



Massachusetts Community Benefits

HMO Filer Training

NOVEMBER 7, 2019

HEALTH CARE DIVISION
OFFICE OF ATTORNEY GENERAL MAURA HEALEY
ONE ASHBURTON PLACE
BOSTON, MA 02108



Agenda

1. Principles for Updated Guidelines
2. Community Benefits Planning
3. Community Benefits Reporting



Principles for Updated Guidelines

1. Better Align Reporting Requirements
2. Improve Community Engagement
3. Increase Transparency
4. Facilitate Investment in Common Priorities
 - Social Determinants of Health
 - Statewide Health Issues and Priorities
5. Encourage Regional Collaboration and Learning



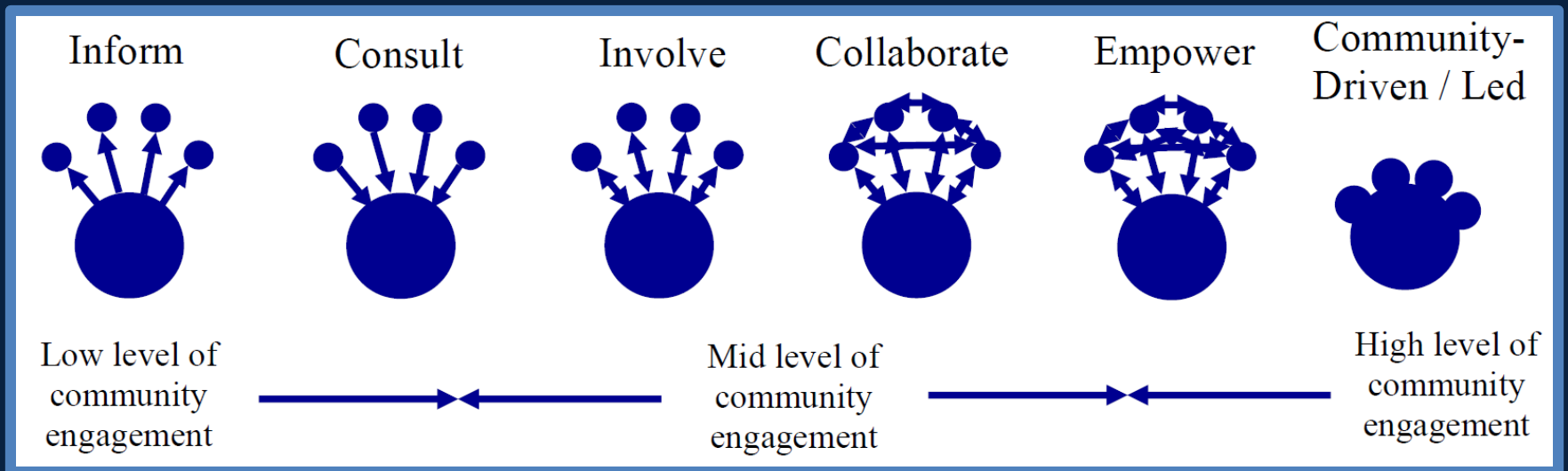
Agenda

1. Principles for Updated Guidelines
2. Community Benefits Planning
 - Community Engagement
 - Investment in Common Priorities
 - Focus on Health Equity
 - Regional Collaboration
3. Community Benefits Reporting



Community Engagement

- Diversity in Decision-Making
- Opportunity for Public Engagement
- Community Representative Feedback Forms





Investment in Common Priorities

EOHHS Focus Issues

Chronic Disease

Housing Stability &
Homelessness

Mental Illness &
Mental Health

Substance Use
Disorders

DoN Health Priorities

Built Environment

Education

Employment

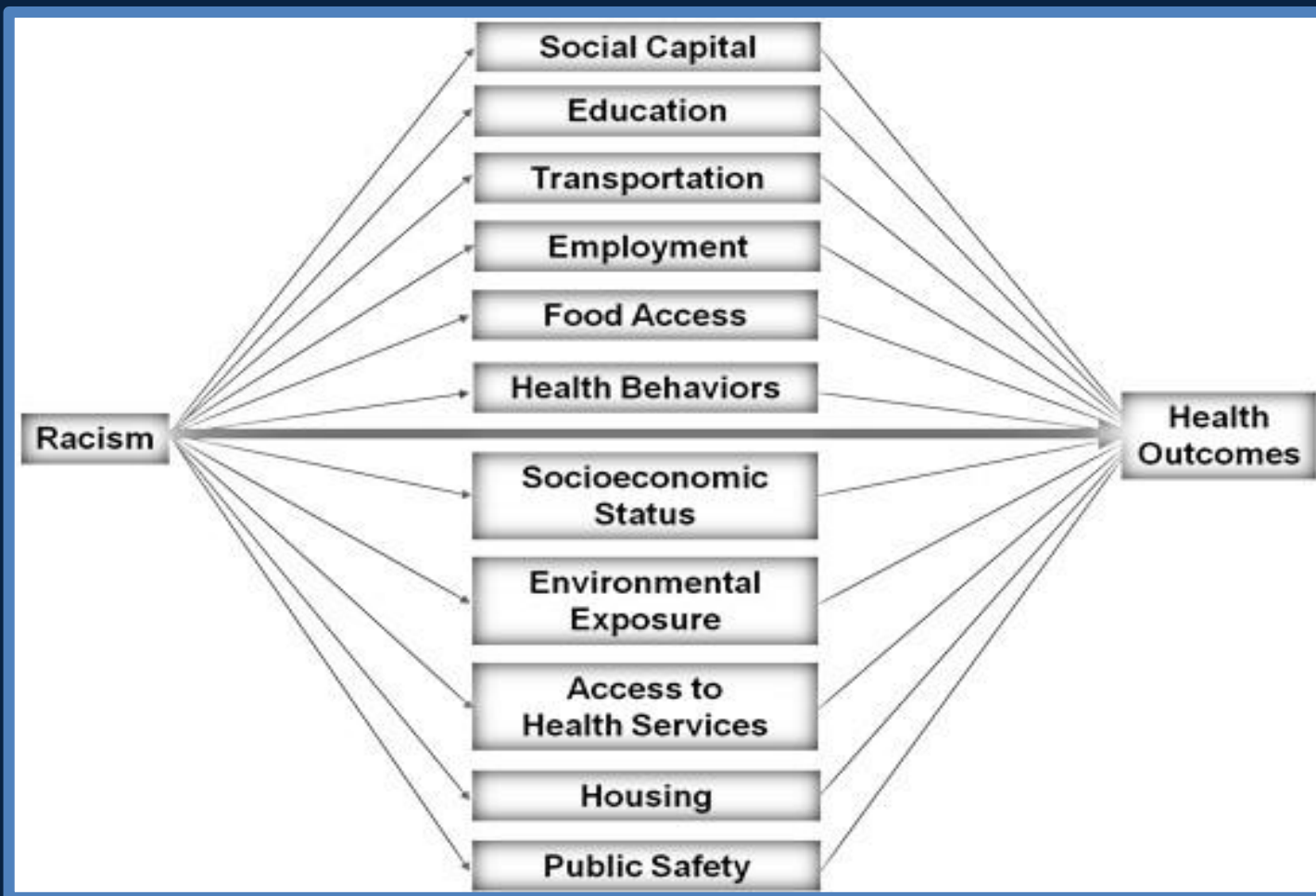
Housing

Social Environment

Violence



Focus on Health Equity





Regional Collaboration

Areas for Collaboration

- Joint Community Health Needs Assessment
- Joint Implementation Strategy
- Sharing of Best Practices

Partners in Collaboration

- Hospitals and Other Providers
- Local Public Health Departments
- Community-Based Organizations



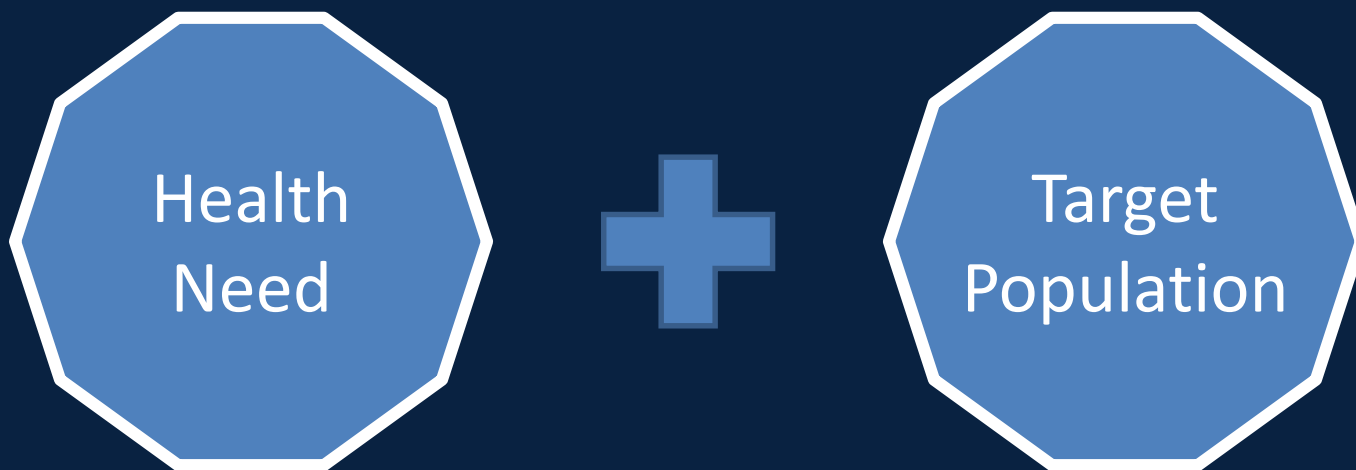
Agenda

1. Principles for Updated Guidelines
2. Community Benefits Planning
3. Community Benefits Reporting
 - Planning Documents
 - Self-Assessment Documents
 - Program Reporting
 - Expenditure Reporting
 - Optional Supplement
 - Community Feedback



