



# **Technical Specifications for the MassHealth Community Behavioral Health Center (CBHC) Quality and Equity Incentive Program (CQEIP)**

---

**Performance Years 2-5 (Calendar Years 2025-2028)**

**Version: March 2025**

Technical Specifications for the MassHealth Community Behavioral Health Center (CBHC) Quality and Equity Incentive Program (CQEIP).....	1
A. Introduction .....	3
B. RELDSOGI Data Completeness.....	3
B.i. Race Data Completeness .....	3
B.ii. Hispanic Ethnicity Data Completeness.....	7
B.iii. Preferred Language Data Completeness .....	11
B.iv. Disability Data Completeness .....	18
B.v. Sexual Orientation Data Completeness .....	28
B.vi. Gender Identity Data Completeness .....	32
B.vii. Reporting Requirements (Applicable to all subcomponents of the RELDSOGI Data Completeness Measure).....	36
C. Health-Related Social Needs Screening.....	37
D. Quality Performance Disparities Reduction .....	45
E. Equity Improvement Interventions .....	45
F. Meaningful Access to Healthcare Services for Individuals with a Preferred Language Other than English .....	47
G. Disability Competent Care.....	53
H. Disability Accommodation Needs .....	55
I. Patient Experience: Communication, Courtesy, Respect.....	61

## A. Introduction

This document outlines the Performance Years (PYs) 2-5 Measure Technical Specifications for all CBHCs participating in the CBHC Quality and Equity Incentive Program (CQEIP) component of the overarching CBHC Incentive Program.

The status of the CQEIP measures may be:

- Pay-for-performance: CBHCs may earn an incentive on their performance for the measure, based on the scoring of the measure and applying a performance assessment methodology.
- Condition of Participation: CBHCs must report on the reporting requirements for the measure in a timely, complete, and responsive manner to be eligible to qualify for CQEIP incentive payments.

MassHealth reserves the right to request additional documentation related to the CQEIP measures for the purpose of auditing. While certain CQEIP measures are expected and identified as audit targets in the forthcoming Performance Assessment Methodology Manual, MassHealth reserves the right to implement audits or request additional documentation for any measure or any aspect of the CQEIP.

## B. RELDSOGI Data Completeness

### B.i. Race Data Completeness

#### OVERVIEW

<b>Measure Name</b>	Rate of Race Data Completeness – CBHC
<b>Steward</b>	MassHealth
<b>Data Source</b>	Numerator source: Demographics Data File (as part of the CBHC Visit and Demographics Data File (VDDF) Submission)  Denominator sources: MassHealth claims and encounter data, Demographics Data File (as part of the CBHC VDDF Submission)
<b>Measure Status: PY2-5</b>	Reporting as a Condition of Participation

#### 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 MassHealth members with self-reported race data that was collected by a CBHC in the measurement year.
<b>Numerator</b>	Members with a Bundle Services and/or Mobile Crisis Intervention (MCI) evaluation through a CBHC <u>and</u> self-reported race data that was collected by a CBHC during the measurement year.
<b>Denominator</b>	Members with a Bundle Services and/or Mobile Crisis Intervention (MCI) evaluation through the CBHC during the measurement year.

## ELIGIBLE POPULATION

<b>Age</b>	MassHealth members of any age
<b>Continuous Enrollment Date</b>	None
<b>Anchor Date</b>	None
<b>Event/Diagnosis</b>	At least one CBHC Bundle Services and/or MCI evaluation through the CBHC between January 1 and December 31 of the measurement year.

## DEFINITIONS

<b>CBHC TIN</b>	CBHC Tax ID Number (TIN)
<b>CBHC TIN-Billing Entity</b>	The entity representing the overall CBHC organization encompassed under a CBHC TIN as reported in claims. In the case of multiple CBHC sites, all respective sites fall under a single TIN-billing entity.
<b>MCI Evaluation and CBHC Bundle Services</b>	<p>Mobile Crisis Intervention (MCI) services are a diversionary level of care falling under outpatient services defined by the following service code:</p> <ul style="list-style-type: none"> <li>• MCI Evaluations (per diem): S9485 with any combination of HA, HE, or U1</li> </ul> <p>The following modifiers are optional (not required) for MCI per diem codes:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen); may occur in combination with HE or U1</li> <li>• HE = Services provided at CBHC site</li> <li>• U1 = Services provided at community-based sites of service outside of the CBHC site</li> </ul> <p>CBHC Bundle Services are behavioral health outpatient services and are defined as follows:</p> <ul style="list-style-type: none"> <li>• CBHC Bundle Services: T1040 HA or HB</li> </ul> <p>The modifier codes attached to the T1040 code are defined as follows:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen)</li> <li>• HB = Adult modifier (adult client seen)</li> </ul>

