



MEMORANDUM TO: Accountable Care Organizations (ACOs), Managed Care Organizations (MCOs), the Managed Behavioral Health Vendor (MBHV), and Community Behavioral Health Centers (CBHCs)

FROM: MassHealth Office of Health Equity

DATE: 12/23/2025 (Updated)

SUBJECT: Criteria for Approval of QEIP Narrative Reports

In accordance with applicable Quality and Equity Incentive Program (QEIP) Technical Specifications and Implementation Plans, narrative reports must meet the following criteria for completeness, responsiveness, and timeliness:

1. Criteria for Completeness:

- Each question outlined in the reporting templates contain an answer.
 - In the case of skip-logic questions, there should be a complete answer only if the pre-defined condition is met. Otherwise, it may be left blank.
- All required sections outlined in the reporting templates are completed.
- If any section or question is not applicable, it must be indicated as such rather than left blank.
- Questions deemed “Incomplete” will be rejected and require a resubmission.

2. Criteria for Responsiveness:

- Each answer responds directly to each question or requirement outlined in the reporting template and associated measure specifications.
- Non-responsive or non-related answers will be rejected and require a resubmission.

3. Criteria for Timeliness:

- Reports must be submitted no later than 11:59 PM on the due date specified by MassHealth.
- If delays are anticipated or unavoidable, the submitting entity should make best efforts to inform MassHealth in advance of the reporting deadline, request an extension with a justification, and provide a plan for mitigating the delay. If approved, extensions will be granted for 2 weeks from the original deadline.

- The maximum allowable extension is (30) business days from the original deadline, and the granting of an extension is at the sole discretion of MassHealth. Requests may be denied if the justification is insufficient or if an extension would interfere with critical deadlines.

Resubmission Policy:

- In cases where the initial submission was denied, up to two resubmissions will be allowed. For each resubmission, the due date shall be no more than 2 weeks after the most recent denial date.

Non-compliance with the outlined criteria for specific performance requirements may lead to reduction in QEIP funding.

For questions, please reach out to the MassHealth Health Equity team at Health.Equity@mass.gov