



# **Technical Specifications for the MassHealth Managed Care Organization Quality and Equity Incentive Program (MQEIP)**

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**Performance Years 3-5 (Calendar Years 2025-2027)**

**Version: June 13, 2025**

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## A. RELD SOGI Data Completeness

### i. Race Data Completeness

#### OVERVIEW

<b>Measure Name</b>	Rate of Race Data Completeness – MCO
<b>Steward</b>	MassHealth
<b>NQF Number</b>	N/A
<b>Data Source</b>	Numerator source: MCO “Member Data and Member Enrollment” Monthly Data File Submission Denominator source: MassHealth Enrollment Data
<b>Performance Status: PY3-5</b>	Pay-for-Performance (P4P)

#### POPULATION HEALTH IMPACT

Complete, beneficiary-reported race data are critically important for identifying, analyzing, and addressing disparities in health and health care access and quality.

#### MEASURE SUMMARY

<b>Description</b>	The percentage of MCO attributed members with self-reported race data that was collected by an MCO in the measurement year
<b>Numerator</b>	MCO attributed members with self-reported race data that was collected by an MCO during the measurement year
<b>Denominator</b>	MCO attributed members in the measurement year

## ELIGIBLE POPULATION

<b>Age</b>	MCO attributed members 0 to 64 years of age as of December 31 of the measurement year
<b>Continuous Enrollment</b>	The measurement year
<b>Allowable Gap</b>	No more than one gap in enrollment of up to 45 days during the measurement year
<b>Anchor Date</b>	December 31 <sup>st</sup> of the measurement year
<b>Event/Diagnosis</b>	None

## DEFINITIONS

<b>Complete Race Data</b>	<p>Complete race data is defined as:</p> <p>At least one (1) valid race value (valid race values are listed in Attachment 1).</p> <ul style="list-style-type: none"> <li>• If value is “UNK” it will <u>not</u> count toward the numerator.</li> <li>• If value is “ASKU,” it will count toward the numerator.</li> <li>• If value is “DONTKNOW,” it will count toward the numerator.</li> </ul> <p>Each value must be self-reported.</p>
<b>Measurement Year</b>	Measurement Years 1-5 correspond to MQEIP Performance Years 1-5.
<b>Member File</b>	<p>File Name: MCO Member File</p> <p>Description: Existing member file sent by the MCEs to the MassHealth DW monthly through the existing encounter member process. This file specification has been updated to include a field to indicate the</p>

	member's enrollment at the MCO level as well as the RELD/SOGI data fields provided by the MCOs.
<b>Rate of Race Data Completeness</b>	$(\text{Numerator Population} / \text{Eligible Population}) * 100$
<b>Self-Reported data</b>	<p>For the purposes of this measure specification, data are defined as self-reported if it has been provided by either: (a) the individual, or (b) a person who can act on the individual's behalf (e.g., parent, spouse, authorized representative, guardian, conservator, holder of power of attorney, or health-care proxy).</p> <p>Self-reported race data that has been rolled-up or transformed for reporting purposes may be included. For example, if an MCO's data systems include races that are included in <a href="#">HHS' data collection standards</a> and an individual self-reports their race as "Samoan", then the MCO can report the value of "Native Hawaiian or Other Pacific Islander" since the value of Samoan is not a valid value in Attachment 1.</p>

## ADMINISTRATIVE SPECIFICATION

<b>Denominator</b>	The eligible population
<b>Numerator</b>	<p>For members in the denominator, identify those with complete race data, defined as:</p> <p>At least one (1) valid race value (valid race values are listed in Attachment 1).</p> <ul style="list-style-type: none"> <li>• If value is "UNK," it will <u>not</u> count toward the numerator.</li> <li>• If value is "ASKU," it will count toward the numerator.</li> <li>• If value is "DONTKNOW," it will count toward the numerator.</li> </ul> <p>Each value must be self-reported.</p>

<b>Exclusions</b>	If value is UTC, the member is excluded from the denominator.
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## ADDITIONAL MEASURE INFORMATION

<b>Required Reporting</b>	<p>The following information is required:</p> <ul style="list-style-type: none"> <li>• A valid MassHealth Member ID <ul style="list-style-type: none"> <li>○ Format: Refer to MassHealth Member File Specification</li> </ul> </li> <li>• At least one (1) race value, as defined under “Complete Race Data” above <ul style="list-style-type: none"> <li>○ Format: Refer to MassHealth Member File Specification</li> </ul> </li> </ul>
<b>Data Collection</b>	<p>For the purposes of this measure, race data must be self-reported. Race data that are derived using an imputation methodology do not contribute to completeness for this measure.</p> <p>Self-reported race data may be collected:</p> <ul style="list-style-type: none"> <li>• By any modality that allows the patient (or a person legally authorized to respond on the patient’s behalf, such as a parent or legal guardian) to self-report race (e.g. over the phone, electronically (e.g. a patient portal), in person, by mail, etc.);</li> <li>• By any entity interacting with the member (e.g. health plan, provider, staff)</li> <li>• Must include one or more values in Attachment 1</li> </ul>
<b>Completeness Calculations</b>	<p>Completeness is calculated for: each individual MCO.</p>

## Attachment 1. Race: Accepted Values

Description	Valid Values	Notes
American Indian/Alaska Native	1002-5	
Asian	2028-9	
Black/African American	2054-5	
Native Hawaiian or other Pacific Islander	2076-8	
White	2106-3	
Other Race	OTH	
Choose not to answer	ASKU	Member was asked to provide their race, and the member actively selected or indicated that they “choose not to answer.”
Don’t know	DONTKNOW	Member was asked to provide their race, and the member actively selected or indicated that they did not know their race.
Unable to collect this information on member due to lack of clinical capacity of member to respond (e.g. clinical condition that alters consciousness)	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.
Unknown	UNK	The race of the member is unknown since either: (a) the member was not asked to provide their race, or (b) the member was asked to provide their race, and a response was not given. Note that a member actively selecting or indicating the response

Description	Valid Values	Notes
		“choose not to answer” is a valid response, and should be assigned the value of ASKU instead of UNK.



## ii. Hispanic Ethnicity Data Completeness

### OVERVIEW

<b>Measure Name</b>	Rate of Hispanic Ethnicity Data Completeness – MCO
<b>Steward</b>	MassHealth
<b>NQF Number</b>	N/A
<b>Data Source</b>	Numerator source: MCO “Member Data and Member Enrollment” Monthly Data File Submission Denominator source: MassHealth Enrollment Data
<b>Performance Status: PY3-5</b>	Pay-for-Performance (P4P)

### POPULATION HEALTH IMPACT

Complete, beneficiary-reported ethnicity data are critically important for identifying, analyzing, and addressing disparities in health and health care access and quality.

### MEASURE SUMMARY

<b>Description</b>	The percentage of MCO attributed members with self-reported Hispanic ethnicity data that was collected by an MCO in the measurement year
<b>Numerator</b>	MCO attributed members with self-reported Hispanic ethnicity data that was collected by an MCO during the measurement year
<b>Denominator</b>	MCO attributed members in the measurement year

### ELIGIBLE POPULATION

<b>Age</b>	MCO attributed members 0 to 64 years of age as of December 31 of the measurement year
<b>Continuous Enrollment</b>	The measurement year
<b>Allowable Gap</b>	No more than one gap in enrollment of up to 45 days during the measurement year
<b>Anchor Date</b>	December 31 <sup>st</sup> of the measurement year
<b>Event/Diagnosis</b>	None

## DEFINITIONS

<b>Complete Hispanic ethnicity Data</b>	<p>Complete Hispanic ethnicity data is defined as:</p> <p>One (1) valid Hispanic ethnicity value (valid Hispanic ethnicity values are listed in Attachment 2).</p> <ul style="list-style-type: none"> <li>• If value is “UNK,” it will <u>not</u> count toward the numerator.</li> <li>• If value is “ASKU it will count toward the numerator.</li> <li>• If value is “DONTKNOW” it will count toward the numerator.</li> </ul> <p>Each value must be self-reported.</p>
<b>Measurement Year</b>	Measurement Years 1-5 correspond to MQEIP Performance Years 1-5.
<b>Member File</b>	<p>File Name: MCO Member File</p> <p>Description: Existing member file sent by the MCEs to the MassHealth DW monthly through the existing encounter member process. This file specification has been updated to include a field to indicate the member’s enrollment at the MCO level as well as the RELD/SOGI data fields provided by the MCOs.</p>
<b>Rate of Hispanic Ethnicity Data Completeness</b>	$(\text{Numerator Population} / \text{Eligible Population}) * 100$
<b>Self-Reported data</b>	For the purposes of this measure specification, data are defined as self-reported if it has been provided by either: (a)

	<p>the individual, or (b) a person who can act on the individual's behalf (e.g., parent, spouse, authorized representative, guardian, conservator, holder of power of attorney, or health-care proxy).</p> <p>Self-reported Hispanic ethnicity data that has been rolled-up or transformed for reporting purposes may be included. For example, if an MCO's data systems include ethnicities that are included in <a href="#">HHS' data collection standards</a> (i.e., Mexican; Puerto Rican; Cuban; Another Hispanic, Latino/a, or Spanish origin) and an individual self-reports their ethnicity as "Puerto Rican", then the MCO can report the value of "Hispanic" since the value of Puerto Rican is not a valid value in Attachment 2.</p>
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## ADMINISTRATIVE SPECIFICATION

<b>Denominator</b>	The eligible population
<b>Numerator</b>	<p>For members in the denominator, identify those with complete Hispanic ethnicity data, defined as:</p> <p>One (1) valid Hispanic ethnicity value (valid Hispanic ethnicity values are listed in Attachment 2).</p> <ul style="list-style-type: none"> <li>○ If value is "UNK," it will <u>not</u> count toward the numerator.</li> <li>○ If value is "ASKU," it will count toward the numerator.</li> <li>○ If value is "DONTKNOW," it will count toward the numerator.</li> </ul> <p>Each value must be self-reported.</p>
<b>Exclusions</b>	If value is UTC, the member is excluded from the denominator

## ADDITIONAL MEASURE INFORMATION

<b>Required Reporting</b>	<p>The following information is required:</p> <ul style="list-style-type: none"> <li>• A valid MassHealth Member ID <ul style="list-style-type: none"> <li>○ Format: Refer to MassHealth Member File Specification</li> </ul> </li> <li>• One (1) ethnicity value, as defined under “Complete Hispanic Data” above <ul style="list-style-type: none"> <li>○ Format: Refer to MassHealth Member File Specification</li> </ul> </li> </ul>
<b>Data Collection</b>	<p>For the purposes of this measure, Hispanic ethnicity data must be self-reported. Hispanic ethnicity data that are derived using an imputation methodology do not contribute to completeness for this measure.</p> <p>Self-reported Hispanic ethnicity data may be collected:</p> <ul style="list-style-type: none"> <li>• By any modality that allows the patient (or a person legally authorized to respond on the patient’s behalf, such as a parent or legal guardian) to self-report Hispanic ethnicity (e.g. over the phone, electronically (e.g. a patient portal), in person, by mail, etc.);</li> <li>• By any entity interacting with the member (e.g. health plan, provider, staff)</li> <li>• Must include one value in Attachment 2</li> </ul>
<b>Completeness Calculations</b>	<p>Completeness is calculated for: each individual MCO.</p>

## Attachment 2. Hispanic Ethnicity: Accepted Values

Description	Valid Values	Notes
Hispanic or Latino	2135-2	
Not Hispanic or Latino	2186-5	

Description	Valid Values	Notes
<b>Choose not to answer</b>	ASKU	Member was asked to provide their ethnicity, and the member actively selected or indicated that they “choose not to answer”.
<b>Don’t know</b>	DONTKNOW	Member was asked to provide their ethnicity, and the member actively selected or indicated that they did not know their ethnicity.
<b>Unable to collect this information on member due to lack of clinical capacity of member to respond (e.g. clinical condition that alters consciousness).</b>	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.
<b>Unknown</b>	UNK	The ethnicity of the member is unknown since either:  (a) the member was not asked to provide their ethnicity, or  (b) the member was asked to provide their ethnicity, and a response was not given. Note that a member actively selecting or indicating the response “choose not to answer” is a valid response, and should be assigned the value of ASKU instead of UNK.

### iii. Preferred Language Data Completeness

#### OVERVIEW

<b>Measure Name</b>	Rate of Language Data Completeness – MCO
<b>Steward</b>	MassHealth
<b>NQF Number</b>	N/A
<b>Data Source</b>	Numerator source: MCO “Member Data and Member Enrollment” Monthly Data File Submission Denominator source: MassHealth Enrollment Data
<b>Performance Status: PY3-5</b>	Pay-for-Performance (P4P)

#### POPULATION HEALTH IMPACT

Complete, beneficiary-reported preferred written and spoken language data are critically important for identifying, analyzing, and addressing disparities in health and health care access and quality.

#### MEASURE SUMMARY

Description	The percentage of MCO members with self-reported language data that was collected by an MCO in the measurement year.
Numerator	MCO attributed members with self-reported preferred written and spoken language data that was collected by an MCO during the measurement year
Denominator	MCO attributed members in the measurement year

#### ELIGIBLE POPULATION

<b>Age</b>	MCO attributed members 6 to 64 years of age as of December 31 of the measurement year
<b>Continuous Enrollment</b>	The measurement year
<b>Allowable Gap</b>	No more than one gap in enrollment of up to 45 days during the measurement year
<b>Anchor Date</b>	December 31 <sup>st</sup> of the measurement year
<b>Event/Diagnosis</b>	None

## DEFINITIONS

<b>Complete Preferred Written Language Data</b>	<p>Complete Preferred Written Language (PWL) data is defined as: One (1) valid Preferred Written Language value (valid Preferred Written Language values are listed in Attachment 3).</p> <ul style="list-style-type: none"> <li>○ If value is “UNK,” it will not count toward the numerator.</li> <li>○ If value is “ASKU,” it will count toward the numerator.</li> <li>○ If value is “DONTKNOW,” it will count toward the numerator.</li> </ul> <p>Each value must be self-reported.</p>
<b>Complete Preferred Spoken Language Data</b>	<p>Complete Preferred Spoken Language (PSL) data is defined as: One (1) valid Preferred Spoken Language value (valid Preferred Spoken Language values are listed in Attachment 3).</p> <ul style="list-style-type: none"> <li>○ If value is “UNK,” it will not count toward the numerator.</li> <li>○ If value is “ASKU,” it will count toward the numerator.</li> <li>○ If value is “DONTKNOW,” it will count toward the numerator.</li> </ul> <p>Each value must be self-reported.</p>
<b>Measurement Year</b>	Measurement Years 1-5 correspond to MQEIP Performance Years 1-5
<b>Member File</b>	<p>File Name: MCO Member File</p> <p>Description: Existing member file sent by the MCEs to the MassHealth DW monthly through the existing encounter member process. This file</p>

	specification has been updated to include a field to indicate the member's enrollment at the MCO level as well as the RELD/SOGI data fields provided by the MCOs.
<b>Rate of Preferred Written and Spoken Language Data Completeness</b>	<p>There will be two rates reported for this measure, defined as:</p> <p>Rate 1: (Numerator (PWL) Population / Denominator Population) * 100</p> <p>Rate 2: (Numerator (PSL) Population / Denominator Population) * 100</p>
<b>Self-Reported data</b>	For the purposes of this measure specification, data are defined as self-reported if it has been provided by either: (a) the individual, or (b) a person who can act on the individual's behalf (e.g., parent, spouse, authorized representative, guardian, conservator, holder of power of attorney, or health-care proxy).

## ADMINISTRATIVE SPECIFICATION

<b>Denominator</b>	The eligible population
<b>Numerator</b>	<p>Identify members with complete language data, (defined above under "Complete Preferred Written Language Data" and "Complete Preferred Spoken Language Data") for each question below:</p> <ul style="list-style-type: none"> <li> <a href="#">QMAT</a> Language Q1: In which language would you feel most comfortable reading medical or health care instructions?            Similar phrasing to elicit written language preference is acceptable.         </li> <li> <a href="#">QMAT</a> Language Q2: What language do you feel most comfortable speaking with your doctor or nurse?            Similar phrasing to elicit spoken language preference is acceptable.         </li> </ul>
<b>Exclusions</b>	If value is UTC, the member is excluded from the denominator.

## ADDITIONAL MEASURE INFORMATION



<b>Required Reporting</b>	<p>The following information is required:</p> <ul style="list-style-type: none"> <li>• A valid MassHealth Member ID <ul style="list-style-type: none"> <li>○ Format: Refer to MassHealth Member File Specification</li> </ul> </li> <li>• One (1) Preferred Written and Spoken Language value per question, as defined under “Complete Preferred Written Language Data” and “Complete Preferred Spoken Language Data” above <ul style="list-style-type: none"> <li>• Format: Refer to MassHealth Member File Specification</li> </ul> </li> </ul>
<b>Data Collection</b>	<p>For the purposes of this measure, Preferred Written and Spoken Language data must be self-reported. Preferred Written and Spoken Language data that are derived using an imputation methodology do not contribute to completeness for this measure.</p> <p>Self-reported Preferred Written and Spoken Language data may be collected:</p> <ul style="list-style-type: none"> <li>• By any modality that allows the patient (or a person legally authorized to respond on the patient’s behalf, such as a parent or legal guardian) to self-report preferred written and spoken languages_(e.g. over the phone, electronically (e.g. a patient portal), in person, by mail, etc.);</li> <li>• By any entity interacting with the member (e.g. health plan, provider, staff)</li> <li>• Must include one value in Attachment 3 <ul style="list-style-type: none"> <li>○ If an MCO submits a value that is not included in Attachment 3 but allowable per the MassHealth Member File Specification, the value will be mapped to Other Preferred Written Language (OTH)</li> </ul> </li> </ul>
<b>Completeness Calculations</b>	<p>Completeness is calculated per language question per denominator population per MCO and overall, as described below:</p> <p><i>For each individual MCO:</i></p> <p>For MCO x, the percentage of members with self-reported preferred <b>written</b> language data <u>for question 1</u> that was collected by MCO x in the measurement year.</p>

For MCO x, the percentage of members with self-reported preferred **spoken** language data for question 2 that was collected by MCO x in the measurement year.

### Attachment 3. Language: Accepted Values

#### Preferred Written Language

Description	Valid Values	Notes
English	en	
Spanish	es	
Portuguese	pt	
Chinese – Traditional	zh-Hant	
Chinese Simplified	zh-Hans	
Haitian Creole	ht	
French	fr	
Vietnamese	vi	
Russian	ru	
Arabic	ar	
Other Preferred Written Language	OTH	If an MCO submits a value that is not included in Attachment 3 but allowable per the <u>MassHealth Member File Specification</u> , the value will be mapped to Other Preferred Written Language (OTH).
Choose not to answer	ASKU	Member was asked to provide their Preferred Written Language, and the member actively selected or indicated that they “choose not to answer.”

Description	Valid Values	Notes
Don't know	DONTKNOW	Member was asked to provide their Preferred Written Language, and the member actively selected or indicated that they did not know their Preferred Written Language.
Unable to collect this information on member due to lack of clinical capacity of member to respond (e.g. clinical condition that alters consciousness)	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.
Unknown	UNK	<p>The Preferred Written Language of the member is unknown since either:</p> <p>(a) the member was not asked to provide their Preferred Written Language, or</p> <p>(b) the member was asked to provide their Preferred Written Language, and a response was not given. Note that a member actively selecting or indicating the response “choose not to answer” is a valid response, and should be assigned the value of ASKU instead of UNK.</p>

#### Preferred Spoken Language

Description	Valid Values	Notes
English	en	
Spanish	es	
Portuguese	pt	

<b>Chinese</b>	zh	If an MCO submits Cantonese (yue), Mandarin (cmn), or Min Nan Chinese (nan) it will be mapped to Chinese for the purposes of data completeness.
<b>Haitian Creole</b>	ht	
<b>Sign Languages</b>	sgn	If an MCO submits American Sign Language (ase) or Sign Languages (sgn), it will be mapped to Sign Languages for the purpose of data completeness.
<b>French</b>	fr	
<b>Vietnamese</b>	vi	
<b>Russian</b>	ru	
<b>Arabic</b>	ar	
<b>Other Preferred Spoken Language</b>	OTH	If an MCO submits a value that is not included in Attachment 3 but allowable per the <u>MassHealth Member File Specification</u> , the value will be mapped to Other Preferred Spoken Language (OTH).
<b>Choose not to answer</b>	ASKU	Member was asked to provide their Preferred Spoken Language, and the member actively selected or indicated that they “choose not to answer.”
<b>Don’t know</b>	DONTKNOW	Member was asked to provide their Preferred Spoken Language, and the member actively selected or indicated that they did not know their Preferred Spoken Language.
<b>Unable to collect this information on member due to lack of clinical capacity of member to respond (e.g. clinical</b>	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.

condition that alters consciousness)		
<b>Unknown</b>	UNK	<p>The Preferred Spoken Language of the member is unknown since either:</p> <p>(a) the member was not asked to provide their Preferred Spoken Language, or</p> <p>(b) the member was asked to provide their Preferred Spoken Language, and a response was not given. Note that a member actively selecting or indicating the response “choose not to answer” is a valid response, and should be assigned the value of ASKU instead of UNK.</p>

#### iv. Disability Data Completeness

##### OVERVIEW

<b>Measure Name</b>	Rate of Disability Data Completeness – MCO
<b>Steward</b>	MassHealth
<b>NQF Number</b>	N/A
<b>Data Source</b>	Numerator source: MCO “Member Data and Member Enrollment” Monthly Data File Submission Denominator source: MassHealth Enrollment Data
<b>Performance Status: PY3-5</b>	Pay-for-Performance (P4P)

##### POPULATION HEALTH IMPACT

Complete, beneficiary-reported disability data are critically important for identifying, analyzing, and addressing disparities in health and health care access and quality.

##### MEASURE SUMMARY

<b>Description</b>	The percentage of MCO attributed members with self-reported disability data that was collected by an MCO in the measurement year. Rates are calculated separately for 6 disability questions.
<b>Numerator</b>	MCO attributed members self-reported disability data that was collected by an MCO in the measurement year.
<b>Denominator</b>	MCO attributed members in the measurement year

##### ELIGIBLE POPULATION

<b>Age</b>	<p>Age varies by disability question:</p> <ul style="list-style-type: none"> <li>Disability Questions 1 and 2: MCO attributed members ages 0 to 64 as of December 31st of the measurement year;</li> <li>Disability Questions 3 – 5: MCO attributed members ages 6 to 64 as of December 31st of the measurement year;</li> <li>Disability Question 6: MCO attributed members ages 16 to 64 as of December 31st of the measurement year</li> </ul>
<b>Continuous Enrollment</b>	The measurement year
<b>Allowable Gap</b>	No more than one gap in enrollment of up to 45 days during the measurement year
<b>Anchor Date</b>	December 31 <sup>st</sup> of the measurement year
<b>Event/Diagnosis</b>	None

## DEFINITIONS

<b>Complete Disability Data</b>	<p>Complete Disability data is defined as:</p> <p>One (1) valid disability value for each Disability Question (listed in Attachment 4).</p> <ul style="list-style-type: none"> <li>If value is “UNK,” it will <u>not</u> count toward the numerator.</li> <li>If value is “ASKU,” it will count toward the numerator.</li> <li>If value is “DONTKNOW,” it will count toward the numerator.</li> </ul> <p>Each value must be self-reported.</p>
<b>Measurement Year</b>	Measurement Years 1-5 correspond to MQEIP Performance Years 1-5.
<b>Member File</b>	<p>File Name: MCO Member File</p> <p>Description: Existing member file sent by the MCEs to the MassHealth DW monthly through the existing encounter member process. This file specification has been updated to include a field to indicate the</p>

	member's enrollment at the MCO level as well as the RELD/SOGI data fields provided by the MCOs.
<b>Rate of Disability Data Completeness</b>	$(\text{Numerator Population} / \text{Eligible Population}) * 100$
<b>Self-Reported data</b>	For the purposes of this measure specification, data are defined as self-reported if it has been provided by either: (a) the individual, or (b) a person who can act on the individual's behalf (e.g., parent, spouse, authorized representative, guardian, conservator, holder of power of attorney, or health-care proxy).

## ADMINISTRATIVE SPECIFICATION

<b>Denominator</b>	The eligible population.
<b>Numerator Set</b>	<p>For members in the denominator, identify those with complete disability data, (defined above under "Complete Disability Data") for each question below:</p> <p>Disability Q1 (age 0-64): Are you deaf or do you have serious difficulty hearing?</p> <p>Disability Q2 (age 0-64): Are you blind or do you have serious difficulty seeing, even when wearing glasses?</p> <p>Disability Q3 (age 6-64): Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?</p> <p>Disability Q4 (age 6-64): Do you have serious difficulty walking or climbing stairs?</p> <p>Disability Q5 (age 6-64): Do you have difficulty dressing or bathing?</p> <p>Disability Q6 (age 16-64): Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?</p> <ul style="list-style-type: none"> <li>○ If value is "UNK," it will <u>not</u> count toward the numerator.</li> <li>○ If value is "ASKU," it will count toward the numerator.</li> </ul>



	<ul style="list-style-type: none"> <li>○ If value is “DONTKNOW,” it will count toward the numerator.</li> </ul> <p>Each value must be self-reported.</p>
<b>Exclusions</b>	If value is UTC, the member is excluded from the denominator.