<b>Complete Race Data</b>	<p>Complete race data is defined as: 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>Data Elements for Reporting: CBHC Demographics Data</b>	<p>File Name: Demographics Data File (as part of the CBHC Visit and Demographics Data File (VDDF) Submission)</p> <p>Description: Member-level file sent by the CBHC to MassHealth.</p> <p>MassHealth will provide a separate VDDF Submission Guide detailing the submission process and the elements that will be used to calculate the measure.</p>
<b>Measurement Year</b>	Measurement Years 1-5 correspond to CQEIP Performance Years 1-5.
<b>Members</b>	Individuals enrolled in MassHealth including: Model A ACO, Model B ACO, MCO, the PCC Plan, SCO, One Care, PACE, FFS (includes MassHealth Limited).
<b>Rate of Race Data Completeness</b>	<p>One rate will be reported for this measure: Rate: (Numerator Population/ Denominator Population) * 100</p>
<b>Self-Reported data</b>	<p>For the purposes of this measure specification, data is considered to be 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 a CBHC’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 CBHC 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: 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> </ul>

	<ul style="list-style-type: none"> <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 (Bundled Services or MCI) encounter or visit 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</li> </ul> <p>Format: Refer to MassHealth CBHC Visit and Demographics Data Files Submission Guide</p> <ul style="list-style-type: none"> <li>• At least one (1) race value, as defined under “Complete Race Data” above</li> </ul> <p>Format: Refer to MassHealth CBHC Visit and Demographics Data Files Submission Guide</p>
<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, ACO, provider, staff);</li> <li>• Must include one or more values in Attachment 1.</li> </ul>
<b>Completeness Calculations</b>	Completeness is calculated for: each individual CBHC TIN-billing entity, and all CBHC TIN-billing entities.

### Attachment 1. Race: Accepted Values

Description	Valid Values	Notes
<b>American Indian/Alaska Native</b>	1002-5	
<b>Asian</b>	2028-9	
<b>Black/African American</b>	2054-5	
<b>Native Hawaiian or other Pacific Islander</b>	2076-8	
<b>White</b>	2106-3	

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

## B.ii. Hispanic Ethnicity Data Completeness

### OVERVIEW

Measure Name	Rate of Hispanic Ethnicity Data Completeness – CBHC
Steward	MassHealth
Data Source	Numerator source: Demographics Data File (as part of the CBHC Visit and Demographics Data File (VDDF) Submission)  Denominator sources: MassHealth claims and encounter data, Demographics Data File (as part of the CBHC VDDF Submission)
Measure Status: PY2-5	Reporting as a Condition of Participation

### POPULATION HEALTH IMPACT

Complete, beneficiary-reported Hispanic 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 MassHealth members with self-reported Hispanic ethnicity data that was collected by a CBHC in the measurement year.
<b>Numerator</b>	Members with a Bundle Services and/or Mobile Crisis Intervention (MCI) evaluation through a CBHC <u>and</u> self-reported Hispanic ethnicity data that was collected by a CBHC during the measurement year.
<b>Denominator</b>	Members with a Bundle Services and/or Mobile Crisis Intervention (MCI) evaluation through the CBHC during the measurement year.

## ELIGIBLE POPULATION

<b>Age</b>	MassHealth members of any age
<b>Continuous Enrollment Date</b>	None
<b>Anchor Date</b>	None
<b>Event/Diagnosis</b>	At least one CBHC Bundle Services and/or MCI evaluation through the CBHC between January 1 and December 31 of the measurement year.

## DEFINITIONS

<b>CBHC TIN</b>	CBHC Tax ID Number (TIN)
<b>CBHC TIN-Billing Entity</b>	The entity representing the overall CBHC organization encompassed under a CBHC TIN as reported in claims. In the case of multiple CBHC sites, all respective sites fall under a single TIN-billing entity.
<b>MCI Evaluation and CBHC Bundle Services</b>	<p>Mobile Crisis Intervention (MCI) services are a diversionary level of care falling under outpatient services defined by the following service code:</p> <ul style="list-style-type: none"> <li>• MCI Evaluations (per diem): S9485 with any combination of HA, HE, or U1</li> </ul> <p>The following modifiers are optional (not required) for MCI per diem codes:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen); may occur in combination with HE or U1</li> <li>• HE = Services provided at CBHC site</li> <li>• U1 = Services provided at community-based sites of service outside of the CBHC site</li> </ul>



	<p>CBHC Bundle Services are behavioral health outpatient services and are defined as follows:</p> <ul style="list-style-type: none"> <li>• CBHC Bundle Services: T1040 HA or HB</li> </ul> <p>The modifier codes attached to the T1040 code are defined as follows:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen)</li> <li>• HB = Adult modifier (adult client seen)</li> </ul>
<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>Data Elements for Reporting: CBHC Demographics Data</b>	<p>File Name: Demographics Data File (as part of the CBHC Visit and Demographics Data File (VDDF) Submission)</p> <p>Description: Member-level file sent by the CBHC to MassHealth.</p> <p>MassHealth will provide a separate VDDF Submission Guide detailing the submission process and the elements that will be used to calculate the measure.</p>
<b>Measurement Year</b>	Measurement Years 1-5 correspond to CQEIP Performance Years 1-5.
<b>Members</b>	Individuals enrolled in MassHealth including: Model A ACO, Model B ACO, MCO, the PCC Plan, SCO, One Care, PACE, FFS (includes MassHealth Limited).
<b>Rate of Hispanic Ethnicity Data Completeness</b>	<p>One rate will be reported for this measure.</p> <p>Rate: (Numerator Population / Denominator Population) * 100</p>
<b>Self-Reported Data</b>	<p>For the purposes of this measure specification, data is considered to be 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 Hispanic ethnicity data that has been rolled-up or transformed for reporting purposes may be included. For example, if a CBHC’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 CBHC can report the value of “Hispanic” since the value of Puerto Rican is not a valid value in Attachment 2.</p>

## ADMINISTRATIVE SPECIFICATION

<b>Denominator</b>	The eligible population
<b>Numerator</b>	<p>For members in denominator, identify those with complete Hispanic ethnicity data, defined as: 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 (Bundled Services or MCI) encounter or visit 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 Format: Refer to MassHealth CBHC Visit and Demographics Data Files Submission Guide</li> <li>• One (1) Hispanic ethnicity value, as defined under “Complete Hispanic Ethnicity Data” above Format: Refer to MassHealth CBHC Visit and Demographics Data Files Submission Guide</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, ACO, provider, staff);</li> <li>• Must include one or more values in Attachment 2.</li> </ul>
<b>Completeness Calculations</b>	Completeness is calculated for: each individual CBHC TIN-billing entity, and all CBHC TIN-billing entities.

### Attachment 2. Hispanic Ethnicity: Accepted Values

Description	Valid Values	Notes
Hispanic or Latino	2135-2	
Not Hispanic or Latino	2186-5	
Choose not to answer	ASKU	Member was asked to provide their ethnicity, and the member actively selected or indicated that they “choose not to answer”.
Don’t know	DONTKNOW	Member was asked to provide their ethnicity, and the member actively selected or indicated that they did not know their ethnicity.
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 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.

### B.iii. Preferred Language Data Completeness

#### OVERVIEW

Measure Name	Rate of Language Data Completeness – CBHC
Steward	MassHealth
Data Source	Numerator source: Demographics Data File (as part of the CBHC Visit and Demographics Data File (VDDF) Submission)

	Denominator sources: MassHealth claims and encounter data, Demographics Data File (as part of the CBHC VDDF Submission)
<b>Measure Status: PY2-5</b>	Reporting as a Condition of Participation

## 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

<b>Description</b>	The percentage of MassHealth members with self-reported language data that was collected by a CBHC in the measurement year.
<b>Numerator</b>	Members with a Bundle Services and/or Mobile Crisis Intervention (MCI) evaluation through a CBHC <u>and</u> self-reported language data that was collected by a CBHC during the measurement year.
<b>Denominator</b>	Members with a Bundle Services and/or Mobile Crisis Intervention (MCI) evaluation through the CBHC during the measurement year.

## ELIGIBLE POPULATION

<b>Age</b>	Members age 6 and older as of December 31 <sup>st</sup> of the measurement year
<b>Continuous Enrollment</b>	None
<b>Anchor Date</b>	None
<b>Event/Diagnosis</b>	At least one CBHC Bundle Services and/or MCI evaluation through the CBHC between January 1 and December 31 of the measurement year.

## DEFINITIONS

<b>CBHC TIN</b>	CBHC Tax ID Number (TIN)
<b>CBHC TIN-Billing Entity</b>	The entity representing the overall CBHC organization encompassed under a CBHC TIN as reported in claims. In the case of multiple CBHC sites, all respective sites fall under a single TIN-billing entity.
<b>MCI Evaluation and CBHC Bundle Services</b>	Mobile Crisis Intervention (MCI) services are a diversionary level of care falling under outpatient services defined by the following service code: <ul style="list-style-type: none"> <li>MCI Evaluations (per diem): S9485 with any combination of HA, HE, or U1</li> </ul>

	<p>The following modifiers are optional (not required) for MCI per diem codes:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen); may occur in combination with HE or U1</li> <li>• HE = Services provided at CBHC site</li> <li>• U1 = Services provided at community-based sites of service outside of the CBHC site</li> </ul> <p>CBHC Bundle Services are behavioral health outpatient services and are defined as follows:</p> <ul style="list-style-type: none"> <li>• CBHC Bundle Services: T1040 HA or HB</li> </ul> <p>The modifier codes attached to the T1040 code are defined as follows:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen)</li> <li>• HB = Adult modifier (adult client seen)</li> </ul>
<b>Complete Preferred Written Language Data</b>	<p>Complete Preferred Written Language (PWL) data is defined as:</p> <p>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 <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> <li>• Each value must be self-reported.</li> </ul>
<b>Complete Preferred Spoken Language Data</b>	<p>Complete Preferred Spoken Language (PSL) data is defined as:</p> <p>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 <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> <li>• Each value must be self-reported.</li> </ul>
<b>Data Elements for Reporting: CBHC Demographics Data</b>	<p>File Name: Demographics Data File (as part of the CBHC Visit and Demographics Data File (VDDF) Submission)</p> <p>Description: Member-level file sent by the CBHC to MassHealth.</p> <p>MassHealth will provide a separate VDDF Submission Guide detailing the submission process and the elements that will be used to calculate the measure.</p>
<b>Measurement Year</b>	Measurement Years 1-5 correspond to CQEIP Performance Years 1-5.

