



**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 127**

**DATE:** March 2025

**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, 2026**

### **Applicable Managed Care Entities and PACE Organizations**

- ☒ Accountable Care Partnership Plans (ACPPs)
- ☒ Primary Care Accountable Care Organizations (PCACOs)
- ☐ 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, as defined in the ACPP contract with the Executive Office of Health and Human Services (EOHHS) (the Contract), to or from their current list of service areas in Appendix F of the Contract.

Proposals to add or remove service areas are due no later than 4:00 p.m. May 30, 2025. The effective date of any approved additions to or removals from an ACPP's service area will be on or around January 1, 2026. An ACPP must also submit responses to Managed Care Entity Bulletin 126, by the due date in that bulletin, to add or remove primary care providers (PCPs) to or from its exclusive list of PCPs to correspond with its proposals to add or remove service areas.

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

By providing an opportunity to add or remove service areas, EOHHS aims to support and further the goals of the MassHealth Accountable Care Organization (ACO) Program, which focuses on delivering integrated behavioral and physical health services, care management, and improved member experiences.

If an ACPH proposes to remove a service area, EOHHS will make its best efforts to use its service area exception process to help current enrollees in these service areas so they do not need to change health plans unless they want to.

## **EOHHS Review**

In reviewing an ACPH's proposal to add or remove service areas, EOHHS may approve, disapprove, or require modification, in whole or in part, of the ACPH's proposal. EOHHS will use reasonable judgment to determine whether the proposed additions or removals will support the ACO Program's goals, be in members' best interest, and meet EOHHS's needs. In making its decision, EOHHS may consider factors that include, but are not limited to, the following.

- Impact on enrollees
- Impact on enrollment choices for enrollees
- Impact on network adequacy
- The ACPH's plans for notifying affected parties
- Overall ACPH geographic penetration in the Commonwealth

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

## **Submission Process**

### ***Part 1: All Submissions***

An ACPH proposing to add or remove service areas effective January 1, 2026, must submit a complete proposal to EOHHS by 4:00 p.m. May 30, 2025. See "[Submission Information](#)."

An ACPH must provide the requested information using forms provided by EOHHS. An ACPH must contact its MassHealth contract manager to request fillable versions of these forms.

Submissions must come from the party holding the ACPH contract with EOHHS (referred to in the Contract as the Contractor).

### ***Part 2: Service Area Additions***

A complete proposal to add a service area includes the following.

#### **A. Service Area (SA) Additions Request Form**

The ACPH must complete the Service Area (SA) Additions Request Form, which must include individual responses for each service area the ACPH is proposing to add. The ACPH may submit up to five service area addition requests using one form. If the ACPH is proposing to add more than five service areas, it must submit an additional request form.

#### **B. Geo-Access Report Forms**

#### **C. Provider List Forms**

#### **D. Response to Managed Care Entity Bulletin 126 (if applicable)**

If adding a new service area corresponds with adding PCPs to the ACPH's provider network, the ACPH must also submit a response to Managed Care Entity Bulletin 126 as described under

“Overview.” The ACP must confirm this submission on the Service Area (SA) Additions Request Form.

### ***Part 3: Service Area Removals***

A complete proposal to remove a service area includes the following.

#### **A. Service Area (SA) Removals Request Form**

The ACP must complete the Service Area (SA) Removals Request Form, which must include individual responses for each service area, listed in Appendix F of the Contract, that the ACP is proposing to remove. The ACP may submit up to five service area removal requests using one form. If the ACP is proposing to remove more than five service areas, it must submit an additional request form.

#### **B. Geo-Access Report Forms**

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

#### **C. Response to Managed Care Entity Bulletin 126 (if applicable)**

If removing a service area corresponds with removing PCPs from the ACP’s provider network, the ACP must also submit a response to Managed Care Entity Bulletin 126 as described under “Overview.” The ACP must confirm this submission in the Service Area (SA) Removals Request Form.

### **Process Questions**

An ACP with questions about the process described in this bulletin must send the questions to [aco.program@mass.gov](mailto:aco.program@mass.gov) by April 30, 2025. An ACP must copy its MassHealth contract manager on any emails. EOHHS will review questions and may prepare written responses that it determines to be of general interest. EOHHS will also reserve time during forthcoming ACO office hours to address any questions.

### **Submission Information**

An ACP that wants to add or remove service areas must email the information specified above no later than 4:00 p.m. May 30, 2025, to [aco.program@mass.gov](mailto:aco.program@mass.gov), with the subject line “[ACP 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?

- Call MassHealth at (800) 841-2900, TDD/TTY: 711
- Email us at [provider@masshealthquestions.com](mailto:provider@masshealthquestions.com)

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