Community Benefits Reporting

Community Benefits programs may only be reported if they address the **Health Needs** of the **Target Populations** identified in the planning documents.





Planning Documents

Community Health Needs Assessment (CHNA)

Implementation Strategy

- Goals & Objectives
- Resources Committed
 - Audited total revenues and expenses
 - Operating budget and compensation structures
 - Net value of the HMO's tax exemption benefits



Self-Assessment Documents

Filer Self-Assessment

- Leadership
- Community Engagement
- Assessing and Addressing Community Needs
- Collaboration



Program Reporting

- Program Type
 - Funding to Outside Organization
- Program Descriptors
- EOHHS Focus Issues
- DoN Health Priorities
- Health Issues
- Target Populations



Reporting – Program Type

- Direct Clinical Services
- Community-Clinical Linkages
- Total Population or Community-Wide Interventions
- Access / Coverage Supports
- Infrastructure to Support CB Collaboration Across Institutions

Please check here if this program is part of a grant to an outside organization



Reporting – Program Type Descriptors

- Community Education
- Community Health Center Partnership
- Health Professional / Staff Training
- Health Screening
- Mentorship / Career Training
- Physician / Provider Diversity
- Prevention
- Research
- Support Group



Reporting – Statewide Priorities

EOHHS Focus Issues

- Chronic Disease
(Cancer, Heart Disease,
and Diabetes)
- Housing Stability and
Homelessness
- Mental Illness and
Mental Health
- Substance Use Disorder

DoN Health Priorities

- Built Environment
- Education
- Employment
- Housing
- Social Environment
- Violence



Reporting – Health Issues

- Cancer
- Chronic Disease
- Dental Health
- Emergency Preparedness
- Health Behaviors
- Hospice
- Infectious Disease
- Injury
- Maternal / Child Health
- Mental Health
- Reproductive Health
- Senior Health
- Substance Addiction
- Vision



Reporting – Target Population

Populations Served

- Region Served
- Environment Served
- Gender
- Age Group
- Race / Ethnicity
- Languages

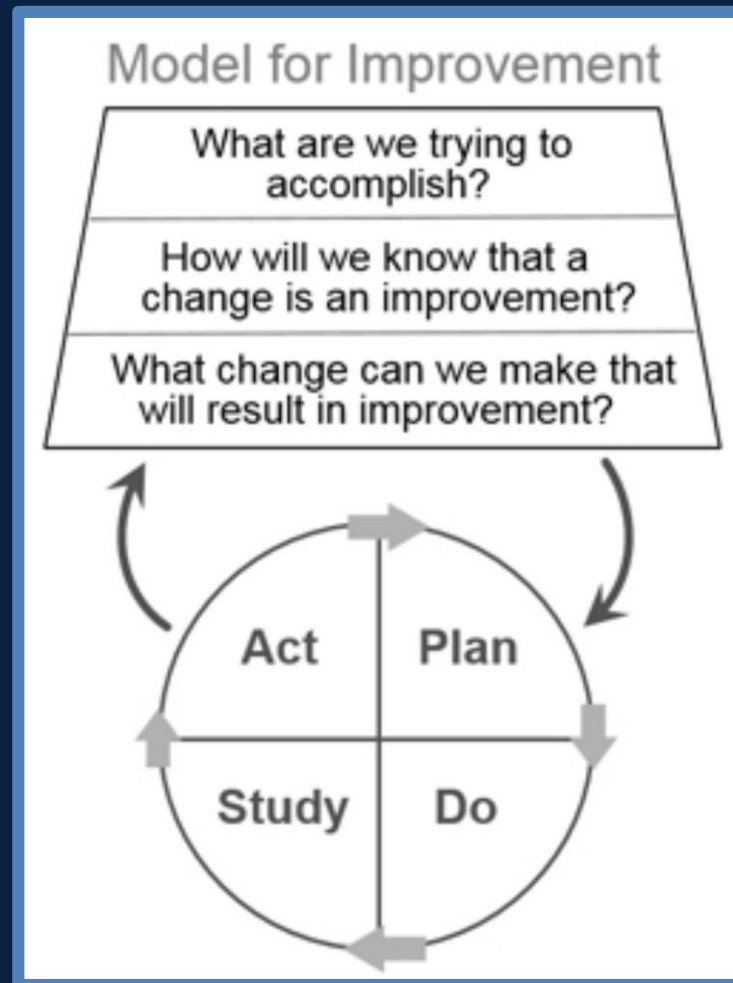
Additional Target Population

- LGBT Status
- Disability Status
- Veteran Status
- Domestic Violence History
- Incarceration History
- Refugee / Immigrant Status



