MassHealth Quality and Equity Incentive Program (QEIP)

Program:	MCO QEIP
Performance Year:	2
Metric:	Achievement of External Standards for Health Equity
Deliverable:	External Standards for Health Equity Report
Submission Portal:	OnBase
Submission Due Date:	January 31, 2025
File Naming Convention:	EntityAbbreviation_ExternalStandardsReport_YYYYMMDD
Suggested Page Limit:	10 pages

Summary

NCQA's Health Equity Standards are intended to serve as a foundation for MCOs to address health care disparities. These Health Equity Standards build on the equity-focused Health Plan Accreditation standards to recognize organizations that go above and beyond to provide high quality and equitable care.

All MCOs should complete and submit this report of progress towards NCQA Health Equity Accreditation (HEA) in Performance Year 2 (PY2) to meet performance requirements outlined in the MQEIP PY2 Technical Specifications. MCOs are incentivized to demonstrate to MassHealth achievement of the NCQA HEA Standards by the end of PY3.

Reporting Template

Contact Information

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

Introduction

In PY2 of the MQEIP, MCOs are required to demonstrate progress towards the NCQA Health Equity Accreditation standards, as demonstrated through this report to MassHealth. This report consists of one section:

- Section 1: Progress on NCQA Health Equity Accreditation Standards

Section 1: Progress on NCQA Health Equity Accreditation Standards

The NCQA HEA Standards for Health Equity are grouped into seven domains:
1. HE 1: Organizational Readiness
2. HE 2: Race/Ethnicity, Language, Gender Identity, and Sexual Orientation Data
3. HE 3: Access and Availability of Language Services
4. HE 4: Practitioner Network Cultural Responsiveness
5. HE 5: Culturally and Linguistically Appropriate Services Program
6. HE 6: Reducing Health Care Disparities
7. HE 7: Delegation of Health Equity Activities

Please answer the following questions about the MCO's progress towards each of these seven domains.

Additional guidance:
- All questions refer to the MCO's internal monitoring of progress towards the NCQA HEA Standards and does not imply that NCQA has indicated that the MCO has met the domain or domain elements.
- Only answer "yes" to questions 1-7 if all elements within the domain have been achieved. Please answer "no" if any of the elements are still in progress.
- MCOs must describe how they have met or will make progress towards (i.e., sub-questions a and b) **all of the elements within each domain** in order for the response to be considered complete.

1. Question 1: Has your MCO achieved all elements outlined in HE 1: Organizational Readiness?

   Please answer (Yes/No):

   a. If yes, please describe how the MCO has demonstrated achievement of the elements outlined in HE 1: Organizational Readiness. If no, please write "N/A" and respond to 1b.

   Please describe:

   b. If no, please describe how the MCO will make progress towards the elements to achieve all standards by the end of PY3. If the MCO has achieved some but not all of the elements, please indicate that here and note which elements are achieved or in progress.

   Please describe:

2. Question 2: Has your MCO achieved all elements outlined in HE 2: Race/Ethnicity, Language, Gender Identity and Sexual Orientation Data?

Please answer (Yes/No):

a. If yes, please describe how the MCO has demonstrated achievement of each of the elements outlined in HE 2: Race/Ethnicity, Language, Gender Identity and Sexual Orientation Data. If no, please write "N/A" and respond to 2b.

    Please describe:

b. If no, please describe how the MCO will make progress towards each of the elements to achieve all standards by the end of PY3. If the MCO has achieved some but not all elements, please indicate that here and note which elements are achieved or in progress.

    Please describe:

3. Question 3: Has your MCO achieved all elements outlined in HE 3: Access and Availability of Language Services?

    Please answer (Yes/No):

    a. If yes, please describe how the MCO has demonstrated achievement of each of the elements outlined in HE 3: Access and Availability of Language Services. If no, please write "N/A" and respond to 3b.

        Please describe:

    b. If no, please describe how the MCO will make progress towards each of the elements to achieve all standards by the end of PY3. If the MCO has achieved some but not all elements, please indicate that here and note which elements are achieved or in progress.

        Please describe:

4. Question 4: Has your MCO achieved all elements outlined in HE 4: Practitioner Network Cultural Responsiveness?

    Please answer (Yes/No):

    a. If yes, please describe how the MCO has demonstrated achievement of each of the elements outlined in HE 4: Practitioner Network Cultural Responsiveness. If no, please write "N/A" and respond to 4b.

Please describe:

     b. If no, please describe how the MCO will make progress towards each of the elements to achieve all standards by the end of PY3. If the MCO has achieved some but not all elements, please indicate that here and note which elements are achieved or in progress.

Please describe:

5. Question 5: Has your MCO achieved all elements outlined in HE 5: Culturally and Linguistically Appropriate Services Programs?

Please answer (Yes/No):

     a. If yes, please describe how the MCO has demonstrated achievement of each of the elements outlined in HE 5: Culturally and Linguistically Appropriate Services Programs. If no, please write "N/A" and respond to 5b.

Please describe:

     b. If no, please describe how the MCO will make progress towards each of the elements to achieve all standards by the end of PY3. If the MCO has achieved some but not all elements, please indicate that here and note which elements are achieved or in progress.

Please describe:

6. Question 6: Has your MCO achieved all elements outlined in HE 6: Reducing Health Care Disparities?

Please answer (Yes/No):

     a. If yes, please describe how the MCO has demonstrated achievement of each of the elements outlined in HE 6: Reducing Health Care Disparities. If no, please write "N/A" and respond to 6b.

Please describe:

     b. If no, please describe how the MCO will make progress towards each of the elements to achieve all standards by the end of PY3. If the MCO has achieved some but not all

elements, please indicate that here and note which elements are achieved or in progress.

Please describe:

7. Question 7: Has your MCO achieved all elements outlined in HE 7: Delegation of Health Equity Activities?

Please answer (Yes/No):

a. If yes, please describe how the MCO has demonstrated achievement of each of the elements outlined in HE 7: Delegation of Health Equity Activities. If no, please write "N/A" and respond to 7b.

Please describe:

b. If no, please describe how the MCO will make progress towards each of the elements to achieve all standards by the end of PY3. If the MCO has achieved some but not all elements, please indicate that here and note which elements are achieved or in progress.

Please describe: