by March 31, 2026, and will include direct responses to all the questions in the report template below. Blank

responses and/or partially completed tables (e.g., with blank cells) will not meet the requirements of the measure. Include data only for the specific MCO for which this report is being submitted.

Section 1: Overview of Selected Trainings and Targeted "Patient-Facing Staff," If Applicable

1. Have any changes been made to the MCO's DCC trainings as reported in the PY2 DCC Training Report?

☐ No

If there are <u>no changes</u> to the DCC Trainings since the PY2 DCC Training Report, please <u>skip Section 1 and complete only Section 2</u>.

☐ Yes

If there <u>are any changes</u> to the DCC Trainings from the PY2 DCC Training Report, specifically DCC training area or targeted patient-facing staff, please <u>complete Table 1</u> describing training tool(s) and targeted populations applicable to this measure. *Add additional tables as needed to capture changes to all relevant training tools.*

As a reminder, if an MCO changed their targeted DCC training area from their approved PY2 DCC Training Plan and/or expanded their targeted patient-facing staff population in PY3, an updated DCC Training Plan should have been submitted to MassHealth for review and approval prior to implementation.

Table 1: Overview of Selected Trainings and Targeted "Patient-Facing Staff"

Table 1A. Training Tool 1

Training Name	
Training Source/Steward (with citation as relevant)	
DCC Pillar/Sub-Section(s) Addressed by Training	
Targeted "Applicable Patient-Facing Staff" Definition Approved by MassHealth	
Total # of targeted "Applicable Patient-Facing Staff" Captured in Approved Definition	
Describe how "Demonstrated Competency^" Will be Assessed for the Training Tool	

^ Demonstrated competency in a targeted disability competent care training area is defined as demonstrated ability to apply the knowledge and/or skills targeted for improvement through a disability competent care training exercise

Section 2: Disability Competent Care Training Data

2. Total # of Patient-Facing Staff across the MCO in PY3:_____

3. Populate Table 2 with training data applicable to this measure. *Add additional tables as needed to capture training data for all the MCO's DCC training tools.*

Table 2: MQEIP Disability Competent Care Training Data
Table 2A. Training Tool 1

Training Name	
Total # of "Patient-Facing Staff" that Completed the Training in the 24 Months Preceding December 31, 2025	
Total # of "Patient-Facing Staff" that Completed the Training and Demonstrated Competency within 24 Months Preceding December 31, 2025	

Table 2B. Training Tool 2

Training Name	
Total # of "Patient-Facing Staff" that Completed the Training in the 24 Months Preceding December 31, 2025	
Total # of "Patient-Facing Staff" that Completed the	

| Training **and** Demonstrated Competency within 24 Months Preceding December 31, 2025 | |

Table 2C. Training Tool 3

Training Name	
Total # of "Patient-Facing Staff" that Completed the Training in the 24 Months Preceding December 31, 2025	
Total # of "Patient-Facing Staff" that Completed the Training **and** Demonstrated Competency within 24 Months Preceding December 31, 2025	