<b>Members</b>	Individuals enrolled in MassHealth including: Model A ACO, Model B ACO, MCO, the PCC Plan, SCO, One Care, PACE, FFS (includes MassHealth Limited).
<b>Rate of Preferred Written and Spoken Language Data Completeness</b>	Two rates will be reported for this measure:  Rate 1: (Numerator (PWL) Population / Denominator Population) * 100  Rate 2: (Numerator (PSL) Population / Denominator 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</b>	For members in denominator, identify those with complete language data, (defined above under "Complete Preferred Written Language Data" and "Complete Preferred Spoken Language Data") for the question below: <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? (or similar phrasing to elicit written language preference).</li> <li><a href="#">QMAT</a> Language Q2: What language do you feel most comfortable speaking with your doctor or nurse? (or similar phrasing to elicit spoken language preference).</li> </ul>
<b>Exclusions</b>	If value is UTC, the (Bundled Services or MCI) encounter or visit 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 Format: Refer to MassHealth CBHC Visit and Demographics Data Files Submission Guide</li> <li>At least 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 Format: Refer to MassHealth CBHC Visit and Demographics Data Files Submission Guide</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, ACO, provider, staff);</li> <li>• Must include one or more values in Attachment 3; <ul style="list-style-type: none"> <li>○ If a CBHC submits a value that is not included in Attachment 3 but allowable per the CBHC Demographics Data File, 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 each individual CBHC TIN-billing entity, and all CBHC TIN-billing entities.</p> <p>For each individual CBHC:</p> <p>For CBHC x, the percentage of members with self-reported preferred written language data for question 1 that was collected by CBHC x in the measurement year.</p> <p>For CBHC x, the percentage of members with self-reported preferred spoken language data for question 2 that was collected by CBHC x in the measurement year.</p>

### Attachment 3. Preferred Written and Spoken Language: Accepted Values

#### Preferred Written Language

Description	Valid Values	Notes
English	en	
Spanish	es	
Portuguese	pt	
Chinese – Traditional	zh-Hant	

Description	Valid Values	Notes
<b>Chinese Simplified</b>	zh-Hans	
<b>Haitian Creole</b>	ht	
<b>French</b>	fr	
<b>Vietnamese</b>	vi	
<b>Russian</b>	ru	
<b>Arabic</b>	ar	
<b>Other Preferred Written Language</b>	OTH	If a CBHC submits a value that is not included in Attachment 3 but allowable per CBHC Visit and Demographics Data Submission Guide, the value will be mapped to Other Preferred Written Language (OTH).
<b>Choose not to answer</b>	ASKU	Member was asked to provide their Preferred Written 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 Written Language, and the member actively selected or indicated that they did not know their Preferred Written Language.
<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 Preferred Written Language of the member is unknown since either:  (a) the member was not asked to provide their Preferred Written Language, or  (b) the member was asked to provide their Preferred Written Language, and a



Description	Valid Values	Notes
		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.

### Preferred Spoken Language

Description	Valid Values	Notes
English	en	-
Spanish	es	-
Portuguese	pt	-
Chinese	zh	If a CBHC submits Cantonese (yue), Mandarin (cmn), or Min Nan Chinese (nan) it will be mapped to Chinese for the purposes of data completeness.
Haitian Creole	ht	
Sign Languages	sgn	If a CBHC submits American Sign Language (ase) or Sign Languages (sgn), it will be mapped to Sign Languages for the purpose of data completeness.
French	fr	-
Vietnamese	vi	-
Russian	ru	-
Arabic	ar	-
Other Preferred Spoken Language	OTH	If a CBHC submits a value that is not included in Attachment 3 but allowable per CBHC Visit and Demographics Data Submission Guide, the value will be mapped to Other Preferred Spoken Language (OTH).
Choose not to answer	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 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 Preferred Spoken Language of the member is unknown since either: (a) the member was not asked to provide their Preferred Spoken Language, or (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.

#### B.iv. Disability Data Completeness

##### OVERVIEW

<b>Measure Name</b>	Rate of Disability Data Completeness – CBHC
<b>Steward</b>	MassHealth
<b>Data Source</b>	Numerator source: Demographics Data File (as part of the CBHC Visit and Demographics Data File (VDDF) Submission)  Denominator sources: MassHealth claims and encounter data, Demographics Data File (as part of the CBHC VDDF Submission)
<b>Measure Status: PY2-5</b>	Reporting as a Condition of Participation

## 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 MassHealth members with self-reported disability data that was collected by a CBHC in the measurement year.
<b>Numerator</b>	Members with a Bundle Services and/or Mobile Crisis Intervention (MCI) evaluation through a CBHC <u>and</u> self-reported disability data that was collected by a CBHC during the measurement year.
<b>Denominator</b>	Members with a Bundle Services and/or Mobile Crisis Intervention (MCI) evaluation through the CBHC during the measurement year.

## ELIGIBLE POPULATION

<b>Age</b>	Age varies by disability question: <ul style="list-style-type: none"><li>• Disability Questions 1 and 2: no age specified;</li><li>• Disability Questions 3 – 5: age 6 or older as of December 31st of the measurement year;</li><li>• Disability Question 6: age 16 or older as of December 31st of the measurement year.</li></ul>
<b>Continuous Enrollment Date</b>	None
<b>Anchor Date</b>	None
<b>Event/Diagnosis</b>	At least one CBHC Bundle Services and/or MCI evaluation through the CBHC between January 1 and December 31 of the measurement year.

