



MassHealth Quality and Equity Incentive Program (QEIP)

Program:	MCO QEIP
Performance Year:	3
Metric:	Achievement of External Standards for Health Equity
Deliverable:	External Standards for Health Equity Report
Submission Portal:	OnBase
Submission Due Date:	January 31, 2026
File Naming Convention:	EntityAbbreviation_ExternalStandardsReport_YYYYMMDD
Suggested Page Limit:	3-5 pages

Summary

NCQA's Health Equity Standards are intended to serve as a foundation for MCOs 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.

All MCOs should complete and submit this report of achievement of NCQA Health Equity Accreditation (HEA) Standards in Performance Year 3 (PY3) to meet performance requirements outlined in the MQEIP PY3 Technical Specifications.

Reporting Template

Contact Information

Point of Contact Name:	Add text
Organization Name:	Add text
Point of Contact Email Address:	Add text

Introduction

In PY3 of the MQEIP, MCOs are required to demonstrate achievement of the NCQA Health Equity Accreditation standards, as demonstrated through this report to MassHealth.

Demonstrating Achievement of the NCQA Health Equity Accreditation Standards

The NCQA HEA Standards for Health Equity are grouped into seven domains:

1. HE 1: Organizational Readiness
2. HE 2: Race/Ethnicity, Language, Gender Identity, and Sexual Orientation Data
3. HE 3: Access and Availability of Language Services
4. HE 4: Practitioner Network Cultural Responsiveness
5. HE 5: Culturally and Linguistically Appropriate Services Program
6. HE 6: Reducing Health Care Disparities
7. HE 7: Delegation of Health Equity Activities

Additional guidance:

- All questions refer to the MCO's internal monitoring of its achievement of the NCQA HEA Standards. This does **not** imply that NCQA has determined the MCO has met the requirements for any domain or domain elements.
- MCOs must describe how they have met **all elements within each domain** for their response to be considered complete.
- **Important:** In alignment with the updated NCQA Health Equity Accreditation survey guidance, the following elements are reporting only requirements. MCOs are not required to demonstrate that they have met the elements, but should still report on their current status:
 - HE 1A: Building a Diverse Staff
 - HE 1B: Promoting Diversity, Equity and Inclusion Among Staff
 - HE 2A: Systems for Individual-Level Data
 - Factor 3: Gender Identity
 - HE 2D: Collection of Data on Gender Identity
 - HE 6B: Use of Data to Assess Disparities
 - Factor 3: Gender Identity

Please answer the following questions about the MCO's achievement of each of these seven domains.

1. **Question 1:** Please describe how the MCO has demonstrated achievement of the elements outlined in **HE 1: Organizational Readiness**. To be considered complete, your response must address all elements within this domain.

Note: as described in "additional guidance" above, **HE 1A and HE 1B are reporting only** – please describe the MCOs status of these two elements.

Please describe:

2. **Question 2:** Please describe how the MCO has demonstrated achievement of the elements outlined in **HE 2: Race/Ethnicity, Language, Gender Identity and Sexual Orientation Data**. To be considered complete, your response must address all elements within this domain.

***Note:** as described in “additional guidance” above, **HE 2A Factor 3 and HE 2D are reporting only** – please describe the MCOs status of these two elements.*

Please describe:

3. **Question 3:** Please describe how the MCO has demonstrated achievement of the elements outlined in **HE 3: Access and Availability of Language Services**. To be considered complete, your response must address all elements within this domain.

Please describe:

4. **Question 4:** Please describe how the MCO has demonstrated achievement of the elements outlined in **HE 4: Practitioner Network Cultural Responsiveness**. To be considered complete, your response must address- all elements within this domain.

Please describe:

5. **Question 5:** Please describe how the MCO has demonstrated achievement of the elements outlined in **HE 5: Culturally and Linguistically Appropriate Services Programs**. To be considered complete, your response must address all elements within this domain.

Please describe:

6. **Question 6:** Please describe how the MCO has demonstrated achievement of each of the elements outlined in **HE 6: Reducing Health Care Disparities**. To be considered complete, your response must address all elements within this domain.

***Note:** as described in “additional guidance” above, **HE 6B Factor 3 is reporting only** – please describe the MCOs status of this element.*

Please describe:

7. **Question 7:** Please describe how the MCO has demonstrated achievement of each of the elements outlined in **HE 7: Delegation of Health Equity Activities**. To be considered complete, your response must address all elements within this domain.

Please describe: