

Network Adequacy and Access Assurances (NAAAR) Report for Massachusetts: Managed Care Organization (MCO)

Submission name	Plan type	Reporting period start date	Reporting period end date	Last edited	Edited by	Status
Managed Care Organization (MCO)	MCO	01/01/2025	12/31/2025	05/11/2026	Alison Kirchgasser	Submitted

Section I. State and program information

A. State information and reporting scenario

Who should CMS contact with questions regarding information reported in the NAAAR? Follow-on communications related to this report will be made to the primary contact.

Use this section to report your contact information, date of report submission, and reporting scenario.

Number	Indicator	Response
IA.1	Contact name First and last name of the contact person.	Alison Kirchgasser
IA.2	Contact email address Enter email address. Department or program-wide email addresses are permitted.	alison.kirchgasser@mass.gov
IA.3	State or territory Auto-populates from your account profile.	Massachusetts
IA.4	Date of report submission CMS receives this date upon submission of this report.	05/20/2026
IA.5	Reporting scenario Enter the scenario under which the state is submitting this form to CMS. Under 42 C.F.R. § 438.207(c) - (d), the state must submit an assurance of compliance after reviewing documentation submitted by a plan under the following three scenarios:Scenario 1: At the time the plan enters into a contract with the state;Scenario 2: On an annual basis;Scenario 3: Any time there has been a significant change (as defined by the state) in the plan's operations that would affect its adequacy of capacity and services, including (1) changes in the plan's services, benefits, geographic service area, composition of or payments to its provider network, or (2) enrollment of a new population in the plan.States should complete one (1) form with information for applicable managed care plans and programs. For example, if the state submits this form under scenario 1 above, the state should submit this form only for the managed care plan (and the applicable managed care program) that entered into a new contract with the state. The state should not report on any other plans or programs under this scenario. As another	Scenario 2: Annual report

example, if the state submits this form under scenario 2, the state should submit this form for all managed care plans and managed care programs.

B. Add plans

Enter the name of each plan that participates in the program for which the state is reporting data. If the state is submitting this form because it's entering into a contract with a plan or because there's a significant change in a plan's operations, include only the name of the applicable plan.

Plan names should match the plan names used in your Managed Care Plan Annual Report (MCPAR) for this program for the same reporting period.

Indicator	Response
Plan name	Tufts Health Together MCO
	WellSense Essential MCO

C. Provider type coverage

If your standards apply to more specific provider types, select the most closely aligned provider type category and utilize the subcategory fields available in Section II. Program-level access and network adequacy standards under "Provider type covered by standard".

Number	Indicator	Response
N/A	Select all core provider types covered in the program	Primary Care Specialist Mental health Substance Use Disorder (SUD) OB/GYN Hospital Pharmacy

D. Analysis methods

States should use this section of the tab to report on the analyses that are used to assess plan compliance with the state's 42 C.F.R. § 438.68 and 42 C.F.R. § 438.206 standards.

