**Slide 1**  
One Care:

Implementation Council Meeting

Executive Office of Health & Human Services

MassHealth Demonstration to Integrate Care for Dual Eligibles

April 10, 2018, 10:00 AM – 12:00 PM

Health Policy Commission (HPC)

Conference Room A, 8th Floor

50 Milk St.

Boston, MA

**Slide 2**  
**Ensuring Access to Care for Persons Who are Deaf and Hard of Hearing**

* The three-way contract between MassHealth, CMS, and the One Care plans includes requirements to ensure accessibility for all persons with disabilities
  + Includes specific examples for members who are Deaf and hard of hearing
* One Care plans and network providers must comply with the Americans with Disabilities Act (ADA)   
  and Section 504 of the Rehabilitation Act1
* Plans must:
  + Have written policies and procedures to assure compliance;
  + Ensure that physical, communication, and programmatic barriers do not prevent individuals   
    with disabilities from obtaining benefits and services; and
  + Provide reasonable accommodations to ensure effective communication,2 such as:
    - TTY services
    - Computer-aided transcription services
    - Assistive listening systems
    - Closed captioning decoders
    - Videotext displays
    - Qualified American Sign Language (ASL) interpreters for the Deaf3
  + Ensure that members are able to make fully informed choices by providing information about services and health care options in a culturally appropriate manner, taking into consideration   
    a member’s language, and functional status4
  + Ensure that all marketing, outreach, and member communications are provided in an easily understood format, including through ASL video clips and other alternative media, as requested5,6

*1 Page 104; 2 Page 128; 3 Page 104; 4 Page289; 5 Page 58; 6 Page 164 of the December 28, 2015 contract,   
available at* [*www.mass.gov/masshealth/duals*](http://www.mass.gov/masshealth/duals) *under “One Care Three-Way Contract and Memorandum of Understanding”*

**Slide 3**  
**Requirements for Communication Accessibility**

Plans must:

* Ask members about their communication needs and preferences during their comprehensive assessment,1 and
* Document any such needs in the Centralized Enrollee Record, including, for members who are   
  Deaf or hard of hearing, the need for:2
  + - Live interpreting services
    - Video relay service or point-to-point video
    - Access to telephone devices and advanced technologies that are hearing aid compatible
    - Ensure that Employee Service Representatives are able to effectively communicate with   
      members,3 including:
      * Being able to speak directly with, or arrange for an interpreter to speak with, members in their primary language, including ASL, or through an alternative language device or telephone translation service, free of charge
      * Maintaining the availability of services for Deaf and hard of hearing members,4 such as
    - TTY services
    - Computer-aided transcription services
    - Telephone handset amplifiers
    - Assistive listening systems
    - Closed captioning decoders
    - Videotext displays
    - Qualified interpreters and other services

*1 Page 58; 2 Page 71; 3 Page 127; 4 Page 128 of the December 28, 2015 contract, available at* [*www.mass.gov/masshealth/duals*](http://www.mass.gov/masshealth/duals) *under “One Care Three-Way Contract and Memorandum of Understanding”*

**Slide 4**  
**Requirements for Provider Accessibility**

* LTS Coordinators and Community Health Workers (CHWs)
  + Plans may contract with LTS Coordinators who have specific knowledge or skill sets to serve certain members, such as individuals who are Deaf or hard of hearing1
  + CHWs, if used by the plan, must be available and appropriate for the populations served,   
    such as for members who are Deaf or hard of hearing2
* Plans must ensure that:
  + Their provider networks are responsive to the linguistic, cultural, and other unique needs of any individuals with disabilities (both congenital and acquired disabilities), including the capacity to communicate with members who are Deaf, hard of hearing or deaf blind3
  + Network providers and interpreters/translators are available for those who are Deaf or   
    hard of hearing within the plan’s service area4
  + Their provider/pharmacy network directories include information about network providers with training in and experience serving persons who are Deaf or hard-of-hearing5
* Plans must also ensure care coordination between members and organizations that provide services to their members that are not covered by One Care, such as the Massachusetts Commission for the Deaf and Hard of Hearing6,7

*1 Page 42; 2 Page 50; 3 Page 77; 4 Page 78; 5 Page 166; 6 Page 50; 7 Page 54 of the December 28, 2015 contract, available at* [*www.mass.gov/masshealth/duals*](http://www.mass.gov/masshealth/duals) *under “One Care Three-Way Contract and Memorandum of Understanding”*

**Slide 5**

**Additional Resources**

* The One Care Ombudsman (OCO)’s Basic Healthcare Access Rights (BHAR) video series is a multi-media educational tool that includes a video on the rights of individuals who are Deaf or hard of hearing in multiple versions:
  + - Split screen with ASL interpreter <https://www.youtube.com/watch?v=H0pSgGn4vVM&list=PLVbY8rmoJns3DJykGRIDQfKTQ5mDDn9Li>
    - Captioned without the ASL interpreter  
      <https://www.youtube.com/watch?v=3plGm9x_Wdw&list=PLVbY8rmoJns3sWYz4krjPTGYZy6uWNfI_>   
      * The full video series can be accessed from the OCO’s website:

<https://onecareombuds.org/one-care-ombudsman-healthcare-access-videos/>

**Slide 6**One Care

MassHealth+Medicare

Bringing your care together

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