



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)

## Managed Care Entity Bulletin 117

**DATE:** April 2024

**TO:** Accountable Care Partnership Plans Participating in MassHealth

**FROM:** Mike Levine, Assistant Secretary for MassHealth 

**RE:** Accountable Care Partnership Plans—Service Area Additions and Removals Effective January 1, 2025

### Applicable Managed Care Entities and PACE Organizations

- ☒ Accountable Care Partnership Plans (ACPPs)
- ☐ Managed Care Organizations (MCOs)
- ☐ MassHealth's behavioral health vendor
- ☐ One Care Plans
- ☐ Senior Care Options (SCO) Plans
- ☐ Program of All-inclusive Care for the Elderly (PACE) Organizations

### Overview

This bulletin details how Accountable Care Partnership Plans (ACPPs) may add or remove service areas (SAs), as defined in the Accountable Care Partnership Plan Contract with the Executive Office of Health and Human Services (EOHHS) (the Contract), to or from their current list of SAs in Appendix F of the Contract.

Proposals to add or remove SAs are due by **4:00 p.m. on May 31, 2024**. The effective date of any approved additions to or removals from an ACPP's service area will be on or around January 1, 2025. ACPPs must also submit a response to *Managed Care Entity Bulletin 118* by the due date in that bulletin to add or remove primary care providers (PCPs) from their exclusive list of PCPs who correspond with the ACPP's proposal to add or remove SAs.

All proposed additions and removals approved by EOHHS shall be made effective through an amendment to the Contract.

By providing this opportunity, EOHHS aims to support and further the goals of the MassHealth Accountable Care Organization (ACO) program, which remains focused on delivering integrated behavioral and physical health services, care management, and improved member experiences.

If an ACPP requests to remove a particular SA, EOHHS will make its best efforts to utilize its SA exception process to help current enrollees in these SAs, so they do not need to change health plans unless they want to.

## EOHHS Review

In reviewing an ACPP's request to add or remove SAs, EOHHS may approve, disapprove, or require modification, in whole or in part, of the ACPP's request. EOHHS will use reasonable judgment to determine whether the proposed additions or removals will support the goals of the ACO program, will be in the best interests of enrollees, and will meet the needs of EOHHS. In making such determination, EOHHS may consider factors that include, but are not limited to:

- impact on enrollees;
- impact on enrollment choices for enrollees;
- impact on network adequacy;
- the ACPP's plans for notifying impacted parties; and
- overall ACPP geographic penetration in the Commonwealth.

EOHHS may contact ACPPs to clarify any information submitted in response to this bulletin.

## Submission Process

### Part 1: All Submissions

ACPPs requesting to add or remove SAs, effective January 1, 2025, must submit a complete proposal to EOHHS by **4:00 p.m. on May 31, 2024**. See Submission Deadline section below.

ACPPs must provide the information requested using forms provided by EOHHS. ACPPs must contact their MassHealth contract manager to request a fillable version of these forms.

Submissions must come from the party holding the ACPP Contract with EOHHS (known as the Contractor in the Contract).

### Part 2: Service Area Additions

**A complete proposal to add a service area includes the following:**

A. Service Area (SA) Additions Request Form

The ACPP must complete one Service Area (SA) Additions Request Form for each SA that the ACPP is requesting to add. For example, if the ACPP is requesting to add five new SAs, effective January 1, 2025, the ACPP's submission must include five completed Service Area (SA) Additions Request Forms.

B. Geo-Access Report Forms

C. Provider List Forms

D. Response to [\*Managed Care Entity Bulletin 118\*](#) (if applicable)

If adding a new SA corresponds with adding PCPs to the ACPP's Provider Network, the ACPP must also submit a response to *Managed Care Entity Bulletin 118* as described in the Overview section of this bulletin. The ACPP must confirm this submission in the Service Area (SA) Additions Request Form above.

## Part 3: Service Area Removals

### A complete proposal to remove a service area includes the following:

A. Service Area (SA) Removals Request Form

The ACPP must complete one Service Area (SA) Removals Request Form for each SA, listed in Appendix F of the ACPP Contract, that the ACPP is requesting to remove. For example, if the ACPP is requesting to remove five SAs, effective January 1, 2025, the ACPP's submission must include five completed Service Area (SA) Removals Request Forms.

B. Geo-Access Report Forms

As specified in the Service Area (SA) Removals Request Form, the ACPP must submit the Geo-Access Report Forms only if removing the SA would also result in other changes to the ACPP's provider network (such as removing other providers (other than PCPs) from the ACPP's provider network).

C. Response to *Managed Care Entity Bulletin 118* (if applicable)

If removing a SA corresponds with removing PCPs from the ACPP's Provider Network, the ACPP must also submit a response to *Managed Care Entity Bulletin 118* as described in the Overview section of this bulletin. The ACPP must confirm this submission in the Service Area (SA) Removals Request Form above.

## Process Questions

ACPPs that want to ask questions about the process described in this MCE bulletin must send those questions to [aco.program@mass.gov](mailto:aco.program@mass.gov) by **April 30, 2024**. ACOs must copy their MassHealth contract manager on any emails. EOHHS will review questions and may prepare written responses that EOHHS determines to be of general interest. EOHHS also may accept questions during ACO office hours.

## Submission Deadline

ACPPs that want to add or remove SAs must respond with the information specified above by **4:00 p.m. on May 31, 2024**, by email to [aco.program@mass.gov](mailto:aco.program@mass.gov), with the subject line "[ACPP Name] Proposed Service Area Additions/Removals Submission."

## MassHealth Website

This bulletin is available on the [MassHealth Provider Bulletins](#) web page.

[Sign up](#) to receive email alerts when MassHealth issues new bulletins and transmittal letters.

## Questions

If you have questions about the information in this bulletin, please

- Contact the MassHealth Customer Service Center at (800) 841-2900, TDD/TTY: 711, or
- Email your inquiry to [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com).