Number	Indicator	Response
N/A	<p data-bbox="313 107 704 180">Is this analysis method used to assess plan compliance?</p> <p data-bbox="313 201 678 359">Select “Yes” if the method is utilized to assess plan compliance with the state’s standards, as required at 42 C.F.R. § 438.68.</p>	<p data-bbox="813 138 992 170">Geomapping</p> <p data-bbox="813 191 911 218">Utilized</p> <p data-bbox="813 233 1078 260">Frequency: Annually</p> <p data-bbox="813 275 1276 338">Plan(s): Tufts Health Together MCO, WellSense Essential MCO</p> <p data-bbox="813 380 1247 411">Plan Provider Directory Review</p> <p data-bbox="813 432 911 459">Utilized</p> <p data-bbox="813 474 1360 600">Frequency: As part of External Quality Review, MassHealth and its EQR vendor review a targeted subset of provider types annually for all plans in this program.</p> <p data-bbox="813 615 1276 678">Plan(s): Tufts Health Together MCO, WellSense Essential MCO</p> <p data-bbox="813 720 1349 751">Secret Shopper: Network Participation</p> <p data-bbox="813 762 911 789">Utilized</p> <p data-bbox="813 810 1078 837">Frequency: Annually</p> <p data-bbox="813 852 1276 915">Plan(s): Tufts Health Together MCO, WellSense Essential MCO</p> <p data-bbox="813 957 1224 1020">Secret Shopper: Appointment Availability</p> <p data-bbox="813 1041 911 1068">Utilized</p> <p data-bbox="813 1089 1078 1117">Frequency: Annually</p> <p data-bbox="813 1131 1276 1194">Plan(s): Tufts Health Together MCO, WellSense Essential MCO</p> <p data-bbox="813 1236 1263 1299">Electronic Visit Verification Data Analysis</p> <p data-bbox="813 1320 964 1348">Not utilized</p> <p data-bbox="813 1390 1360 1421">Review of Grievances Related to Access</p> <p data-bbox="813 1442 911 1470">Utilized</p> <p data-bbox="813 1484 1325 1512">Frequency: Ad hoc review of grievances</p> <p data-bbox="813 1526 1276 1589">Plan(s): Tufts Health Together MCO, WellSense Essential MCO</p> <p data-bbox="813 1631 1154 1663">Encounter Data Analysis</p> <p data-bbox="813 1684 964 1711">Not utilized</p>

Section II. Program-level access and network adequacy standards

II. Program-level access and network adequacy standards

Report each network adequacy standard included in managed care program contract for this program as required under 42 CFR § 438.68; select "Add standard" to report each unique standard. 42 § CFR 438.206 standards will be addressed in section III. Plan compliance.

Standard total count: 99

#	Provider	Standard type	Standard description	Analysis methods	Pop.	Region
1	Primary care	Maximum time or distance	Two open PCP panels within 15 miles or 30 minutes	Geomapping	Adult	Statewide except for Oak Bluffs and Nantucket Service Areas
2	Primary care	Maximum time or distance	Two open PCP panels within 40 miles or 40 minutes	Geomapping	Adult	Oak Bluffs and Nantucket Service Areas
3	Primary care	Maximum time or distance	Two open PCP panels within 15 miles or 30 minutes	Geomapping	Pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
4	Primary care	Maximum time or distance	Two open PCP panels within 40 miles or 40 minutes	Geomapping	Pediatric	Oak Bluffs and Nantucket Service Areas
5	Primary care	Provider to enrollee ratios	One adult PCP for every 750 adult Enrollees	Geomapping	Adult	Statewide
6	Primary care	Provider to enrollee ratios	One pediatric PCP for every 750 pediatric Enrollees	Geomapping	Pediatric	Statewide
7	Hospital; Acute inpatient hospital	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs, Orleans, and

8	Hospital; Acute inpatient hospital	Maximum time or distance	20 miles or 40 minutes, or the closest acute inpatient hospital located outside these Service Areas	Geomapping	Adult and pediatric	Oak Bluffs, Orleans, and Nantucket Service Areas
9	Specialist; Urgent Care	Maximum time or distance	15 miles or 30 minutes	Geomapping	Adult and pediatric	Statewide except for Nantucket Service Area
10	Hospital; Rehabilitation Hospital	Maximum time or distance	30 miles or 60 minutes	Geomapping	Adult and pediatric	Statewide
11	Specialist; OBGYN	Maximum time or distance	Two providers within 15 miles or 30 minutes	Geomapping	Female, transgender, and gender diverse Enrollees aged 10 and older	Statewide
12	Specialist; OBGYN	Provider to enrollee ratios	One OBGYN for every 500 Enrollees	Geomapping	Female, transgender, and gender diverse Enrollees aged 10 and older	Statewide
13	Pharmacy	Maximum time or distance	15 miles or 30 minutes	Geomapping	Adult and pediatric	Statewide
14	Specialist; Anesthesiology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket

15	Specialist; Audiology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
16	Specialist; Cardiology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
17	Specialist; Dermatology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
18	Specialist; Emergency Medicine	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
19	Specialist; Endocrinology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
20	Specialist; Gastroenterology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas

21	Specialist; General Surgery	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
22	Specialist; Hematology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
23	Specialist; Infectious Disease	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
24	Specialist; Medical Oncology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
25	Specialist; Nephrology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
26	Specialist; Neurology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
27	Specialist; Ophthalmology	Maximum time or	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for

		distance				Oak Bluffs and Nantucket Service Areas
28	Specialist; Orthopedic Surgery	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and Pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
29	Specialist; Otolaryngology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and Pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
30	Specialist; Physiatry	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and Pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
31	Specialist; Podiatry	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
32	Specialist; Psychiatry	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and Pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
33	Specialist; Pulmonology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket

34	Specialist; Rheumatology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
35	Specialist; Urology	Maximum time or distance	20 miles or 40 minutes	Geomapping	Adult and pediatric	Statewide except for Oak Bluffs and Nantucket Service Areas
36	Specialist; Anesthesiology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
37	Specialist; Audiology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
38	Specialist; Cardiology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
39	Specialist; Dermatology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
40	Specialist; Emergency Medicine	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas

41	Specialist; Endocrinology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
42	Specialist; Gastroenterology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
43	Specialist; General Surgery	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
44	Specialist; Hematology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
45	Specialist; Infectious Disease	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
46	Specialist; Medical Oncology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
47	Specialist; Nephrology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
48	Specialist; Neurology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas

49	Specialist; Ophthalmology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
50	Specialist; Orthopedic Surgery	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
51	Specialist; Otolaryngology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
52	Specialist; Physiatry	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
53	Specialist; Podiatry	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
54	Specialist; Psychiatry	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
55	Specialist; Pulmonology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
56	Specialist; Rheumatology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas

57	Specialist; Urology	Maximum time or distance	40 miles or 40 minutes	Geomapping	Adult and pediatric	Oak Bluffs and Nantucket Service Areas
58	Specialist; Allergy	Minimum number of network providers	One physician specialist	Geomapping	Adult and pediatric	Statewide
59	Specialist; Oral Surgery	Minimum number of network providers	One physician specialist	Geomapping	Adult and pediatric	Statewide
60	Specialist; Plastic Surgery	Minimum number of network providers	One physician specialist	Geomapping	Adult and pediatric	Statewide
61	Specialist; Vascular Surgery	Minimum number of network providers	One physician specialist	Geomapping	Adult and pediatric	Statewide
62	Primary care	Appointment wait time	Primary care: within 48 hours of the Enrollee's request for Urgent Care	Geomapping	Adult and pediatric	Statewide
63	Primary care	Appointment wait time	Primary care: within 10 calendar days of the Enrollee's request for Symptomatic Care	Geomapping	Adult and pediatric	Statewide
64	Primary care	Appointment wait time	Primary care: within 45 calendar days of the Enrollee's request for Non-	Geomapping	Adult and pediatric	Statewide

			Symptomatic Care			
65	Primary care	Appointment wait time	Assure the provision of screenings in accordance with the schedule established by the EPSDT Periodicity Schedule	Geomapping	Pediatric	Statewide
66	Mental health; Psychiatric inpatient adult	Maximum time or distance	Two within 60 miles or 60 minutes	Geomapping	Adult	Statewide except for Oak Bluffs and Nantucket Service Areas
67	Mental health; Psychiatric inpatient adult	Closest providers	Contract with two closest providers	Geomapping	Adult	Oak Bluffs and Nantucket Service Areas
68	Substance Use Disorder (SUD); Monitored inpatient level 3.7	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Adult	Statewide
69	Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Adult	Statewide except Nantucket service area
70	Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5	Closest providers	Contract with four closest providers	Geomapping	Adult	Nantucket service area
71	Mental health; Youth Community Crisis	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Pediatric	Statewide

Stabilization
(YCCS)