## ADDITIONAL MEASURE INFORMATION

<b>Required Reporting</b>	<p>For a given disability question, the following information is required:</p> <ul style="list-style-type: none"> <li>• A valid MassHealth Member ID <ul style="list-style-type: none"> <li>○ Format: Refer to MassHealth Member File Specification</li> </ul> </li> <li>• One (1) valid disability value per question, as defined under “Complete Disability Data” above <ul style="list-style-type: none"> <li>○ Format: Refer to MassHealth Member File Specification</li> </ul> </li> </ul>
<b>Data Collection</b>	<p>For the purposes of this measure, disability data must be self-reported. Disability data that are derived using an imputation methodology do not contribute to completeness for this measure.</p> <p>Self-reported disability data may be collected:</p> <ul style="list-style-type: none"> <li>• By any modality that allows the patient (or a person legally authorized to respond on the patient’s behalf, such as a parent or legal guardian) to self-report disability (e.g. over the phone, electronically (e.g. a patient portal), in person, by mail, etc.);</li> <li>• By any entity interacting with the member (e.g. health plan, provider, staff)</li> <li>• Must include one value in Attachment 4</li> </ul>
<b>Completeness Calculations</b>	<p>Completeness is calculated per disability question per MCO and overall, as described below for questions 1 and 2, as an example:</p> <p>For each individual MCO:</p> <p>Example 1: For MCO x, the percentage of members with self-reported disability data <u>for question 1</u> that was collected by MCO x in the measurement year.</p>

Example 2: For MCO x, the percentage of members with self-reported disability data for question 2 that was collected by MCO x in the measurement year.

#### Attachment 4. Disability: Accepted Values

##### Disability Q1: Are you deaf or do you have serious difficulty hearing?

Description	Valid Values	Notes
Yes	LA33-6	
No	LA32-8	
Choose not to Answer	ASKU	Member was asked whether they are deaf or have difficulty hearing, and the member actively selected or indicated that they “choose not to answer.”
Don’t know	DONTKNOW	Member was asked whether they are deaf or have difficulty hearing, and the member actively selected or indicated that they did not know if they are deaf or have difficulty hearing.
Unable to collect this information on member due to lack of clinical capacity of member to respond (e.g. clinical condition that alters consciousness)	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.
Unknown	UNK	Whether the member is deaf or has difficulty hearing is unknown since either:  (a) the member was not asked whether they are deaf or have difficulty hearing, or

Description	Valid Values	Notes
		(b) the member was asked whether they are deaf or have difficulty hearing, and a response was not given. Note that a member actively selecting or indicating the response “choose not to answer” is a valid response, and should be assigned the value of ASKU instead of UNK.

**Disability Q2: Are you blind or do you have serious difficulty seeing, even when wearing glasses?**

Description	Valid Values	Notes
<b>Yes</b>	LA33-6	
<b>No</b>	LA32-8	
<b>Choose not to Answer</b>	ASKU	Member was asked whether they are blind or have difficulty seeing, and the member actively selected or indicated that they “choose not to answer.”
<b>Don’t know</b>	DONTKNOW	Member was asked whether they are blind or have difficulty seeing, and the member actively selected or indicated that they did not know whether they are blind or have difficulty seeing.
<b>Unable to collect this information on member due to lack of clinical capacity of member to respond (e.g. clinical condition that alters consciousness)</b>	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.

Description	Valid Values	Notes
Unknown	UNK	<p>Whether the member is blind or has difficulty seeing is unknown since either:</p> <p>(a) the member was not asked whether they are blind or have difficulty seeing, or</p> <p>(b) the member was asked whether they are blind or have difficulty seeing, and a response was not given. Note that a member actively selecting or indicating the response “choose not to answer” is a valid response, and should be assigned the value of ASKU instead of UNK.</p>

**Disability Q3: Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?**

Description	Valid Values	Notes
Yes	LA33-6	
No	LA32-8	
Choose not to Answer	ASKU	Member was asked whether they have serious difficulty concentrating, remembering or making decisions, and the member actively selected or indicated that they “choose not to answer”.
Don’t know	DONTKNOW	Member was asked whether they have serious difficulty concentrating, remembering or making decisions, and the

Description	Valid Values	Notes
		member actively selected or indicated that they did not know whether they have serious difficulty concentrating, remembering or making decisions.
<b>Unable to collect this information on member due to lack of clinical capacity of member to respond (e.g. clinical condition that alters consciousness)</b>	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.
<b>Unknown</b>	UNK	<p>Whether the member has difficulty concentrating, remembering or making decisions is unknown since either:</p> <p>(a) the member was not asked whether they have difficulty concentrating, remembering or making decisions, or</p> <p>(b) the member was asked whether they have difficulty concentrating, remembering or making decisions, and a response was not given. Note that a member actively selecting or indicating the response “choose not to answer” is a valid response, and should be assigned the value of ASKU instead of UNK.</p>

#### **Disability Q4: Do you have serious difficulty walking or climbing stairs?**

Description	Valid Values	Notes
Yes	LA33-6	
No	LA32-8	
Choose not to Answer	ASKU	Member was asked whether they have difficulty walking or climbing stairs, and the member actively selected or indicated that they “choose not to answer.”
Don’t know	DONTKNOW	Member was asked whether they have difficulty walking or climbing stairs, and the member actively selected or indicated that they did not know whether they have difficulty walking or climbing stairs.
Unable to collect this information on member due to lack of clinical capacity of member to respond (e.g. clinical condition that alters consciousness)	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.
Unknown	UNK	Whether the member has difficulty walking or climbing stairs is unknown since either:  (a) the member was not asked whether they have difficulty walking or climbing stairs, or  (b) the member was asked whether they have difficulty walking or climbing stairs, and a response was not given. Note that a member actively selecting or indicating the response “choose not to answer” is a valid response, and should be assigned the value of ASKU instead of UNK.

**Disability Q5: Do you have difficulty dressing or bathing?**

Description	Valid Values	Notes
Yes	LA33-6	
No	LA32-8	
Choose not to Answer	ASKU	Member was asked whether they have difficulty dressing or bathing, and the member actively selected or indicated that they “choose not to answer.”
Don’t know	DONTKNOW	Member was asked whether they have difficulty dressing or bathing, and the member actively selected or indicated that they did not know whether they have difficulty dressing or bathing.
Unable to collect this information on member due to lack of clinical capacity of member to respond (e.g. clinical condition that alters consciousness)	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.
Unknown	UNK	Whether the member has difficulty dressing or bathing is unknown since either:  (a) the member was not asked whether they have difficulty dressing or bathing, or  (b) the member was asked whether they have difficulty dressing or bathing, and a response was not given. Note that a member actively selecting or indicating the response “choose not to answer” is a valid

Description	Valid Values	Notes
		response, and should be assigned the value of ASKU instead of UNK.

**Disability Q6: Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor's office or shopping?**

Description	Valid Values	Notes
<b>Yes</b>	LA33-6	
<b>No</b>	LA32-8	
<b>Choose not to Answer</b>	ASKU	Member was asked if they have difficulty doing errands, and the member actively selected or indicated that they “choose not to answer”.
<b>Don't know</b>	DONTKNOW	Member was asked if they have difficulty doing errands, and the member actively selected or indicated that they did not know whether they have difficulty doing errands.
<b>Unable to collect this information on member due to lack of clinical capacity of member to respond (e.g. clinical condition that alters consciousness)</b>	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.
<b>Unknown</b>	UNK	Whether a member has difficulty doing errands is unknown since either:  (a) the member was not asked whether they have difficulty doing errands, or



Description	Valid Values	Notes
		(b) the member was asked whether they have difficulty doing errands, and a response was not given. Note that a member actively selecting or indicating the response “choose not to answer” is a valid response, and should be assigned the value of ASKU instead of UNK.

## v. Sexual Orientation Data Completeness

### OVERVIEW

<b>Measure Name</b>	Rate of Sexual Orientation Data Completeness – MCO
<b>Steward</b>	MassHealth
<b>NQF Number</b>	N/A
<b>Data Source</b>	Numerator source: MCO “Member Data and Member Enrollment” Monthly Data File Submission Denominator source: MassHealth Enrollment Data
<b>Performance Status: PY3-5</b>	Pay-for-Performance (P4P)

### POPULATION HEALTH IMPACT

Complete, beneficiary-reported sexual orientation data are critically important for identifying, analyzing, and addressing disparities in health and health care access and quality.

### MEASURE SUMMARY

<b>Description</b>	The percentage of MCO attributed members with self-reported sexual orientation data that was collected by an MCO in the measurement year.
<b>Numerator</b>	MCO attributed members with self-reported sexual orientation data that was collected by an MCO in the measurement year
<b>Denominator</b>	MCO attributed members in the measurement year.

### ELIGIBLE POPULATION

<b>Age</b>	MCO attributed members age 19 and older as of December 31 of the measurement year
<b>Continuous Enrollment</b>	The measurement year
<b>Allowable Gap</b>	No more than one gap in enrollment of up to 45 days during the measurement year
<b>Anchor Date</b>	December 31 <sup>st</sup> of the measurement year
<b>Event/Diagnosis</b>	None

## DEFINITIONS

<b>Complete Sexual Orientation Data</b>	<p>Complete sexual orientation data is defined as: At least one (1) valid sexual orientation value (listed in Attachment 5).</p> <ul style="list-style-type: none"> <li>○ If value is “UNK,” it will <u>not</u> count toward the numerator.</li> <li>○ If value is “ASKU,” it will count toward the numerator.</li> <li>○ If value is “DONTKNOW,” it will count toward the numerator.</li> </ul> <p>Each value must be self-reported</p>
<b>Measurement Year</b>	Measurement Years 1-5 correspond to MQEIP Performance Years 1-5.
<b>Member File</b>	<p>File Name: MCO Member File</p> <p>Description: Existing member file sent by the MCEs to the MassHealth DW monthly through the existing encounter member process. This file specification has been updated to include a field to indicate the member’s enrollment at the MCO level as well as the RELD/SOGI data fields provided by the MCOs.</p>
<b>Rate of Sexual Orientation Data Completeness</b>	$(\text{Numerator Population} / \text{Eligible Population}) * 100$

<b>Self-Reported data</b>	For the purposes of this measure specification, data are defined as self-reported if it has been provided by either: (a) the individual, or (b) a person who can act on the individual's behalf (e.g., parent, spouse, authorized representative, guardian, conservator, holder of power of attorney, or health-care proxy).
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## ADMINISTRATIVE SPECIFICATION

<b>Denominator</b>	The eligible population.
<b>Numerator</b>	<p>For members in the denominator, identify those with complete sexual orientation data, defined as:</p> <p>At least one (1) valid sexual orientation value (valid sexual orientation values are listed in Attachment 5).</p> <ul style="list-style-type: none"> <li>○ If value is "UNK," it will <u>not</u> count toward the numerator.</li> <li>○ If value is "ASKU," it will count toward the numerator.</li> <li>○ If value is "DONTKNOW," it will count toward the numerator.</li> </ul> <p>Each value must be self-reported.</p>
<b>Exclusions</b>	If value is UTC, the member is excluded from the denominator.

## ADDITIONAL MEASURE INFORMATION

## Required Reporting

The following information is required:

- A valid MassHealth Member ID
  - Format: Refer to MassHealth Member File Specification
- At least one (1) valid sexual orientation value, as defined under “Complete Sexual Orientation Data” above
  - Format: Refer to MassHealth Member File Specification

## Data Collection

For the purposes of this measure, sexual orientation data must be self-reported. Sexual orientation data that are derived using an imputation methodology do not contribute to completeness for this measure.

Self-reported sexual orientation data may be collected:

- By any modality that allows the patient (or a person legally authorized to respond on the patient’s behalf, such as a parent or legal guardian) to self-report sexual orientation (e.g. over the phone, electronically (e.g. a patient portal), in person, by mail, etc.);
- By any entity interacting with the member (e.g. health plan, provider, staff)
- Must include one or more values in Attachment 5

## Completeness Calculations

Completeness is calculated for:  
each individual MCO.

## Attachment 5. Sexual Orientation: Accepted Values

Description	Valid Values	Notes
<b>Bisexual</b>	42035005	
<b>Straight or heterosexual</b>	20430005	
<b>Lesbian or gay</b>	38628009	
<b>Queer, pansexual, and/or questioning</b>	QUEER	
<b>Something else</b>	OTH	
<b>Choose not to answer</b>	ASKU	Member was asked to provide their sexual orientation, and the member actively selected or indicated that they “choose not to answer”.
<b>Don’t know</b>	DONTKNOW	Member was asked to provide their sexual orientation, and the member actively selected or indicated that they did not know their sexual orientation.
<b>Unable to collect this information on member due to lack of clinical capacity of member to respond (e.g. clinical condition that alters consciousness)</b>	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.
<b>Unknown</b>	UNK	The sexual orientation of the member is unknown since either: (a) the member was not asked to provide their sexual orientation, or (b) the member was asked to provide their sexual orientation, and a response was not given. Note that a member actively selecting or indicating the response “choose not to answer” is a valid response, and should be assigned the value of ASKU instead of UNK.

## vi. Gender Identity Data Completeness

### OVERVIEW

<b>Measure Name</b>	Rate of Gender Identity Data Completeness – MCO
<b>Steward</b>	MassHealth
<b>NQF Number</b>	N/A
<b>Data Source</b>	Numerator source: MCO “Member Data and Member Enrollment” Monthly Data File Submission Denominator source: MassHealth Enrollment Data
<b>Performance Status: PY3-5</b>	Pay-for-Performance (P4P)

### POPULATION HEALTH IMPACT

Complete, beneficiary-reported gender identity data are critically important for identifying, analyzing, and addressing disparities in health and health care access and quality.

### MEASURE SUMMARY

<b>Description</b>	The percentage of MCO attributed members with self-reported gender identity data that was collected by an MCO in the measurement year.
<b>Numerator</b>	MCO attributed members with self-reported gender identity data that was collected by an MCO in the measurement year.
<b>Denominator</b>	MCO attributed members in the measurement year.

### ELIGIBLE POPULATION

Age	MCO attributed members age 19 and older as of December 31 of the measurement year
Continuous Enrollment	The measurement year
Allowable Gap	No more than one gap in enrollment of up to 45 days during the measurement year
Anchor Date	December 31 <sup>st</sup> of the measurement year
Event/Diagnosis	None

## DEFINITIONS

<b>Complete Gender Identity Data</b>	<p>Complete gender identity data is defined as:</p> <p>At least one (1) valid gender identity value (listed in Attachment 6).</p> <ul style="list-style-type: none"> <li>○ If value is “UNK,” it will <u>not</u> count toward the numerator.</li> <li>○ If value is “ASKU,” it will count toward the numerator.</li> <li>○ If value is “DONTKNOW,” it will count toward the numerator.</li> </ul> <p>Each value must be self-reported.</p>
<b>Measurement Year</b>	Measurement Years 1-5 correspond to MQEIP Performance Years 1-5.
<b>Member File</b>	<p>File Name: MCO Member File</p> <p>Description: Existing member file sent by the MCEs to the MassHealth DW monthly through the existing encounter member process. This file specification has been updated to include a field to indicate the member’s enrollment at the MCO level as well as the RELD/SOGI data fields provided by the MCOs.</p>
<b>Rate of Gender Identity Data Completeness</b>	$(\text{Numerator Population} / \text{Eligible Population}) * 100$
<b>Self-Reported data</b>	For the purposes of this measure specification, data are defined as self-reported if it has been provided by either: (a) the individual, or (b) a person who can act on the individual’s behalf (e.g., parent, spouse,



	authorized representative, guardian, conservator, holder of power of attorney, or health-care proxy).
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## ADMINISTRATIVE SPECIFICATION

<b>Denominator</b>	The eligible population
<b>Numerator</b>	<p>For members in the denominator, identify those with complete gender identity data, defined as:</p> <p>At least one (1) valid gender identity value (valid gender identity values are listed in Attachment 6).</p> <ul style="list-style-type: none"> <li>○ If value is “UNK,” it will <u>not</u> count toward the numerator.</li> <li>○ If value is “ASKU,” it will count toward the numerator.</li> <li>○ If value is “DONTKNOW,” it will count toward the numerator.</li> </ul> <p>Each value must be self-reported.</p>
<b>Exclusions</b>	If value is UTC, the member is excluded from the denominator.

## ADDITIONAL MEASURE INFORMATION

<b>Required Reporting</b>	<p>The following information is required:</p> <ul style="list-style-type: none"> <li>• A valid MassHealth Member ID <ul style="list-style-type: none"> <li>○ Format: Refer to MassHealth Member File Specification</li> </ul> </li> <li>• At least one (1) valid gender identity value, as defined under “Complete Gender Identity Data” above <ul style="list-style-type: none"> <li>○ Format: Refer to MassHealth Member File Specification</li> </ul> </li> </ul>
<b>Data Collection</b>	For the purposes of this measure, gender identity data must be self-reported. Gender identity data that are derived using an imputation methodology do not contribute to completeness for this measure.

	<p>Self-reported gender identity data may be collected:</p> <ul style="list-style-type: none"> <li>• By any modality that allows the patient (or a person legally authorized to respond on the patient's behalf, such as a parent or legal guardian) to self-report gender identity (e.g. over the phone, electronically (e.g. a patient portal), in person, by mail, etc.);</li> <li>• By any entity interacting with the member (e.g. health plan, provider, staff)</li> <li>• Must include one or more values in Attachment 6</li> </ul>
<b>Completeness Calculations</b>	Completeness is calculated for: each individual MCO.

#### Attachment 6. Gender Identity: Accepted Values

Description	Valid Values	Notes
<b>Male</b>	446151000124109	
<b>Female</b>	446141000124107	
<b>Genderqueer/gender nonconforming/non-binary; neither exclusively male nor female</b>	446131000124102	
<b>Transgender man/trans man</b>	407376001	
<b>Transgender woman/trans woman</b>	407377005	
<b>Additional gender category or other</b>	OTH	
<b>Choose not to answer</b>	ASKU	Member was asked to provide their gender identity, and the member

Description	Valid Values	Notes
		actively selected or indicated that they “choose not to answer”.
<b>Don’t know</b>	DONTKNOW	Member was asked to provide their gender identity, and the member actively selected or indicated that they did not know their gender identity.
<b>Unable to collect this information on member due to lack of clinical capacity of member to respond (e.g. clinical condition that alters consciousness)</b>	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.
<b>Unknown</b>	UNK	<p>The gender identity of the member is unknown since either:</p> <p>(a) the member was not asked to provide their gender identity, or</p> <p>(b) the member was asked to provide their gender identity, and a response was not given. Note that a member actively selecting or indicating the response “choose not to answer” is a valid response, and should be assigned the value of ASKU instead of UNK.</p>

vii. **Performance Requirements and Assessment (Applicable to all subcomponents of the RELDSOGI Data Completeness Measure)**

**PY3-5 PERFORMANCE REQUIREMENTS AND ASSESSMENT**

<b>Performance Requirements: PY3-4</b>	<ol style="list-style-type: none"> <li>1) Timely submission of data as described in the “Member Data and Member Enrollment Monthly Submission Specifications for all Entities, Version 3.0 (June 21, 2024).”               <ol style="list-style-type: none"> <li>a. Within the data file submission, the date the value is updated (“&lt;RELDSOGI field&gt; Date Updated”) or verified (“&lt;RELDSOGI field&gt; Date Verified”) associated with each RELDSOGI data element may be submitted but is not required.</li> </ol> </li> <li>2) Timely, complete, and responsive submission to MassHealth, by September 1 of the performance year (e.g., September 1, 2026 for PY4), or a date specified by EOHHS, of a RELD SOGI mapping and verification deliverable including descriptions of member-reported demographic data collection efforts as specified by MassHealth, in a form and format to be specified by MassHealth.</li> </ol>
<b>Performance Requirements: PY5</b>	<ol style="list-style-type: none"> <li>1) Timely submission of data as described in the “Member Data and Member Enrollment Monthly Submission Specifications for all Entities, Version 3.0 (June 21, 2024).”               <ol style="list-style-type: none"> <li>a. Within the data file submission, the date the value is updated (“&lt;RELDSOGI field&gt; Date Updated”) and/or verified (“&lt;RELDSOGI field&gt; Date Verified”) associated with each RELDSOGI data element must be submitted.</li> </ol> </li> <li>2) Timely, complete, and responsive submission to MassHealth by September 1, 2027, or a date specified by EOHHS, of a RELD SOGI mapping and verification deliverable including descriptions of member-reported demographic data collection efforts as specified by MassHealth, in a form and format to be specified by MassHealth.</li> </ol>

<b>Performance Assessment</b>	See the MassHealth MCO Quality and Equity Incentive Program (MQEIP) Performance Assessment Methodology manual.
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# B. Health-Related Social Needs Screening

Aligned with CMS’ Screening for Social Drivers of Health Measure for the Merit-based Incentive Payment System (MIPS) Program<sup>1</sup>

OVERVIEW	
Measure Name	Health-Related Social Needs (HRSN) Screening
Steward	MassHealth
NQF Number	N/A
Data Source	Supplemental Data, Administrative Data, Encounter Data
Performance Status: PY3-5	Rate 1: Pay-for-Performance (P4P) Rate 2: Pay-for-Reporting (P4R)

POPULATION HEALTH IMPACT

Eliminating health care disparities is essential to improve quality of care for all patients. An important step in addressing health care disparities and improving patient outcomes is to screen for health-related social needs (HRSN), the immediate daily necessities prioritized by individuals that arise from the inequities caused by social determinants of health. Identification of such needs provides an opportunity to improve health outcomes through interventions such as referral to appropriate social services.

MEASURE SUMMARY

This measure assesses the percentage of members who were screened at least once during the measurement year for health-related social needs (HRSN). Two rates are reported:

<sup>1</sup> Aligned with CMS’ Screening for Social Drivers of health Measure for the Merit-based Incentive Payment System (MIPS) Program. [Centers for Medicare and Medicaid Services Measures Inventory Tool \(cms.gov\)](#)

1. **Rate 1: HRSN Screening Rate:** Percentage of members screened at least once during the measurement year using a standardized HRSN screening instrument for food, housing, transportation, and utility needs.
2. **Rate 2: HRSN Screen Positive Rate:** Rate of HRSN identified (i.e., screen positive) among cases in Rate 1 numerator. Four sub-rates are reported for each of the following HRSNs: food, housing, transportation, and utility.

## ELIGIBLE POPULATION

<b>Product lines</b>	Individuals enrolled in MassHealth including: MCO
<b>Ages</b>	MCO attributed members 0 to 64 years of age as of December 31 of the measurement year
<b>Continuous enrollment/ Allowable gap</b>	Continuous Enrollment: 90 days Allowable Gap: None
<b>Anchor date</b>	N/A
<b>Measurement period</b>	Performance Year 3: January 1 – December 31, 2025 Performance Year 4: January 1 – December 31, 2026 Performance Year 5: January 1 – December 31, 2027
<b>Event/diagnosis</b>	None

## DEFINITIONS

<b>Measurement Year</b>	Measurement Years 1-5 correspond to MQEIP Performance Years 1-5.
<b>Members</b>	Individuals enrolled in MassHealth including: MCO
<b>Health-Related Social Needs</b>	The immediate daily necessities that arise from the inequities caused by the social determinants of health, such as a lack of access to basic resources like stable housing, an environment free of life-threatening toxins, healthy food, utilities including heating and internet access, transportation, physical and

	<p>mental health care, safety from violence, education and employment, and social connection.</p>
<p><b>Standardized HRSN Screening Instruments</b></p>	<p>A standardized health-related social needs screening instrument is defined as a standardized assessment, survey, tool or questionnaire that is used to evaluate social needs. HRSN screening tools used for the purpose of performance on this measure must include at least one screening question in each of the four required domains.</p> <p>Examples of eligible screening tools include, but are not limited to:</p> <ul style="list-style-type: none"> <li>• Accountable Health Communities Health-Related Social Needs Screening Tool</li> <li>• The Protocol for Responding to and Assessing Patients' Riss and Experiences (PRAPARE) Tool</li> <li>• American Academy of Family Physicians (AAFP) Screening Tool</li> </ul> <p>MCOs are not required to use the example screening tools listed above; MCOs may choose to use other screening instruments, or combinations of screening instruments, that include at least one screening question in each of the four required domains. MassHealth may require MCOs to report to MassHealth the screening tool(s) used for the purpose of performance on this measure.</p>
<p><b>Supplemental Data</b></p>	<p>Data supplementary to administrative claims data that documents at the member-level 1) when a health-related social needs screen was performed, and/or 2) whether health-related social needs were identified (and if so, in which domain needs were identified).</p> <p>Such supplemental data may be derived from clinical records (such as electronic health records and case management records) or other databases available to entities. Such supplemental data may document screens conducted by billing providers and/or non-billing providers (such as community health workers, medical assistants, and social workers).</p>