## DEFINITIONS

<b>CBHC TIN</b>	CBHC Tax ID Number (TIN)
<b>CBHC TIN-Billing Entity</b>	The entity representing the overall CBHC organization encompassed under a CBHC TIN as reported in claims. In the case of multiple CBHC sites, all respective sites fall under a single TIN-billing entity.
<b>MCI Evaluation and CBHC Bundle Services</b>	Mobile Crisis Intervention (MCI) services are a diversionary level of care falling under outpatient services defined by the following service code: <ul style="list-style-type: none"><li>• MCI Evaluations (per diem): S9485 with any combination of HA, HE, or U1</li></ul>

	<p>The following modifiers are optional (not required) for MCI per diem codes:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen); may occur in combination with HE or U1</li> <li>• HE = Services provided at CBHC site</li> <li>• U1 = Services provided at community-based sites of service outside of the CBHC site</li> </ul> <p>CBHC Bundle Services are behavioral health outpatient services and are defined as follows:</p> <ul style="list-style-type: none"> <li>• CBHC Bundle Services: T1040 HA or HB</li> </ul> <p>The modifier codes attached to the T1040 code are defined as follows:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen)</li> <li>• HB = Adult modifier (adult client seen)</li> </ul>
<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> <li>• Each value must be self-reported.</li> </ul>
<b>Data Elements for Reporting: CBHC Demographics Data</b>	<p>File Name: Demographics Data File (as part of the CBHC Visit and Demographics Data File (VDDF) Submission)</p> <p>Description: Member-level file sent by the CBHC to MassHealth.</p> <p>MassHealth will provide a separate VDDF Submission Guide detailing the submission process and the elements that will be used to calculate the measure.</p>
<b>Measurement Year</b>	Measurement Years 1-5 correspond to CQEIP Performance Years 1-5.
<b>Members</b>	Individuals enrolled in MassHealth including: Model A ACO, Model B ACO, the PCC Plan, SCO, One Care, PACE, FFS (includes MassHealth Limited).
<b>Rate of Disability Data Completeness</b>	Rate: (Numerator Population / Denominator Population) * 100
<b>Self-Reported data</b>	For the purposes of this measure specification, data is considered to be 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 (all ages): Are you deaf or do you have serious difficulty hearing? Disability</p> <p>Disability Q2 (all ages): Are you blind or do you have serious difficulty seeing, even when wearing glasses?</p> <p>Disability Q3 (age 5 or older): Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?</p> <p>Disability Q4 (age 5 or older): Do you have serious difficulty walking or climbing stairs?</p> <p>Disability Q5 (age 5 or older): Do you have difficulty dressing or bathing?</p> <p>Disability Q6 (age 15 or older): 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> <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 (Bundled Services or MCI) encounter or visit 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</li> </ul> <p>Format: Refer to MassHealth CBHC Visit and Demographics Data Files Submission Guide</p> <ul style="list-style-type: none"> <li>• One (1) valid disability value per question, as defined under “Complete Disability Data” above</li> </ul>
---------------------------	---

	Format: Refer to MassHealth CBHC Visit and Demographics Data Files Submission Guide
<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, ACO, provider, staff);</li> <li>• Must include one or more values in Attachment 4.</li> </ul>
<b>Completeness Calculations</b>	<p>Completeness is calculated per disability question per CBHC and overall, as described below for questions 1 and 2, as an example:</p> <p>For each individual CBHC:</p> <p>Example 1: For CBHC x, the percentage of MassHealth members with self-reported disability data for question 1 that was collected by CBHC x in the measurement year.</p> <p>Example 2: For CBHC x, the percentage of MassHealth members with self-reported disability data for question 2 that was collected by CBHC x in the measurement year.</p> <p>For all CBHCs</p> <p>Example 1: For all CBHCs, the percentage of MassHealth members with self-reported disability data for question 1 that was collected by all CBHCs in the measurement year.</p> <p>Example 2: For all CBHCs, the percentage of MassHealth members with self-reported disability data for question 2 that was collected by all CBHCs in the measurement year.</p>

#### Attachment 4. Disability: Accepted Values

Disability Q1: Are you deaf or do you have serious difficulty hearing?		
Description	Valid Values	Notes
Yes	LA33-6	

Description	Valid Values	Notes
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  (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
Yes	LA33-6	
No	LA32-8	
Choose not to Answer	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.”
Don’t know	DONTKNOW	Member was asked whether they are blind or have difficulty seeing, and the member actively selected or

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



Description	Valid Values	Notes
<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 the member has difficulty concentrating, remembering or making decisions is unknown since either:  (a) the member was not asked whether they have difficulty concentrating, remembering or making decisions, or  (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.

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

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 have difficulty walking or climbing stairs, and the member actively selected or indicated that they “choose not to answer.”
<b>Don’t know</b>	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.
<b>Unable to collect this information on member due to lack of clinical capacity of member to respond</b>	UTC	Unable to collect this information on member due to lack of clinical capacity of member to respond.