72	Mental health; Partial Hospitalization (PHP)	Maximum time or distance	One within 60 miles or 60 minutes	Geomapping	Adult and pediatric	Statewide
73	Mental health; Intensive Care Coordination (ICC)	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Pediatric	Statewide
74	Mental health; Applied Behavioral Analysis (ABA)	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Pediatric	Statewide
75	Mental health; In-Home Behavioral Services	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Pediatric	Statewide
76	Mental health; In-Home Therapy	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Pediatric	Statewide
77	Mental health; Therapeutic Mentoring Services	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Pediatric	Statewide
78	Substance Use Disorder (SUD); Structured Outpatient Addiction Program (SOAP)	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Adult and adolescent	Statewide
79	Mental health; BH outpatient (including psychology and psych APN)	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Adult and pediatric	Statewide

80	Substance Use Disorder (SUD); Opioid Treatment Program (OTP)	Maximum time or distance	Two within 30 miles or 30 minutes	Geomapping	Adult	Statewide
81	Hospital; Emergency Services	Appointment wait time	Immediately upon Enrollee presentation at the service delivery site	Geomapping	Adult and Pediatric	Statewide
82	Hospital; Emergency Services	Hours of operation	Coverage must be available 24 hours a day and 7 days a week	Geomapping	Adult and Pediatric	Statewide
83	Specialist; Specialty Care	Appointment wait time	Within 48 hours of Enrollee's request for urgent care	Geomapping	Adult and Pediatric	Statewide
84	Specialist; Specialty Care	Appointment wait time	Within 30 calendar days of the Enrollee's request for Non-Urgent Symptomatic Care	Geomapping	Adult and Pediatric	Statewide
85	Specialist; Specialty Care	Appointment wait time	Within 60 calendar days for Non-Symptomatic Care	Geomapping	Adult and Pediatric	Statewide
86	Primary care; Depart of Children and Families (DCF) Health Care Screening	Appointment wait time	Within 7 calendar days of receiving a request from a DCF caseworker	Geomapping	Enrollees newly placed in the care or custody of DCF	Statewide

87	Primary care; Comprehensive medical examination and age appropriate screenings	Appointment wait time	Within 30 calendar days of receiving a request from a DCF caseworker	Geomapping	Enrollees newly placed in the care or custody of DCF	Statewide
88	Specialist; Emergency Behavioral Health Services	Appointment wait time	Immediately, on a 24-hour basis, seven days a week without network restrictions	Geomapping	Adult and Pediatric	Statewide
89	Specialist; Adult and Youth Mobile Crisis Intervention (AMCI/YMCI) Services	Appointment wait time	Immediately, on a 24-hour basis, seven days a week	Geomapping	Adult and Pediatric	Statewide
90	Mental health; Urgent Care - Behavioral Health	Appointment wait time	Within 48 hours for services that are not Emergency Services or routine services	Geomapping	Adult and Pediatric	Statewide
91	Mental health; Behavioral Health Services (unless otherwise listed)	Appointment wait time	Within 14 calendar days	Geomapping	Adult and pediatric	Statewide
92	Mental health; Non-24-Hour Diversionary Services	Appointment wait time	Within 2 calendar days of discharge	Geomapping	Adult and pediatric	Statewide
93	Mental health; Medication Management	Appointment wait time	Within 14 calendar days of discharge	Geomapping	Adult and Pediatric	Statewide

94	Mental health; Other Outpatient BH Services	Appointment wait time	Within 7 calendar days of discharge	Geomapping	Adult and pediatric	Statewide
95	Mental health; Intensive Care Coordination Services	Appointment wait time	Within the timeframe directed by EOHHS	Geomapping	Pediatric	Statewide
96	Mental health; Behavioral Health Services	Hours of operation	No less than the hours of operation offered to commercial enrollees or MassHealth Fee-for- Service	Geomapping	Adult and Pediatric	Statewide
97	Primary care; All Other Services	Appointment wait time	All Other Services - in accordance with usual and customary community standards	Geomapping	Adult and pediatric	Statewide
98	Primary care; MCO Covered Services	Appointment wait time	In accordance with 42 CFR 438.206(c)(1) (iii), the Contractor shall make MCO Covered Services available 24 hours a day, seven days a week when medically necessary	Geomapping	Adult and pediatric	Statewide
99	Specialist; Urgent Care; For the Nantucket Service Area	Maximum time or distance	15 miles or 30 minutes	Geomapping	Adult and Pediatric	Nantucket service area

only, the
Contractor may
substitute
Emergency
Departments for
Urgent Care sites
to meet this
requirement

Section III. Plan compliance

III. Plan compliance

Use this section to report on plan compliance with the state’s standards, as required at 42 C.F.R. § 438.68. This section is also used to report on plan compliance with 42 C.F.R. § 438.206 standards.

