



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Office of Medicaid
www.mass.gov/masshealth

MassHealth
Managed Care Entity Bulletin 30
May 2020

TO: Accountable Care Partnership Plans Participating in MassHealth
FROM: Amanda Cassel Kraft, Acting Medicaid Director
RE: **Managed Care Entities—Service Area Changes Effective January 1, 2021**

Overview

This bulletin details how Accountable Care Partnership Plans (ACPPs) may add or remove Service Areas, as defined in their Accountable Care Partnership Plan 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 by **June 10, 2020, at 4 p.m.** The effective date of any approved additions to or removals from an ACPP's Service Areas will be on or about January 1, 2021. ACPPs must also submit a response to *Managed Care Entity Bulletin 31* by the due date set forth 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 Service Areas.

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

By providing this opportunity, EOHHS intends 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. To that end, in the case MassHealth approves an ACPP's request to remove a particular Service Area, in order to mitigate member impact, EOHHS will make best efforts to utilize its service area exception process for current Enrollees residing in these Service Areas so these Enrollees do not need to change health plans unless they want to.

Proposal and Process Details

ACPPs must provide information in the order in which it appears in this bulletin and limit the response to a total of **five** pages. Required attachments do not count toward the page limit. In some cases, ACPPs must provide the required information in a form and format provided by EOHHS. In those cases, ACPPs must use the templates provided by EOHHS. Submissions must come from the party holding the Contract with EOHHS (known as the Contractor in the Contract).

Part 1: ACPPs requesting to add one or more new Service Areas must include the following information:

- A. An attachment listing the Service Areas that the ACPP proposes to add, using the form and format provided by EOHHS. An ACPP's list of proposed Service Area additions must be final at the time of submission and may not be changed unless requested by EOHHS.
- B. For each proposed new Service Area, an estimate of the number of additional Enrollees the ACPP expects to enroll. This should include a description of how the estimate was made.
- C. The following information about the ACPP's current and anticipated Provider Network:
 1. An attachment listing the names of all providers that the ACPP has in its Provider Network. The list of current providers must be grouped by provider type, in a form and format provided by EOHHS. In the alternative, the ACPP may choose to submit the names of all providers that the ACPP has in its Provider Network who are located within 60 minutes or 60 miles of each proposed new Service Area, organized by Service Area, in a form and format provided by EOHHS.
 2. For each proposed new Service Area, the ACPP must indicate whether it is relying on its current Provider Network to satisfy all applicable Contract requirements, including access and availability requirements set forth in Section 2.9 of the Contract, in each proposed Service Area.
 - a. If the ACPP is relying on its existing provider network, the ACPP must provide, as an attachment, its current Provider Network Geographic Access Report demonstrating compliance with the requirements in Section 2.9.C of the Contract, in a form and format provided by EOHHS.
 - b. If the ACPP is not relying on its existing Provider Network, and the ACPP intends to pursue adding providers to its Provider Network to satisfy all applicable requirements in the Contract, including access and availability requirements set forth in Section 2.9 of the Contract, the ACPP must provide the following:
 - i. an attachment listing the names of all providers with which the ACPP intends to pursue a Provider contract. This information must be grouped by provider type and presented in a form and format provided by EOHHS;
 - ii. the ACPP's strategy for pursuing such Provider Contracts, such that the result is the ACPP satisfies all applicable requirements in the Contract, including access and availability requirements in Section 2.9 of the Contract, in each proposed Service Area;
 - iii. attachments of letters of intent, if any, between the ACPP and any provider with which the ACPP is pursuing a Provider Contract, grouped by Provider type and proposed Service Area; and

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- iv. an attachment of the ACPP's anticipated Provider Network Geographic Access Report demonstrating compliance with the requirements in Section 2.9. of the Contract. This Report must be in a form and format provided by EOHHS and completed as if the ACPP is successful in contracting with all of the providers the ACPP lists in response to Section C.2.b.i of this Part 1 of the bulletin.
- D. Any challenges the ACPP anticipates in meeting applicable requirements in the Contract, such as those in Section 2.7 or 2.9 of the Contract, in any of the proposed new Service Areas, and the steps the ACPP plans to take to mitigate such challenges.
- E. A description of how the ACPP will continue to assess its ongoing compliance with access and availability requirements in Section 2.9 of the Contract, in all Service Areas (current and proposed).

Part 2: ACPPs requesting to remove one or more Service Areas must include the following information:

- A. A list of Services Areas that the ACPP proposes to remove from its list of Service Areas in Appendix F of the Contract. For each proposed Service Area, the ACPP shall explain its reasoning for wanting to remove the Service Area and a description of the ACPP's efforts to contract with providers in that Service Area.
- B. If removing a Service Area would also result in removing PCPs from the ACPP's Provider Network, a statement confirming that the ACPP submitted a corresponding response to *Managed Care Entity Bulletin 31* as described in the Overview section of this bulletin;
- C. If removing a Service Area 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):
 - a. a description of such anticipated Provider Network changes; and
 - b. an attachment of the ACPP's anticipated Provider Network Geographic Access Report demonstrating compliance with the requirements in Section 2.9. of the Contract. This Report must be in a form and format provided by EOHHS and completed as if the ACPP is successful in implementing the changes it proposes in response to Section C.1 of this Part 2 of the bulletin.
- D. A description of the ACPP's commitment to and process for notifying Enrollees in advance of the Service Area being removed, including a notice of any associated changes in the ACPP's Provider Network, particularly whether or not Enrollees will maintain access to their current PCPs; and
- E. The number of Enrollees living in the Service Area.

EOHHS Review

In reviewing an ACPP's request to add or remove Service Areas, EOHHS may approve, disapprove, or require modification, in whole or in part, of the ACPP's request based on its reasonable judgment as to whether the proposed additions or removals will support the goals of the ACO program, be in the best interests of enrollees, and 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 clarify any information submitted in response to this bulletin.

Submission Deadline and Questions

ACPPs that wish to add or remove Service Areas must respond with the information specified above by **June 10, 2020 at 4 p.m.**, via email, to the ACO Program email box (ACO.Program@state.ma.us) with the subject line: "[ACPP Name] Proposed Service Area Additions/Removals Submission."

ACPPs may submit written questions concerning the process to the ACO Program email box (ACO.Program@state.ma.us) by **May 28, 2020**. EOHHS will review questions and may prepare written responses to questions that EOHHS determines to be of general interest. EOHHS also may accept questions during ACO office hours.

MassHealth Website

This bulletin is available on the [MassHealth website](#).

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