Description	Valid Values	Notes
(e.g. clinical condition that alters consciousness)		
Unknown	UNK	<p>Whether the member has difficulty walking or climbing stairs is unknown since either:</p> <p>(a) the member was not asked whether they have difficulty walking or climbing stairs, or</p> <p>(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.</p>

### 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:

Description	Valid Values	Notes
		<p>(a) the member was not asked whether they have difficulty dressing or bathing, or</p> <p>(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 response, and should be assigned the value of ASKU instead of UNK.</p>

**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 Value	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	<p>Whether a member has difficulty doing errands is unknown since either:</p> <p>(a) the member was not asked whether they have difficulty doing errands, or</p> <p>(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.</p>

## B.v. Sexual Orientation Data Completeness

### OVERVIEW

<b>Measure Name</b>	Rate of Sexual Orientation Data Completeness – CBHC
<b>Steward</b>	MassHealth
<b>Data Source</b>	Numerator source: Demographics Data File (as part of the CBHC Visit and Demographics Data File (VDDF) Submission)  Denominator sources: MassHealth claims and encounter data, Demographics Data File (as part of the CBHC VDDF Submission)
<b>Measure Status: PY2-5</b>	Reporting as a Condition of Participation

### 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 MassHealth members with self-reported sexual orientation data that was collected by a CBHC in the measurement year.
<b>Numerator</b>	Members with a Bundle Services and/or Mobile Crisis Intervention (MCI) evaluation through a CBHC <u>and</u> self-reported sexual orientation data that was collected by a CBHC during the measurement year.
<b>Denominator</b>	Members with a Bundle Services and/or Mobile Crisis Intervention (MCI) evaluation through the CBHC during the measurement year.

### ELIGIBLE POPULATION

<b>Age</b>	MassHealth members age 19 and older as of December 31 of the measurement year
<b>Continuous Enrollment Date</b>	None
<b>Anchor Date</b>	None
<b>Event/Diagnosis</b>	At least one CBHC Bundle Services and/or MCI evaluation through the CBHC between January 1 and December 31 of the measurement year.

### DEFINITIONS

<b>CBHC TIN</b>	CBHC Tax ID Number (TIN)
<b>CBHC TIN-Billing Entity</b>	The entity representing the overall CBHC organization encompassed under a CBHC TIN as reported in claims. In the case of multiple CBHC sites, all respective sites fall under a single TIN-billing entity.
<b>MCI Evaluation and CBHC Bundle Services</b>	<p>Mobile Crisis Intervention (MCI) services are a diversionary level of care falling under outpatient services defined by the following service code:</p> <ul style="list-style-type: none"> <li>• MCI Evaluations (per diem): S9485 with any combination of HA, HE, or U1</li> </ul> <p>The following modifiers are optional (not required) for MCI per diem codes:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen); may occur in combination with HE or U1</li> <li>• HE = Services provided at CBHC site</li> <li>• U1 = Services provided at community-based sites of service outside of the CBHC site</li> </ul> <p>CBHC Bundle Services are behavioral health outpatient services and are defined as follows:</p> <ul style="list-style-type: none"> <li>• CBHC Bundle Services: T1040 HA or HB</li> </ul> <p>The modifier codes attached to the T1040 code are defined as follows:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen)</li> <li>• HB = Adult modifier (adult client seen)</li> </ul>
<b>Complete Sexual Orientation Data</b>	<p>Complete sexual orientation data is defined as:</p> <p>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>Data Elements for Reporting: CBHC Visit and Demographics Data</b>	<p>File Name: Demographics Data File (as part of the CBHC Visit and Demographics Data File (VDDF) Submission)</p> <p>Description: Member-level file sent by the CBHC to MassHealth.</p> <p>MassHealth will provide a separate VDDF Submission Guide detailing the submission process and the elements that will be used to calculate the measure.</p>
<b>Measurement Year</b>	Measurement Years 1-5 correspond to CQEIP Performance Years 1-5.

<b>Members</b>	Individuals enrolled in MassHealth including: Model A ACO, Model B ACO, the PCC Plan, SCO, One Care, PACE, FFS (includes MassHealth Limited).
<b>Rate of Sexual Orientation Data Completeness</b>	One rate will be reported for this measure. Rate: (Numerator Population / Denominator Population) * 100
<b>Self-Reported data</b>	For the purposes of this measure specification, data is considered to be 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>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 (Bundled Services or MCI) encounter or visit 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 Format: Refer to MassHealth CBHC Visit and Demographics Data Files Submission Guide</li> <li>• At least one (1) valid sexual orientation value, as defined under "Complete Sexual Orientation Data" above Format: Refer to MassHealth CBHC Visit and Demographics Data Files Submission Guide</li> </ul>
<b>Data Collection</b>	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.

	<p>Self-reported sexual orientation 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 sexual orientation (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, ACO, provider, staff);</li> <li>• Must include one or more values in Attachment 5.</li> </ul>
<b>Completeness Calculations</b>	Completeness is calculated for: each individual CBHC TIN-billing entity, and all CBHC TIN-billing entities.

### 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	<p>The sexual orientation of the member is unknown since either:</p> <p>(a) the member was not asked to provide their sexual orientation, or</p> <p>(b) the member was asked to provide their sexual orientation, and a response was not given. Note that</p>

Description	Valid Values	Notes
		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.