Tufts Health Together MCO

A. Assurance of plan compliance for 438.68

Indicator	Response
A. Assurance of plan compliance for 438.68 III.A.1 Indicate whether the state assures that the plan complies with the state’s standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.	No, the plan does not comply on all standards based on all analyses or exceptions granted

Select “Enter/Edit” to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 0 of 99

Exceptions standards for 438.68

Total: 6 of 99

9 Maximum time or distance

15 miles or 30 minutes

Provider type(s)

Specialist; Urgent Care

Analysis method(s)

Geomapping

Region

Statewide except for
Nantucket Service
Area

Population

Adult and pediatric

Exceptions granted for Tufts Health Together MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Tufts MCO does not meet the time or distance standard for Urgent Care in the Athol or Gardner-Fitchburg service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

Tufts MCO discontinued with MassHealth 12/31/25.

68 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Monitored inpatient level 3.7

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult

Exceptions granted for Tufts Health Together MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Tufts MCO does not meet the time or distance standard for Monitored inpatient Acute Treatment Services (ATS) level 3.7 in the Athol, Gardner-Fitchburg, Greenfield, Holyoke, Springfield, or Westfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

Tufts MCO discontinued with MassHealth 12/31/25.

69 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5

Analysis method(s)

Geomapping

Region

Statewide except
Nantucket service
area

Population

Adult

Exceptions granted for Tufts Health Together MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Tufts MCO does not meet the time or distance standard for Clinical Stabilization Services (CSS) level 3.5 in the Springfield or Westfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

Tufts MCO discontinued with MassHealth 12/31/25.

74 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; Applied Behavioral Analysis (ABA)

Analysis method(s)

Geomapping

Region

Statewide

Population

Pediatric

Exceptions granted for Tufts Health Together MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Tufts MCO does not meet the time or distance standard for Applied Behavioral Analysis (ABA) in the Adams, Greenfield, or Pittsfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

Tufts MCO discontinued with MassHealth 12/31/25.

78 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Structured Outpatient Addiction Program (SOAP)

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult and adolescent

Exceptions granted for Tufts Health Together MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Tufts MCO does not meet the time or distance standard for Structured Outpatient Addiction Program (SOAP) in the Adams, Athol, Gardner-Fitchburg, or Pittsfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

Tufts MCO discontinued with MassHealth 12/31/25.

80 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Opioid Treatment Program (OTP)

Analysis method(s)

Region

Population

Geomapping

Statewide

Adult

Exceptions granted for Tufts Health Together MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

Tufts MCO does not meet the time or distance standard for Opioid Treatment Program (OTP) in the Adams service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

Tufts MCO discontinued with MassHealth 12/31/25.

B. Assurance of plan compliance for 438.206

Indicator	Response
B. Assurance of plan compliance for 438.206 III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

WellSense Essential MCO

A. Assurance of plan compliance for 438.68

Indicator	Response
A. Assurance of plan compliance for 438.68 III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.	No, the plan does not comply on all standards based on all analyses or exceptions granted

Select "Enter/Edit" to provide details on standards that were either non-compliant or for which an exception was granted

Non-compliant standards for 438.68

Total: 0 of 99

Exceptions standards for 438.68

Total: 11 of 99

3 Maximum time or distance

Two open PCP panels within 15 miles or 30 minutes

Provider type(s)

Primary care

Analysis method(s)

Geomapping

Region

Statewide except for
Oak Bluffs and
Nantucket Service
Areas

Population

Pediatric

Exceptions granted for WellSense Essential MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense MCO does not meet the time or distance standard for Pediatric PCP in the Oak Bluffs service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. PCP exclusivity presents a unique challenge.