## ADMINISTRATIVE SPECIFICATION

### RATE 1: HRSN Screening Rate

<b>Description</b>	Percentage of members screened at least once during the measurement year using a standardized HRSN screening instrument for food, housing, transportation, and utility needs.
<b>Denominator</b>	The eligible population
<b>Numerator</b>	<p>Number of members screened at least once during the measurement year using a standardized screening instrument for food, housing, transportation, and/or utility needs.</p> <ul style="list-style-type: none"><li>• Includes members where documentation indicates that:<ul style="list-style-type: none"><li>○ The member was offered HRSN screening and responded to one or more screening questions; or</li><li>○ The member was offered HRSN screening and actively opted out of screening (i.e. chose not to answer any questions).</li></ul></li><li>• Includes screenings rendered by any clinical provider (e.g., an MCO clinical provider, hospital clinical provider), non-clinical staff (e.g., patient navigator), and/or health plan staff.</li></ul> <p>Notes:</p> <ul style="list-style-type: none"><li>• An eligible encounter during the year is not required. Screens may be conducted through modalities other than (in person or telehealth) office visits; they may be conducted by mail and any other means approved by MassHealth.</li><li>• MCOs may report all screenings for a given member in the measurement year but for the purpose of rate calculations, the</li></ul>

	most recent screening will be used.
<b>Unit of measurement</b>	<p>Screens should be performed at the individual member level for adults and, as determined to be clinically appropriate by individuals performing HRSN screening, for children and youth.</p> <p>Screening may be performed at the household level on behalf of dependents residing in one household; if screening is performed at the household level then results must be documented in the respondent's medical record and in each dependent's medical record in order for the screen to be counted in the numerator for each individual.</p>
<b>Exclusions</b>	<ul style="list-style-type: none"> <li>• Member died during the measurement period.</li> <li>• Members in hospice (identified using the <u>Hospice Value Set<sup>2</sup></u>).</li> <li>• Members not screened for food insecurity, housing instability, transportation needs, and utility difficulties because member was unable to complete the screening and have no legal guardian or caregiver able to do so on their behalf. This should be documented in the medical record.</li> </ul>

## RATE 2: HRSN Screen Positive Rate

<b>Description</b>	Rate of HRSN identified (i.e., screen positive) among cases in the numerator for Rate 1. Four sub-rates are reported for each of the following HRSNs: food, housing, transportation, and utility.
<b>Denominator</b>	Members who meet the numerator criteria for Rate 1.
<b>Numerator 2a – Food insecurity</b>	Number of members who screened positive for food needs and for whom results are electronically documented in the MCO's medical record (see Code List below).
<b>Numerator 2b – Housing instability</b>	Number of members who screened positive for housing needs and for whom results are electronically documented in the MCO's medical record (see Code List below).

<sup>2</sup> HEDIS® Value Set used with permission from NCQA

<b>Numerator 2c – Transportation needs</b>	Number of members who screened positive for transportation needs and for whom results are electronically documented in the MCO's medical record (see Code List below).
<b>Numerator 2d – Utility difficulties</b>	Number of members who screened positive for utility needs and for whom results are electronically documented in the MCO's medical record (see Code List below).
<b>Exclusions</b>	None

## DATA REPORTING REQUIREMENTS

This measure will be calculated by MassHealth using administrative data and/or supplemental data submitted to MassHealth by MCOs as follows. Data must be submitted in a form and format specified by MassHealth.

## ADMINISTRATIVE DATA REPORTING REQUIREMENTS

**Rate 1:** The following codes will be the administrative data utilized to calculate Rate 1:

Code System	Code	Meaning
<b>HCPCS</b>	M1207	Member screened for food insecurity, housing instability, transportation needs, utility difficulties [ <i>and interpersonal safety</i> <sup>3</sup> ].
<b>HCPCS</b>	M1208	Member not screened for food insecurity, housing instability, transportation needs, utility difficulties [ <i>and interpersonal safety</i> <sup>3</sup> ].
<b>HCPCS</b>	M1237	Member reason for not screening for food insecurity, housing instability, transportation needs, utility

<sup>3</sup> The HCPCS M1207, M1208, and M1237 codes include interpersonal safety as a screening domain. However, screening for interpersonal safety will not contribute toward performance on this MQEIP measure due to concerns about privacy and safety related to capturing this information through the same vehicle as other HRSN domains.

		difficulties, [ <i>and interpersonal safety</i> <sup>3</sup> ] (e.g., member declined or other member reasons)
<b>HCPCS</b>	G0136	Administration of a standardized, evidence-based social determinants of health risk assessments tool, 5-15 minutes

- Notes:
  - Members in the denominator where M1207 is coded will count towards the numerator.
  - Members in the denominator where M1237 is coded will count towards the numerator.
  - Members in the denominator where M1208 is coded will not count towards the numerator.
  - Members in the denominator where M1207, M1237, or M1208 are not coded will not count towards the numerator.
  - Members in the denominator where HCPCS code G0136 is coded will count towards the numerator.

**Rate 2:** The following ICD-10 codes, which may be documented in any diagnosis field, are the administrative data that will be utilized to calculate Rate 2 numerators:

## Food Insecurity

ICD-10 Code Contributing to Rate 2 Numerators	Meaning
<b>E63.9</b>	Nutritional deficiency, unspecified
<b>Z59.41</b>	Food insecurity
<b>Z59.48</b>	Other specified lack of adequate food
<b>Z91.11</b>	Patient's noncompliance with dietary regimen
<b>Z91.110</b>	Patient's noncompliance with dietary regimen due to financial hardship

<b>Z91.A10</b>	Caregiver's noncompliance with patient's dietary regimen due to financial hardship
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## Housing Instability

### *Homelessness*

ICD-10 Code Contributing to Rate 2 Numerators	Meaning
<b>Z59.00</b>	Homelessness unspecified
<b>Z59.01</b>	Sheltered homelessness
<b>Z59.02</b>	Unsheltered homelessness

### *Housing Instability*

ICD-10 Code Contributing to Rate 2 Numerators	Meaning
<b>Z59.811</b>	Housing instability, housed, with risk of homelessness
<b>Z59.812</b>	Housing instability, housed, homelessness in past 12 months
<b>Z59.819</b>	Housing instability, housed unspecified
<b>Z59.2</b>	Discord with neighbors, lodgers and landlord

### *Inadequate Housing*

ICD-10 Code Contributing to Rate 2 Numerators	Meaning
<b>Z58.6</b>	Inadequate drinking-water supply

<b>Z59.1</b>	Inadequate housing, unspecified
<b>Z59.11</b>	Inadequate housing environmental temperature
<b>Z59.12</b>	Inadequate housing utilities
<b>Z59.19</b>	Other Inadequate housing

## Transportation Needs

<b>ICD-10 Code Contributing to Rate 2 Numerators</b>	<b>Meaning</b>
<b>Z59.82</b>	Transportation insecurity

## Utility Difficulties

<b>ICD-10 Code Contributing to Rate 2 Numerators</b>	<b>Meaning</b>
<b>Z58.6</b>	Inadequate drinking-water supply
<b>Z58.81</b>	Basic services unavailable in physical environment
<b>Z59.12</b>	Inadequate housing utilities

## SUPPLEMENTAL DATA REPORTING REQUIREMENTS

In lieu of or addition to administrative data described above, MCOs may choose to submit supplemental data (i.e. electronic health record or other medical record data demonstrating

HRSN screening rates and/or identified needs) for use by MassHealth for calculating Rate 1 and/or Rate 2.

Such supplemental data must be submitted in a form and format to be specified by MassHealth, and must include:

- 1. For **Rate 1**: Data indicating any of the following:
  - a) a member was screened for food insecurity, housing instability, transportation needs, and utility difficulties during the performance period (corresponding to the definitions of administrative HCPCS code M1207 and/or code G0136).
  - b) a member was not screened for food insecurity, housing instability, transportation needs, utility difficulties (corresponding to the meaning of the administrative HCPCS code M1208)
  - c) there is a member reason for not screening for food insecurity, housing instability, transportation needs, and utility difficulties (e.g., member declined or other member reasons.) (corresponding to the meaning of HCPCS code M1237)
  
- 2. For **Rate 2**: Data indicating identified needs, corresponding to the definitions of the ICD-10 codes provided in the Administrative Reporting section above. Data may be captured using the ICD-10 codes or other clinical record data (e.g., electronic health record data corresponding to these codes).

**PY3-5 PERFORMANCE REQUIREMENTS & ASSESSMENT**

<b>Performance Requirements</b>	<p>This measure will be calculated by MassHealth using administrative data and/or, as applicable, supplemental data submitted to MassHealth by MCOs. Data must be submitted to MassHealth <b>by June 30 following the measurement year</b> (e.g., PY3 data is due by June 30, 2026), in a form and format to be further specified by MassHealth.</p> <p>MassHealth anticipates auditing the data submitted by the MCO, per the methodology outlined in the QEIP Portal User Guide.</p>
<b>Performance Assessment</b>	<p>See the MassHealth MCO Quality and Equity Incentive Program (MQEIP) Performance Assessment Methodology manual.</p>

## C. Quality Performance Disparities Reduction

### OVERVIEW

<b>Measure Name</b>	Quality Performance Disparities Reduction
<b>Steward</b>	MassHealth
<b>NQF Number</b>	N/A
<b>Data Source</b>	Administrative, Supplemental
<b>Performance Status: PY3</b>	Pay-for-Reporting (P4R)
<b>Performance Status: PY4-5</b>	Pay-for-Performance (P4P)

### POPULATION HEALTH IMPACT

Equitable care is an important pillar of high-quality care. Stratification of quality measures by social risk factors supports identification of health and health care disparities and focused intervention to achieve more equitable care.

### MEASURE SUMMARY

This measure assesses performance on reducing disparities on targeted quality performance measures associated with race, ethnicity, and/or other demographic or social risk factors.

Quality performance measures targeted for disparities reduction for the purpose of this measure are from the MassHealth Quality Incentive Program and are listed in Table 1. Alternative standard quality measures may be approved by MassHealth on an individual MCO basis.

Targeted quality measures have been selected by MassHealth because they are disparities-sensitive measures in the topic areas of maternal health, care coordination, and/or care for acute & chronic conditions.

### ELIGIBLE POPULATION



The eligible population for each Quality Incentive Program measure identified in Table 1 for inclusion in this measure is defined in the Quality Incentive Program technical specifications.

DEFINITIONS	
Measurement Year	Measurement Years 1-5 correspond to MQEIP Performance Years 1-5.
Applicable Measures	Measures drawn from the MassHealth MCO Quality Incentive Program slate that are included in Table 1 of this specification.

ADMINISTRATIVE SPECIFICATION

In PY3, MCOs must complete and submit a PY3 “Measure Assessment Report.” The report must be submitted in a form and format specified by MassHealth, and must include:

- An assessment of the opportunity for disparities reduction on the full list of measures specified by MassHealth, including how each measure does or doesn’t represent an opportunity for the MCO with regards to disparities reduction based on race/ethnicity.
- The measure(s) the MCO proposes to focus on for disparities reduction in PY3-5, as well as a description of what is known about the MCO’s historical aggregate performance on the selected measure(s), including performance stratified by race and ethnicity, and other evidence demonstrating the opportunity for improvement.

In PY4-5, MCOs will be assessed on disparities reduction for a subset of the measures in Table 1, as specified by MassHealth in its approvals of the individual MCOs’ PY3 “Measure Assessment Report.” Claims-based and chart-based measures will be calculated by MassHealth.

MassHealth reserves the right to request additional member-level measure data for the purposes of Quality measure stratification, as applicable, in a form and format specified by MassHealth.