## B.vi. Gender Identity Data Completeness

### OVERVIEW

<b>Measure Name</b>	Rate of Gender Identity Data Completeness – CBHC
<b>Steward</b>	MassHealth
<b>Data Source</b>	Numerator source: Demographics Data File (as part of the CBHC Visit and Demographics Data File (VDDF) Submission)  Denominator sources: MassHealth claims and encounter data, Demographics Data File (as part of the CBHC VDDF Submission)
<b>Measure Status: PY2-5</b>	Reporting as a Condition of Participation

### 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 MassHealth members with self-reported gender identity data that was collected by a CBHC in the measurement year.
<b>Numerator</b>	Members with a Bundle Services and/or Mobile Crisis Intervention (MCI) evaluation through a CBHC <u>and</u> self-reported gender identity data that was collected by a CBHC during the measurement year.
<b>Denominator</b>	Members with a Bundle Services and/or Mobile Crisis Intervention (MCI) evaluation through the CBHC during the measurement year.

### ELIGIBLE POPULATION

<b>Age</b>	MassHealth members age 19 and older as of December 31 of the measurement year
------------	---



<b>Continuous Enrollment Date</b>	None
<b>Anchor Date</b>	None
<b>Event/Diagnosis</b>	At least one CBHC Bundle Services and/or MCI evaluation through the CBHC between January 1 and December 31 of the measurement year.

## DEFINITIONS

<b>CBHC TIN</b>	CBHC Tax ID Number (TIN)
<b>CBHC TIN-Billing Entity</b>	The entity representing the overall CBHC organization encompassed under a CBHC TIN as reported in claims. In the case of multiple CBHC sites, all respective sites fall under a single TIN-billing entity.
<b>MCI Evaluation and CBHC Bundle Services</b>	<p>Mobile Crisis Intervention (MCI) services are a diversionary level of care falling under outpatient services defined by the following service code:</p> <ul style="list-style-type: none"> <li>• MCI Evaluations (per diem): S9485 with any combination of HA, HE, or U1</li> </ul> <p>The following modifiers are optional (not required) for MCI per diem codes:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen); may occur in combination with HE or U1</li> <li>• HE = Services provided at CBHC site</li> <li>• U1 = Services provided at community-based sites of service outside of the CBHC site</li> </ul> <p>CBHC Bundle Services are behavioral health outpatient services and are defined as follows:</p> <ul style="list-style-type: none"> <li>• CBHC Bundle Services: T1040 HA or HB</li> </ul> <p>The modifier codes attached to the T1040 code are defined as follows:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen)</li> <li>• HB = Adult modifier (adult client seen)</li> </ul>
<b>Complete Gender Identity Data</b>	<p>Complete gender identity data is defined as: 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 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>Data Elements for Reporting: CBHC Visit and Demographics Data</b>	<p>File Name: Demographics Data File (as part of the CBHC Visit and Demographics Data File (VDDF) Submission)</p> <p>Description: Member-level file sent by the CBHC to MassHealth.</p> <p>MassHealth will provide a separate VDDF Submission Guide detailing the submission process and the elements that will be used to calculate the measure.</p>
<b>Measurement Year</b>	Measurement Years 1-5 correspond to CQEIP Performance Years 1-5.
<b>Members</b>	Individuals enrolled in MassHealth including: Model A ACO, Model B ACO, the PCC Plan, SCO, One Care, PACE, FFS (includes MassHealth Limited).
<b>Rate of Gender Identity Data Completeness</b>	<p>One rate will be reported for this measure.</p> <p>Rate: <math>(\text{Numerator Population} / \text{Denominator Population}) * 100</math></p>
<b>Self-Reported data</b>	<p>For the purposes of this measure specification, data is considered to be self-reported if it has been provided by either:</p> <p>(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>

## 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: 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 (Bundled Services or MCI) encounter or visit 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</li> </ul>
---------------------------	--

	<p>Format: Refer to MassHealth CBHC Visit and Demographics Data Files Submission Guide</p> <ul style="list-style-type: none"> <li>At least one (1) valid gender identity value, as defined under “Complete Gender Identity Data” above</li> </ul> <p>Format: Refer to MassHealth CBHC Visit and Demographics Data Files Submission Guide</p>
<b>Data Collection</b>	<p>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. 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, ACO, 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 CBHC TIN-billing entity, and all CBHC TIN-billing entities.

#### 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	

Description	Valid Values	Notes
<b>Choose not to answer</b>	ASKU	Member was asked to provide their gender identity, 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 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>

#### **B.vii. Reporting Requirements (Applicable to all subcomponents of the RELDSOGI Data Completeness Measure)**

##### **CONDITIONS OF PARTICIPATION, PERFORMANCE REQUIREMENTS, AND PERFORMANCE ASSESSMENT**

<b>Conditions of Participation: PY2-5</b>	<ol style="list-style-type: none"> <li>1. Timely submission of RELDSOGI data as described in the “CBHC Visit and Demographics Data File (VDDF) Submission Guide.”</li> <li>2. Complete, responsive and timely submission to MassHealth, anticipated by September 30 of the Performance Year (e.g., September 30, 2025 for PY2)), of a RELDSOGI mapping and verification deliverable which may include descriptions of</li> </ol>
---	--

	member-reported demographic data collection efforts, in a form and format to be specified by MassHealth.
<b>Performance Requirements: PY2-5</b>	Not Applicable
<b>Performance Assessment: PY2-5</b>	Not Applicable