Reporting – Program Goals

- Goal Description
- Type of Goal
 - Process Goal
 - Outcome Goal
- Time Frame
 - In Year # of #
- Goal Status





Expenditure Reporting

- CB Expenditures by Program Type
- CB Expenditures by Health Need
 - EOHHS Health Issues
 - Additional Health Needs Identified by the Community
- Other Leveraged Resources
- Net Charity Care (HSN Assessment)
- HMO Administrative Expenses
- HMO Hospital, Medical, and Other Health Care Costs
- Total Revenue
- Approved CB Program Budget for FY2020



Expenditure Reporting

Expenditures Broken Out by Program Type

Direct Clinical Services	Community-Clinical Linkages	Total Population or Community-Wide Interventions	Access/Coverage Supports	Infrastructure to Support CB Collaborations
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Subtotal indicating how much - if any - of the total is paid by the HMO as grants and/or other funding provided to outside organizations:

Direct Clinical Services	Community-Clinical Linkages	Total Population or Community-Wide Interventions	Access/Coverage Supports	Infrastructure to Support CB Collaborations
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Expenditures Broken Out by Health Need

Chronic Disease with a Focus on Cancer, Heart Disease, and Diabetes	Mental Health/Mental Illness	Housing/Homelessness	Substance Use
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional Health Needs Identified by the Community

Total Community Benefits Program Expenditures

Note: Both program expenditure breakouts (i.e. by program type and by health need) should equal the same total.
Confirmation that Total Expenditures by Program Type is Equal to Total Expenditures by Health Need. (If 'YES,' please proceed)

Same Expenditure Total by Program Type and by Health Need?



Expenditure Reporting

Other Leveraged Resources

Charity Care

HSN Assessment

Total Community Benefits Expenditures

HMO Administrative Expenses

HMO Hospital Medical and Other Health Care Costs

Total Revenue

Approved CB Program Budget for FY2020

Comments



Optional Supplement

Brief Narrative

- HMO role as an employer, purchaser, investor, and anchor institution
- Efforts to advance health equity, reduce disparities, and address social determinants of health
- Detailed expenditure report
 - Resource Commitments
 - Additional Health Needs Identified by the Community



Community Feedback

Community Representative Feedback Form

- HMO to provide form to Community Representative
- Not published on AGO website

Written Comments

- Public may submit comments to CB Report
- Encouraged to meet with HMO prior to submission
- HMO must be notified of intent to submit comments
- Published on AGO website



AGO Public Website



Office of the Massachusetts Attorney General Hospital and HMO Community Benefits Reports



[Browse](#) [Search Reports](#) [Search Programs](#) [Download](#) [Comment](#) [Help](#)

Please select a Fiscal Year to search Community Benefits programs from that year.

Fiscal Year

Please use the keyword search and/or filter options below to search programs.

Use the 'ctrl' key (or 'command' key for Apple users) to select multiple items from the lists below. To deselect an item that is already selected, click that item while holding down the 'ctrl' (or 'command') key.

Keyword Search

Filters

Organization(s) or Organization Type

Program Type

- Community Benefits Planning Process
- Community Education
- Community Health Needs Assessment
- Community Participation/Capacity Building Initiative
- Direct Services
- Grant/Donation/Foundation/Scholarship

Regions Served

- Abington
- Acton
- Agawam
- All Massachusetts
- Amherst
- Andover

Age Group

- Adult
- Adult-Elder
- Adult-Young
- All
- All Adults
- All Children

Sex

- All
- Female
- Male
- Transgender

Health Indicator

- Access to Health Care
- All
- Environmental Quality
- Immunization
- Injury and Violence
- Mental Health

Ethnic Group

- All
- American Indian/Alaskan Native
- Asian
- Black/African American
- Hispanic/Latino
- Native Hawaiian/Pacific Islander

Language

- All
- Cambodian
- Cape Verdean Creole
- Chinese
- English
- Haitian Creole

[Search Programs](#)



MassUP

MassUP

- “Moving Massachusetts Upstream”
- Collaborative, coordinated strategy for state agencies to support health systems, providers and community-based organizations
- Develop and implement approaches to address social determinants of health

2020 Learning Forum

- Sharing best practices



Questions?

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