68 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Monitored inpatient level 3.7

Analysis method(s)

Region

Population

Exceptions granted for WellSense Essential MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense MCO does not meet the time or distance standard for Monitored inpatient Acute Treatment Services (ATS) level 3.7 in the Adams, Athol, Gardner-Fitchburg, Gloucester, Greenfield, Haverhill, Holyoke, Nantucket, Northampton, Oak Bluffs, Orleans, Pittsfield, Springfield, or Westfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

69 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Clinical Stabilization Service level 3.5

Analysis method(s)

Geomapping

Region

Statewide except
Nantucket service
area

Population

Adult

Exceptions granted for WellSense Essential MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense MCO does not meet the time or distance standard for Clinical Stabilization Services (CSS) level 3.5 in the Adams, Athol, Barnstable, Gardner-Fitchburg, Gloucester, Greenfield, Haverhill, Oak Bluffs, Orleans, Pittsfield, Springfield, or Westfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

71 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; Youth Community Crisis Stabilization (YCCS)

Analysis method(s)	Region	Population
Geomapping	Statewide	Pediatric

Exceptions granted for WellSense Essential MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense MCO does not meet the time or distance standard for Youth Community Crisis Stabilization (YCCS) in the Adams, Barnstable, Nantucket, Oak Bluffs, Orleans, or Pittsfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

73 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; Intensive Care Coordination (ICC)

Analysis method(s)	Region	Population
Geomapping	Statewide	Pediatric

Exceptions granted for WellSense Essential MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense MCO does not meet the time or distance standard for Intensive Care Coordination (ICC) in the Nantucket service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

74 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; Applied Behavioral Analysis (ABA)

Analysis method(s)

Geomapping

Region

Statewide

Population

Pediatric

Exceptions granted for WellSense Essential MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense MCO does not meet the time or distance standard for Applied Behavioral Analysis (ABA) in the Nantucket service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

75 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; In-Home Behavioral Services

Analysis method(s)

Geomapping

Region

Statewide

Population

Pediatric

Exceptions granted for WellSense Essential MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense MCO does not meet the time or distance standard for In-Home Behavioral Services (IHBS) in the Nantucket service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

76 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; In-Home Therapy

Analysis method(s)

Geomapping

Region

Statewide

Population

Pediatric

Exceptions granted for WellSense Essential MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense MCO does not meet the time or distance standard for In-Home Therapy in the Nantucket service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

77 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Mental health; Therapeutic Mentoring Services

Analysis method(s)

Geomapping

Region

Statewide

Population

Pediatric

Exceptions granted for WellSense Essential MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense MCO does not meet the time or distance standard for Therapeutic Mentoring (TM) Services in the Nantucket service area.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

78 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Structured Outpatient Addiction Program (SOAP)

Analysis method(s)

Geomapping

Region

Statewide

Population

Adult and adolescent

Exceptions granted for WellSense Essential MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense MCO does not meet the time or distance standard for Structured Outpatient Addiction Program (SOAP) in the Adams, Gardner-Fitchburg, Greenfield, Nantucket, Orleans, or Pittsfield service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

80 Maximum time or distance

Two within 30 miles or 30 minutes

Provider type(s)

Substance Use Disorder (SUD); Opioid Treatment Program (OTP)

Analysis method(s)

Region

Population

Geomapping

Statewide

Adult

Exceptions granted for WellSense Essential MCO under 42 C.F.R. § 438.68(d)

Describe any network adequacy standard exceptions that the state has granted to the plan under 42 C.F.R. § 438.68(d).

WellSense MCO does not meet the time or distance standard for Opioid Treatment Program (OTP) in the Adams, Nantucket, Oak Bluffs, or Orleans service areas.

Justification for exceptions granted under 42 C.F.R. § 438.68(d)

There are not enough of these providers in the service areas named above. The plan is contracting with all nearby providers. The plan is working to expand its BH network geographic footprint and expanding access to BH telehealth providers.

B. Assurance of plan compliance for 438.206

Indicator

Response

B. Assurance of plan compliance for 438.206

Yes, the plan complies on all standards based on all analyses

III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.