Table 1: MassHealth Quality Incentive Program Measures Identified for Inclusion in this MQEIP “Quality Performance Disparities Reduction” Measure for PY3-5

Domain	Measure
<b>Preventative and Pediatric Care</b>	OHSU: Developmental Screening in the First Three Years of Life
	NCQA: Immunizations for Adolescents
	NCQA: Childhood Immunization Status
	ADA: Topical Fluoride for Children
	NCQA: Prenatal and Postpartum Care
<b>Care Coordination/Care for Acute and Chronic Conditions</b>	NCQA: Follow-Up After Emergency Department Visit for Mental Illness (FUM; 7 day follow-up)
	NCQA: Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence Treatment (FUA; 7 day follow-up)
	NCQA: Follow-Up After Hospitalization for Mental Illness (FUH; 7 day follow-up)
	NCQA: Initiation of Engagement of Alcohol and Other Drug Abuse or Dependence (IET)
	NCQA: Controlling High Blood Pressure
	NCQA: Comprehensive Diabetes Care: HBA1c Poor Control
	NCQA: Asthma Medication Ratio

## ADDITIONAL MEASURE INFORMATION

<b>General Guidance: PY3</b>	<b>Race and ethnicity data standards for stratification:</b> For any MCO-stratified measure in the PY3 Measure Assessment Report, MCOs must stratify performance by race
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	<p>and ethnicity categories specified in the MassHealth “Race and Ethnicity Data Completeness” sub-measure specification.</p> <p><b>Data completeness threshold:</b> There is no data completeness threshold for reporting performance stratified by race and ethnicity in the PY3 Measure Assessment Report. The stratification may use imputed or other sources of data for race and ethnicity only when self-reported race and ethnicity data are not available.</p>
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## PY3-5 PERFORMANCE REQUIREMENTS AND ASSESSMENT

<b>Performance Requirements: PY3</b>	By <b>October 31, 2025</b> , timely, complete, and responsive submission to MassHealth of a PY3 “Measure Assessment Report.” Submissions must be in a form and format specified by MassHealth.
<b>Performance Requirements: PY4-5</b>	Submission requirements will vary by targeted disparities reduction measure; MCOs must submit measure data, as applicable, in a form and format specified by MassHealth.
<b>Performance Assessment: PY3</b>	<p>MCOs will earn credit for performance on this measure only through:</p> <ul style="list-style-type: none"> <li>Timely, complete, and responsive submission to MassHealth of the PY3 “Measure Assessment Report.” All required questions must be answered or submission will not be considered complete.</li> </ul>
<b>Performance Assessment: PY4-5</b>	See the MassHealth MCO Quality and Equity Incentive Program (MQEIP) Performance Assessment Methodology Manual.

## D. Meaningful Access to Healthcare Services for Individuals with a Preferred Language other than English

### OVERVIEW

<b>Measure Name</b>	Meaningful Access to Healthcare Services for Individuals with a Preferred Language other than English
<b>Steward</b>	MassHealth
<b>NQF Number</b>	N/A
<b>Data Source</b>	Supplemental
<b>Performance Status: PY3</b>	Component 1: Pay-for-Reporting (P4R) Component 2: Pay-for-Performance (P4P)
<b>Performance Status: PY4-5</b>	Component 1: N/A Component 2: Pay-for-Performance (P4P)

### POPULATION HEALTH IMPACT

Access to high quality language services is essential to delivery of accessible, high-quality care for individuals with a preferred spoken language other than English.

### MEASURE SUMMARY

This measure focuses on the provision of quality interpreter services through two components:

1. **Language Access Self-Assessment Survey:** Self-assessment of language access services.
2. **Addressing Language Access Needs in Outpatient Settings:** Percentage of outpatient visits occurring with a Primary Care Provider in the MCO's Network serving members who report a preferred spoken language other than English (including sign languages) during which language assistance services were utilized.

## ELIGIBLE POPULATION

### Component 1: Language Access Self-Assessment Survey

Not applicable

### Component 2: Addressing Language Access Needs in Outpatient Settings

<b>Product lines</b>	Individuals enrolled in MassHealth including: MCO
<b>Ages</b>	MCO attributed members 0 to 64 years of age as of December 31 of the measurement year
<b>Continuous enrollment/ Allowable gap</b>	None
<b>Anchor date</b>	Date of Qualifying Outpatient Visit
<b>Measurement period</b>	Performance Year 3: January 1 – December 31, 2025 <ul style="list-style-type: none"><li>• P4R: January 1 – June 30, 2025</li><li>• P4P: July 1 – December 31, 2025</li></ul> Performance Year 4: January 1 – December 31, 2026 Performance Year 5: January 1 – December 31, 2027
<b>Event/diagnosis</b>	A two-step process must be used to identify eligible outpatient visits:  <b>Step 1.</b> Identify eligible outpatient visits occurring with a Primary Care Provider in the MCO's Network during the measurement period: <ul style="list-style-type: none"><li>• <b>To identify eligible outpatient visits:</b><ul style="list-style-type: none"><li>○ Identify all outpatient visits (Outpatient Visit Value Set)<sup>4</sup></li></ul></li></ul>

<sup>4</sup> HEDIS® Value Set used with permission from NCQA

	<ul style="list-style-type: none"> <li>○ Identify outpatient visits that occurred with a Primary Care Provider in the MCO's Network</li> </ul> <p><b>Step 2.</b> For eligible outpatient visits identified in Step 1, identify those where a member reported a preferred spoken language other than English (including sign languages).</p>
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## DEFINITIONS

<b>Measurement Year</b>	Measurement Years 1-5 correspond to MQEIP Performance Years 1-5.
<b>Members</b>	Individuals enrolled in MassHealth including: MCO
<b>Language Assistance Services</b>	<p>For the purposes of the MQEIP:</p> <ul style="list-style-type: none"> <li>• Language assistance services are defined<sup>5</sup> as oral or sign language assistance, including interpretation in non-English language provided in-person or remotely by a qualified interpreter for an individual who prefer a language other than English, and the use of services of qualified bilingual or multilingual staff to communicate directly with individuals who prefer a language other than English for health care</li> <li>• Language assistance services must be delivered by individuals employed or contracted by the Health Plan/MassHealth Contractor or MCO Network who are determined by the MCO to be competent. Technologies such as smartphones, Applications, portable interpretation devices, or Artificial Intelligence used for interpretation do not count as language assistance services.</li> <li>• Competency may be specifically defined by the organization. It may be defined as possessing the skills and ethics of interpreting, and knowledge in both languages regarding the specialized terms (e.g., medical terminology) and concepts relevant to clinical and non-clinical encounters.</li> </ul>

<sup>5</sup> Adapted from the Centers for Medicare and Medicaid Services' *Nondiscrimination in Health Programs and Activities* rule. [2024-08711.pdf \(govinfo.gov\)](https://www.gpo.gov/assets/documents/2024-08711.pdf)

	<ul style="list-style-type: none"> <li>Language assistance services may be delivered using any delivery mode that meets communication needs (e.g., in-person, telephonic, video).</li> </ul>
<b>In-language Services</b>	Services where a multilingual staff member or provider provides care in a non-English language preferred by the member, without the use of an interpreter.
<b>Preferred Spoken Language</b>	Refers to a member's preferred language other than English for health care. For the purpose of this measure, and in alignment with the Preferred Language Data Completeness measure, preferred spoken language may include visual languages expressed through physical movements, such as sign languages.

## ADMINISTRATIVE SPECIFICATIONS

### Component 1: Language Access Self-Assessment Survey

MCOs must complete the Language Access Self-Assessment Survey (to be provided by MassHealth), which assesses language service infrastructure and programming in Performance Year 3. The Language Access Self-Assessment Survey will not be a component of the measure in PY4-5.

### Component 2: Addressing Language Access Needs in Outpatient Settings

<b>Description</b>	Percentage of outpatient visits occurring with a Primary Care Provider in the MCO's Network serving members who report a preferred spoken language other than English (including sign languages) during which language assistance services were utilized.
<b>Denominator</b>	The eligible population

<b>Numerator</b>	Number of outpatient visits occurring with a Primary Care Provider in the MCO's Network serving members who reported a preferred spoken language other than English (including sign languages) during language assistance services were utilized during the visit, as documented in the medical record or language services documentation system (e.g., vendor logs).
<b>Exclusions</b>	<p>Eligible events where:</p> <ul style="list-style-type: none"> <li>• Documentation in the medical record that member (or their caregiver, as applicable) refused interpreter services and/or in-language services.</li> <li>• Documentation in the medical record of a medical reason where the member cannot request interpreter services and/or in-language services (e.g., cognitive limitations) and there is no caregiver or legal guardian able to do so on the member's behalf.</li> </ul>

## REPORTING METHOD

### Component 1: Language Access Self-Assessment Survey

PY3 Only: Completed Language Access Self-Assessment Surveys must be submitted to MassHealth in a form and format to be specified by MassHealth.

### Component 2: Addressing Language Access Needs in Outpatient Settings

Organizations are required to report performance using the following method:

1. *Visit sample following Sampling Methodology outlined in the QEIP Portal User Guide:*  
Organizations report performance for a sample of 411 with a 5% oversample from the eligible population (total of 432 cases). MassHealth will draw the sample from all cases that meet criteria for the eligible population as described in these technical specifications. If an organization has less than 411 cases in the eligible population, the organization should report all cases in the eligible population. MassHealth measure logic will draw from cases from the oversample only to replace cases in the primary sample that do not meet denominator criteria (e.g. exclusions).



## PY3-5 PERFORMANCE REQUIREMENTS & ASSESSMENT

<b>Performance Requirements: PY3</b>	<p><b>Component 1: Language Access Self-Assessment Survey</b></p> <p>By <b>March 31, 2026</b>, MCOs must submit the completed Language Access Self-Assessment Survey in the form and format specified by MassHealth.</p> <p><b>Component 2: Addressing Language Access Needs in Outpatient Settings</b></p> <p>By <b>September 1 following the measurement year</b> (e.g., PY3 data is due September 1, 2026), MCOs must report to MassHealth data using a visit sample, as specified in “Reporting Method” above. MCOs must submit data in a form and format to be further specified by MassHealth.</p> <p>MassHealth anticipates auditing the data submitted by the MCO, per the methodology outlined in the QEIP Portal User Guide.</p>
<b>Performance Requirements: PY4-5</b>	<p><b>Component 1: N/A</b></p> <p><b>Component 2: Addressing Language Access Needs in Outpatient Settings</b></p> <p>By <b>September 1 following the measurement year</b> (e.g., PY4 data is due September 1, 2027), MCOs must report to MassHealth data using a visit sample, as specified in “Reporting Method” above. MCOs must submit data in a form and format to be further specified by MassHealth.</p> <p>MassHealth anticipates auditing the data submitted by the MCO, per the methodology outlined in the QEIP Portal User Guide.</p>
<b>Performance Assessment: PY3</b>	<p><b>Component 1: Language Access Self-Assessment Survey (PY3 Only) (50% of measure score)</b></p> <ul style="list-style-type: none"> <li>• An MCO will earn 100% of the points attributed to Component 1 of the measure for timely, complete, and responsive submission of the Language Access Self-Assessment Survey to MassHealth by <b>March 31, 2026</b>.</li> <li>• An MCO will earn 0% of the points attributed to Component 1 of the measure if it does not submit a timely, complete, and responsive Language Access Self-Assessment Survey to MassHealth by <b>March 31, 2026</b>.</li> </ul> <p><b>Component 2: Addressing Language Access Needs in Outpatient Settings (50% of measure score)</b></p>

	See the MassHealth MCO Quality and Equity Incentive Program (MQEIP) Performance Assessment Methodology manual.
<b>Performance Assessment: PY4-5</b>	<p><b>Component 1: N/A</b></p> <p><b>Component 2: Addressing Language Access Needs in Outpatient Settings (100% of measure score)</b></p> <p>See the MassHealth MCO Quality and Equity Incentive Program (MQEIP) Performance Assessment Methodology manual.</p>

# E. Disability Competent Care

## OVERVIEW

Measure Name	Disability Competent Care
Steward	MassHealth
NQF Number	N/A
Data Source	Supplemental data
Performance Status: PY3-5	Pay-for-Performance (P4P)

## POPULATION HEALTH IMPACT

Despite evidence of health care disparities experienced by people with disabilities, many health care workers lack adequate training to competently meet their health care needs. This measure will incentivize MCOs to identify and prepare for addressing unmet needs for healthcare worker education and training to promote core competencies in providing care to members with disabilities.

## MEASURE SUMMARY

This measure evaluates:

- 1) The percent of patient-facing staff who in the past 24 months 1) completed disability competency training to address Disability Competent Care (DCC) pillars selected by the MCO in its DCC Training Plan and 2) demonstrated competency in the relevant disability competency training area(s).

## ELIGIBLE POPULATION

The eligible population for this measure is all patient-facing staff across the MCO. Within this eligible population, MCOs must describe how they will define applicable patient-facing staff

targeted for each disability competency training area in their DCC Training Plan report, which must be approved by MassHealth in PY2.

Applicable patient-facing staff targeted for each training area may overlap such that some (or all) staff are targeted for training in more than one training area.

## DEFINITIONS

<b>Patient-facing Staff</b>	<p>Patient-facing staff are employed MCO staff whose role requires regular interaction with patients (and/or patients' caregivers).</p> <p>Patient-facing staff may be clinical (i.e. providing or supporting clinical services, such as care management or clinical program staff) or non-clinical (i.e. providing non-clinical services, such as enrollment or member services staff).</p> <p>Contracted providers or staff are not included in this definition of patient-facing staff.</p> <p>Note: if an entity wishes to expand their training population beyond this definition of applicable patient-facing staff, they must submit their request to MassHealth for approval and include their rationale in the DCC Training Plan.</p>
<b>Demonstrated competency</b>	<p>Demonstrated competency in a targeted disability competent care training area is defined as demonstrated ability to apply the knowledge and/or skills targeted for improvement through a disability competent care training exercise. Each entity may define what constitutes demonstrated competency for each training through the Disability Competent Care Training Plan. The demonstration of competency must be measurable. For example, demonstrated competency may be achieved through satisfactory performance on post-test assessments of knowledge and/or skills.</p> <p>Note: different trainings (e.g., care management and enrollment staff use different trainings) may satisfy the DCC pillar/sub-pillar selected for staff training so long as the staff demonstrate competency, and training completion and competency is documented and reported to MassHealth.</p>
<b>Measurement Year</b>	<p>Measurement Years 1-5 correspond to MQEIP Performance Years 1-5.</p>

<b>Supplemental Data</b>	MCO data drawn from organizational databases or otherwise related to staff training.
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## ADMINISTRATIVE SPECIFICATIONS

**Rate 1:** The percent of all patient-facing staff who, in the past 24 months, 1) completed disability competency training to address Disability Competent Care (DCC) pillars selected by the MCO in its DCC Training Plan Report and 2) demonstrated competency in the relevant disability competency training area(s).

<b>Denominator</b>	All patient-facing staff at the MCO.
<b>Numerator</b>	<p>For patient-facing staff in the denominator, identify those that have, within the preceding 24 months:</p> <ul style="list-style-type: none"> <li>completed any applicable disability competency training(s); and</li> <li>demonstrated competency in each applicable training area.</li> </ul>
<b>Anchor Date</b>	December 31 <sup>st</sup> of the measurement year
<b>Measurement Periods</b>	<p>Performance Year 3: January 1 – December 31, 2025</p> <p>Performance Year 4: January 1 – December 31, 2026</p> <p>Performance Year 5: January 1 – December 31, 2027</p>
<b>Exclusions</b>	Patient-facing staff that otherwise would fall into the denominator because of applicability of their roles to a targeted disability competency area who, as of the last day of the measurement year, have been employed with the organization less than 180 calendar days.
<b>Other</b>	<p>If an MCO wishes to change their targeted DCC training area from their approved DCC Training Plan in PY2, they should resubmit their updated DCC Training Plan to MassHealth for review and approval.</p> <p>If an MCO wishes to expand their targeted patient-facing staff population, they must submit their request to MassHealth for approval.</p>

## PY3-5 PERFORMANCE REQUIREMENTS & ASSESSMENT

<b>Performance Requirements</b>	<p><b>Rate 1</b> will be calculated by MCOs and results will be submitted by MCOs to MassHealth, in a form and format specified by MassHealth, by <b>March 31 following the measurement year</b> (e.g., PY3 report is due March 31, 2026).</p> <p><b>Specific Reporting Requirements</b> include:</p> <p>A. <b>DCC Training Report:</b> For each disability competency training area, report to MassHealth:</p> <ol style="list-style-type: none"><li>The total number of patient-facing staff at the MCO;</li><li>The number of patient-facing staff targeted for disability competency training (i.e. the MassHealth-approved population for the targeted training area), including a description of the targeted staff and how they were selected;</li><li>The number of patient-facing staff who completed the applicable training and demonstrated competency.</li></ol>
<b>Performance Assessment</b>	See the MassHealth MCO Quality and Equity Incentive Program (MQEIP) Performance Assessment Methodology manual.

## F. Disability Accommodation Needs

### OVERVIEW

<b>Measure Name</b>	Disability Accommodation Needs
<b>Steward</b>	MassHealth
<b>NQF Number</b>	N/A
<b>Data Source</b>	Supplemental data and member experience survey (MES) data (administered by MassHealth)
<b>Performance Status: PY3-5</b>	Pay-for-Reporting (P4R)
<b>Performance Status: PY4-5</b>	Pay-for-Performance (P4P)

### POPULATION HEALTH IMPACT

Patients with disabilities continue to experience health care disparities related to lack of accommodations to access services. In order to reduce inequities experienced by individuals who have disabilities, accommodation needs must be identified at the point of care.

### MEASURE SUMMARY

This measure assesses organizational and member-reported information related to accommodation needs related to a disability. This measure utilizes organizational information reported by MCOs and member experience captured through the MCO CG-CAHPS (MHQP version) survey instrument incorporating supplemental questions.

Two components are reported:

1. Survey of members to understand during their primary care visit, a) percentage of members screened for a need for an accommodation, and b) if a need for an accommodation is identified, the percentage of members where an intervention was provided.

One rate is calculated:

a) MES Accommodation Needs Screening: Percentage of member experience survey respondents reporting a disability accommodation needs screening occurred at their primary care visit.

2. The percentage of eligible outpatient visits where 1) members were screened for accommodation needs related to a disability and 2) for those members screening positive for accommodation needs related to a disability, a corresponding member-reported accommodation need was documented.

Two rates are calculated:

- a) Rate 1: Accommodation Needs Screening: Percentage of outpatient visits occurring with a Primary Care Provider in the MCO's Network where members with disability were screened for accommodation needs related to a disability and the results of the screen were documented electronically in the MCO or MCO Network's medical record.
- b) Rate 2: Accommodation Needs Documented: Percentage of eligible outpatient visits where members screened positive for accommodation needs related to a disability and for which member-requested accommodation(s) related to a disability were documented electronically in the MCO or MCO Network's medical record.

## ELIGIBLE POPULATION

### Component 1: Member Experience Survey

<b>Product Line</b>	Individuals enrolled in MassHealth including: MCO
<b>Age</b>	Child and Adult members (0-17, 18+ years of age)
<b>Event/Diagnosis</b>	Child and Adult members (0-17, 18+ years of age) with a primary care visit within the last six months of the measurement period
<b>Continuous Enrollment/allowable gap</b>	None



<b>Anchor date</b>	Member as of December 31 of the measurement year
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## Component 2: Disability Accommodation Needs Screening

<b>Members</b>	Individuals enrolled in MassHealth including: MCO
<b>Ages</b>	At least 5 years of age on the date of visit
<b>Continuous enrollment/ allowable gap</b>	None
<b>Anchor date</b>	Date of Qualifying Outpatient Visit
<b>Measurement Periods</b>	Performance Year 3: January 1, 2025 – December 31, 2025 Performance Year 4: January 1, 2026 – December 31, 2026 Performance Year 5: January 1, 2027 – December 31, 2027
<b>Event</b>	<p>A two-step process will identify eligible events:</p> <p><b>Step 1.</b> Identify eligible outpatient visits occurring with an MCO's Primary Care Provider in the measurement period:</p> <ul style="list-style-type: none"> <li>• <b>To identify eligible outpatient visits:</b> <ul style="list-style-type: none"> <li>○ Identify all outpatient visits (Outpatient Visit Value Set)<sup>6</sup></li> <li>○ Identify outpatient visits that occurred with a Primary Care Provider in the MCO's Network</li> </ul> </li> </ul> <p><b>Step 2.</b> For eligible visits identified in Step 1, identify those where a member is identified as having a disability using at least one or both of the following criteria:</p> <ul style="list-style-type: none"> <li>• A member has self-reported disability;</li> <li>• A member is eligible for MassHealth on the basis of a disability.</li> </ul>
<b>Exclusions</b>	<p>Eligible events where:</p> <ul style="list-style-type: none"> <li>• The member was not screened because member was unable to complete the screening and had no caregiver able to do so on their behalf. This should be documented in the medical record.</li> </ul>

<sup>6</sup> HEDIS® Value Set used with permission from NCQA

## DEFINITIONS

<b>Measurement Year</b>	Measurement Years 1-5 correspond to MQEIP Performance Years 1-5.
<b>Members with self-reported disability</b>	<p>Members with self-reported disability are defined as members that, as documented in the medical record, have responded “Yes” to one or more of the following six questions:</p> <ul style="list-style-type: none"> <li>• Disability Q1 (0-64): Are you deaf or do you have serious difficulty hearing?</li> <li>• Disability Q2 (0-64): Are you blind or do you have serious difficulty seeing, even when wearing glasses?</li> <li>• Disability Q3 (age 6-64): Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?</li> <li>• Disability Q4 (age 6-64): Do you have serious difficulty walking or climbing stairs?</li> <li>• Disability Q5 (age 6-64): Do you have difficulty dressing or bathing?</li> <li>• Disability Q6 (age 16-64): Because of a physical, mental, or emotional condition, do you have difficulty doing errands alone such as visiting a doctor’s office or shopping?</li> </ul>
<b>Members with Eligibility for MassHealth on the Basis of a Disability</b>	<p>Disability for the purpose of MassHealth eligibility determination is established by:</p> <p>(a) certification of legal blindness by the Massachusetts Commission for the Blind (MCB);</p> <p>(b) a determination of disability by the Social Security Administration (SSA); or</p> <p>(c) a determination of disability by the Disability Evaluation Services (DES); or</p> <p>(d) other sources.</p>

<b>Accommodation needs related to a disability</b>	<p>Accommodation needs related to a disability (including physical, intellectual and/or behavioral health disabilities) that are necessary to facilitate equitable access to high quality health care.</p> <p>Medical record documentation of member-requested accommodation needs for the purpose of calculating Rate 2 may be specific (e.g. member requests American Sign Language Interpreter) or categorical (e.g. member requests communication accommodations) at the discretion of the MCO.</p>
<b>Accommodation Needs Screening</b>	<p>One or more questions posed to members by providers or staff that are intended to identify whether members need any accommodation needs related to a disability to facilitate equitable access to high quality health care.</p> <ul style="list-style-type: none"> <li>• Screening question(s) may be broad (e.g. Is there anything you need help with today to access your care?) or more specific (e.g., Do you have a need for an assistive listening device, mobility assistance, longer appointment time, or other accommodation?)</li> <li>• Accommodation needs screening may be conducted at the point of service (e.g. during a live in-person visit) or asynchronously (e.g. through a patient portal).</li> </ul>

## ADMINISTRATIVE SPECIFICATIONS

### Component 1: Member Experience Survey

CG-CAHPS survey (MHQP version) results from supplemental questions described below:

- Before or during your most recent visit, were you asked if you needed assistance or accommodations, for example help sitting on the exam table, or hearing or vision supports?
- What types of assistance or accommodations did you need?
- How well were your needs for assistance or accommodations met?

### RATE 1: MES Accommodation Needs Screening

<b>Denominator</b>	Members within the eligible population that respond to the Member Experience Survey (MES).
<b>Numerator</b>	Number of MES Respondents that responded “Yes” to the question, “Before or during your most recent visit, were you asked if you needed assistance or accommodations, for example help sitting on the exam table, or hearing or vision supports?”

### Component 2: Disability Accommodation Needs Screening

#### RATE 1: Accommodation Needs Screening

<b>Denominator</b>	The eligible population
<b>Numerator</b>	<p>Number of eligible events where, as documented in the medical record:</p> <ul style="list-style-type: none"><li>• The member was offered accommodation needs screening and responded;<ul style="list-style-type: none"><li>○ To meet this requirement, the member may instead actively validate that ongoing accommodation need(s) as documented in the medical record continue to be sufficient;</li></ul></li><li>Or</li><li>• The member was offered accommodation needs screening and actively opted out of screening (i.e., chose not to answer any questions).</li></ul> <p>If the member responded to the accommodation needs screening, documentation must include the result of the screening, including at a minimum the following results:</p> <ul style="list-style-type: none"><li>• Positive: the member indicated a need for accommodation related to a disability.</li></ul>

	<ul style="list-style-type: none"> <li>Negative: the member did not indicate any accommodation need related to a disability.</li> </ul> <p>Screening may be rendered by any MCO or MCO Network provider or staff.</p>
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## RATE 2: Accommodation Needs Documented

<b>Denominator</b>	Cases in the eligible population with a positive accommodation needs screen.
<b>Numerator</b>	<p>Denominator event where documentation in the medical record describes:</p> <ul style="list-style-type: none"> <li>Member-requested accommodation(s) related to a disability documented either as a specific accommodation (e.g., member requests American Sign Language Interpreter) or categorical (e.g., member requests communication accommodations) at the discretion of the MCO.</li> </ul>

## REPORTING METHOD

### Component 1: Member Experience Survey

Surveys to be administered by MassHealth anticipated Q1-Q2 following the PY (e.g., Jan-June 2026 for PY3).

### Component 2: Disability Accommodation Needs Screening

Reporting Element 1: Report to MassHealth a narrative description of the accommodation needs screening question(s) and tool(s) used and how member-requested accommodation needs are documented in the medical record.

Reporting Element 2:

MCOs are required to report performance using the following method:

1. Visit sample following Sampling Methodology outlined in the QEIP Portal User Guide: Organizations report performance for a sample of 411 with a 5% oversample from the eligible population (total of 432 cases). MassHealth will draw the sample from all cases that meet criteria for the eligible population as described in these technical specifications. If an organization has less than 411 cases in the eligible population, the organization should report all cases in the eligible population. MassHealth measure logic will draw from cases from the oversample only to replace cases in the primary sample that do not meet denominator criteria (e.g. exclusions).

MassHealth anticipates auditing the data submitted by the MCO for Reporting Element 2, per the methodology outlined in the QEIP Portal User Guide. These audits are anticipated to be used for informational purposes in PY3 and to promote data quality for future Performance Years. MassHealth reserves the right to take further action on the results of an audit, as appropriate.

## PY3-5 PERFORMANCE REQUIREMENTS AND ASSESSMENT

<b>Performance Requirements: PY3</b>	<p><b>Component 1: Member Experience Survey</b></p> <p>Surveys to be administered by MassHealth anticipated early 2026 (e.g., Q1-Q2 2026).</p> <p><b>Component 2: Disability Accommodation Needs Screening</b></p> <p>By <b>March 31 and September 1, 2026</b>, MCOs must report data to MassHealth. MCOs must submit data in a form and format to be further specified by MassHealth. Required reporting elements will include:</p> <ul style="list-style-type: none"> <li>• <u>Reporting Element 1, due <b>March 31, 2026</b>:</u> <ul style="list-style-type: none"> <li>○ The accommodation needs screening question(s) used by MCOs for the purpose of meeting performance requirements of this measure.</li> <li>○ A description of how member-requested accommodation needs are documented in the medical record including: <ul style="list-style-type: none"> <li>a. entry mode (free text vs. fixed-field);</li> <li>b. specific fixed field options (if used); and</li> </ul> </li> </ul> </li> </ul>
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	<p>c. where accommodation needs information is displayed (e.g. top or sidebar of electronic health record, problem list, etc.)</p> <ul style="list-style-type: none"> <li>• <b>Reporting Element 2, due September 1, 2026:</b> For dates of service from January 1, 2025-December 31, 2025, data elements required to calculate Rates 1 and 2.</li> </ul>
<b>Performance Requirements: PY4-5</b>	<p><b>Component 1: Member Experience Survey</b></p> <p>Surveys to be administered by MassHealth anticipated Q1-Q2 following the PY (e.g., Jan-June 2027 for PY4).</p> <p><b>Component 2: Disability Accommodation Needs Screening</b></p> <p>By <b>September 1 following the PY</b> (e.g., September 1, 2027 for PY4), MCOs must report data to MassHealth. MCOs must submit data in a form and format to be further specified by MassHealth. Required reporting elements will include:</p> <ul style="list-style-type: none"> <li>• For dates of service in the respective PY, data elements required to calculate Rates 1 and 2 as specified in the file specifications submitted via the QEIP Portal.</li> </ul> <p>MassHealth anticipates auditing the data submitted by the MCO to calculate Rate 1 and Rate 2, per the methodology outlined in the QEIP Portal User Guide.</p>
<b>Performance Assessment: PY3</b>	<p><b>Pay-for-Reporting</b></p> <p><b>Component 1: Member Experience Survey</b></p> <p>The Member Experience Survey (component #2) will be reporting-only in PY3 (MassHealth-administered survey).</p> <p><b>Component 2: Disability Accommodation Needs Screening (100% of measure score)</b></p> <ul style="list-style-type: none"> <li>• An MCO will earn 20% of the points attributed to the measure for a timely, complete, and responsive submission of Reporting Element 1 to MassHealth by March 31, 2026.</li> <li>• An MCO will earn 80% of the points attributed to the measure for a timely, complete, and responsive submission of Reporting Element 2 to MassHealth by September 1, 2026.</li> <li>• An MCO will earn 0% of the points attributed to the measure if the MCO does not submit a timely, complete, and responsive</li> </ul>

	submission of Reporting Element 1 and Reporting Element 2 to MassHealth by March 31 and September 1, 2026, respectively.
<b>Performance Assessment: PY4-5</b>	See the MassHealth MCO Quality and Equity Incentive Program (MQEIP) Performance Assessment Methodology manual.



## G. Achievement of External Standards for Health Equity

### OVERVIEW

<b>Measure Name</b>	Achievement of External Standards for Health Equity
<b>Steward</b>	MassHealth (Relying on standards established by the National Committee for Quality Assurance (NCQA))
<b>NQF Number</b>	N/A
<b>Data Source</b>	Supplemental
<b>Performance Status: PY3</b>	Pay-for-Performance (P4P)
<b>Performance Status: PY4-5</b>	Pay-for-Reporting (P4R)

### POPULATION HEALTH IMPACT

To be successful in addressing persistent and longstanding health disparities, healthcare organizations must adopt structures and systems that systemically and comprehensively prioritize health equity as a fundamental component of high-quality care. These goals include collaboration and partnership with other sectors that influence the health of individuals, adoption and implementation of a culture of equity, and the creation of structures that support a culture of equity. External health equity certification independently and objectively assesses attainment of these and other relevant health equity goals to ensure that healthcare organizations are providing a comprehensively high standard of equitable care.

### MEASURE SUMMARY

This measure assesses MCO progress towards and/or achievement of external standards related to health equity established by NCQA.

NCQA's Health Equity Accreditation Standards are intended to serve as a foundation for Health Plans to address health care disparities. These Health Equity Standards build on the

equity-focused Health Plan Accreditation standards to recognize organizations that go above and beyond to provide high quality and equitable care.

This measure incentivizes MCOs to demonstrate progress towards/achievement of the NCQA Health Equity Accreditation Standards, as demonstrated through a report to MassHealth.

## ADMINISTRATIVE SPECIFICATIONS

By January 31<sup>st</sup> following the Performance Year (PY), complete and timely submission of the **“External Standards for Health Equity Report”** indicating that the entity has met performance requirements (described below):

1. NCQA Health Equity Accreditation Report (In PY3, 1a must be reported; in PY4-5 either 1a or 1b must be reported)
  - a. Demonstration of achievement of the NCQA Health Equity Accreditation Standards (at the MCO level); **or**
  - b. Progress Report related to achievement of NCQA Health Equity Accreditation Standards (at the MCO level), including:
    - i. List of NCQA Health Equity Standards achieved to date (may be from the MCO’s own assessment of standards achieved).
    - ii. List of NCQA Health Equity Standards in progress (may be from the MCO’s own assessment of standards in progress).
    - iii. Description of any efforts undertaken in PY4 and PY5 to make progress towards achieving NCQA Health Equity Accreditation Standards by the end of CY2028.
    - iv. Description of any anticipated efforts, resources, etc. needed to achieve Accreditation Standards by the end of CY2028.

## PY3-5 PERFORMANCE REQUIREMENTS AND ASSESSMENT

<b>Performance Requirements</b>	<b>By January 31<sup>st</sup> following the Performance Year (e.g., PY3 report is due January 31, 2026), the MCO must submit:</b> <ol style="list-style-type: none"><li>1) An “External Standards for Health Equity Report” in a form and format to be further specified by MassHealth.</li></ol>
<b>Performance Assessment</b>	See the MassHealth MCO Quality and Equity Incentive Program (MQEIP) Performance Assessment Methodology manual.

## H. Member Experience: Communication, Courtesy, and Respect

### OVERVIEW

<b>Measure Name</b>	Member Experience: Communication, Courtesy, and Respect
<b>Steward</b>	MassHealth
<b>NQF Number</b>	N/A
<b>Data Source</b>	Survey
<b>Performance Status: PY3-5</b>	Pay-for-Performance (P4P)

### POPULATION HEALTH IMPACT

Using patient-reported experience, organizations can assess the extent to which patients are receiving culturally competent care that is respectful of and responsive to their individual preferences, needs, and values. Key components include effective communication, courtesy, and respect.

### MEASURE SUMMARY

The *Member Experience: Communication, Courtesy, and Respect* measure evaluates MassHealth member perceptions of their primary care experience. The MassHealth Patient Experience Survey is administered annually to eligible MassHealth members enrolled in MCOs. The survey is adapted from the *Massachusetts Health Quality Partners (MHQP) Patient Experience Survey (PES)*. The MHQP PES is based on CAHPS® Clinician & Group Visit Survey 4.0 (beta version).

The survey is administered annually and is available in 9 languages including English. The adult survey population is members 18 years of age and older. The child survey is administered to members (or their caregivers) 0-17 years of age.

The *Member Experience: Communication, Courtesy, and Respect* measure is comprised of two composites (one each for Adult and Child) involving selected survey questions.

## ELIGIBLE POPULATION

<b>Product Line</b>	Individuals enrolled in a MassHealth including: MCO
<b>Age</b>	Child and Adult members (0-17, 18+ years of age)
<b>Event/Diagnosis</b>	Child and Adult members (0-17, 18+ years of age) with a primary care visit within the last six months of the measurement period.
<b>Continuous Enrollment/allowable gap</b>	None
<b>Anchor date</b>	Member as of December 31 of the measurement year

## DEFINITIONS

<b>Measurement Year</b>	Measurement Years 1-5 correspond to MQEIP Performance Years 1-5.
<b>Members</b>	Individuals enrolled in MassHealth including: MCO

## ADMINISTRATIVE SPECIFICATIONS

The composites and questions within each composite are described below.

Adult Composite: Communication

- 1) During your most recent visit, did this provider explain things in a way that was easy to understand?
- 2) During your most recent visit, did this provider listen carefully to you?
- 3) During your most recent visit, did this provider show respect for what you had to say?
- 4) During your most recent visit, did this provider spend enough time with you?

Child Composite: Communication

- 1) During your child's most recent visit, did this provider explain things about your child's health in a way that was easy to understand?

- 2) During your child's most recent visit, did this provider listen carefully to you?
- 3) During your child's most recent visit, did this provider show respect for what you had to say?
- 4) During your child's most recent visit, did this provider spend enough time with your child?
- 5) Thinking about your child's most recent visit, did the front office staff at this provider's office treat you with courtesy and respect?

## ADDITIONAL MEASURE INFORMATION

For PY3-5, the measure will be Pay-for-Performance.

<b>Survey Administration</b>	<ul style="list-style-type: none"> <li>Administered Q1 or Q2 following the measurement year.</li> <li>Target 400 adult and 400 child survey completes.</li> <li>Survey modes: Mail, email invitation to take survey on-line, phone (LTSS only).</li> <li>Survey available in 9 languages including English. <ul style="list-style-type: none"> <li>Mail and e-mail cover letters include an invitation to access surveys in all languages on-line.</li> <li>Mail surveys include an English and Spanish version.</li> </ul> </li> <li>Child surveys are addressed to parents/guardians.</li> </ul>
<b>Other Information</b>	<p>MassHealth fields the survey, collects survey data and reports composite score performance to MCOs, to include stratification of score demographic variables, e.g., race and ethnicity.</p> <p>Other data may be provided: Statewide (overall MCO) level composites, calculated/stratified by demographics/non-scoring patient reported elements (e.g., race, ethnicity, etc.) to support additional opportunities to identify opportunities to reduce disparities among the overall MassHealth population.</p>

## PY3-5 PERFORMANCE REQUIREMENTS AND ASSESSMENT

<b>Performance Requirements</b>	Surveys to be administered by MassHealth anticipated Q1-Q2 following the PY (e.g., Jan-June 2026 for PY3).
<b>Performance Assessment</b>	See the MassHealth MCO Quality and Equity Incentive Program (MQEIP) Performance Assessment Methodology manual.