## C. 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

<b>Measure Name</b>	Health-Related Social Needs (HRSN) Screening
<b>Steward</b>	MassHealth
<b>Data Source</b>	Supplemental Data, Administrative Data, Encounter Data
<b>Measure Status: PY2-5</b>	Rate 1. Pay-for-Performance (P4P) Rate 2. Reporting as a Condition of Participation

### 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

<b>Description</b>	<p>Percentage of <b>core outpatient services encounters</b> during the measurement period where patients were screened for health-related social needs (HRSNs). Two rates are reported:</p> <ol style="list-style-type: none"> <li><b>Rate 1. HRSN Screening Rate:</b> Percentage of core outpatient services encounters where patients were screened using a</li> </ol>
--------------------	--

<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 \(cms.gov\)](https://www.cms.gov/medicare/medicaid-services/quality-incentives/merit-based-incentive-payment-system)

	<p>standardized HRSN screening instrument for food, housing, transportation, and/or utility needs.</p> <p>2. <b>Rate 2. HRSN Screen Positive Rate:</b> Rate of HRSN identified (i.e., screen positive) among cases in Rate 1 numerator. Four sub-rates are reported for each of the following domains of HRSN: food, housing, transportation, and utility.</p>
--	--

## ELIGIBLE POPULATION

<b>Members</b>	Individuals enrolled in MassHealth including: Model A ACO, Model B ACO, MCO, the PCC Plan, SCO, One Care, PACE, FFS (includes MassHealth Limited).
<b>Age</b>	Members of any age
<b>Anchor Date</b>	None
<b>Measurement Period</b>	<p>PY2: July 1, 2025 – December 31, 2025</p> <p>PY3: January 1, 2026 – December 31, 2026</p> <p>PY4: January 1, 2027 – December 31, 2027</p> <p>PY5: January 1, 2028 – December 31, 2028</p>
<b>Event/Diagnosis</b>	<p>A core outpatient services encounter (encounter bundle)</p> <p>To identify core outpatient services encounters (encounter bundle), identify encounters with the following encounter bundle code and modifiers:</p> <ul style="list-style-type: none"> <li>CBHC Encounter Bundle: T1040 HA or T1040 HB.</li> </ul>

## DEFINITIONS

<b>Measurement Year</b>	Measurement Years 1-5 correspond to CQEIP Performance Years 1-5
<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 mental health care, safety from violence, education and employment, and social connection
<b>Standardized HRSN Screening Instruments</b>	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>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' Risk and Experiences (PRAPARE) Tool</li> <li>• American Academy of Family Physicians (AAFP) Screening Tool</li> </ul> <p>CBHCs are not required to use the example screening tools listed above; CBHCs 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 CBHCs to report to MassHealth the screening tool(s) used for the purpose of performance on this measure.</p>
<b>Supplemental Data</b>	<p>Data supplementary to administrative claims data that documents at the patient-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 screenings conducted by billing providers and/or non-billing providers (such as community health workers, medical assistants, and social workers).</p>
<b>CBHC Core Outpatient Services Encounter (Encounter Bundle)</b>	<p>CBHC core outpatient services encounters (encounter bundle) are behavioral health outpatient services and are defined as follows:</p> <ul style="list-style-type: none"> <li>• CBHC Encounter Bundle: T1040 HA or HB</li> </ul> <p>The modifier codes attached to the T1040 encounter bundle code are required and defined as follows:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen), or</li> <li>• HB = Adult modifier (adult client seen)</li> </ul> <p>Services that are non-patient facing (i.e., case consultations) are excluded.</p>

## ADMINISTRATIVE SPECIFICATION

### Rate 1: HRSN Screening Rate

<b>Description</b>	Percentage of core outpatient services encounters (encounter bundle) where patients were screened using a standardized HRSN screening instrument for food, housing, transportation, and/or utility needs.
<b>Denominator</b>	The eligible population
<b>Numerator</b>	<p>Eligible encounters where, as documented in the CBHC medical record, patients were screened using a standardized HRSN screening instrument for food, housing, transportation, and/or utility needs.</p> <p>Includes eligible encounters where documentation in the CBHC medical record indicates that:</p> <ul style="list-style-type: none"> <li>• Patient was offered HRSN screening during encounter by CBHC staff/provider and responded to one or more screening questions; OR</li> <li>• Patient was offered HRSN screening during encounter by CBHC staff/provider and actively opted out of screening (i.e. chose not to answer any questions); OR</li> <li>• Patient was screened for HRSN in any setting (CBHC or otherwise) within 180 days prior to date of encounter. This includes screenings rendered by any staff or provider not limited to the CBHC (e.g., ACO clinical provider, hospital clinical provider), non-clinical staff (e.g., patient navigator), health plan staff and/or Community Partner staff.</li> </ul>
<b>Unit of measurement</b>	<p>Screens should be performed at the individual patient 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>	<p>Eligible events where:</p> <ul style="list-style-type: none"> <li>• Patients were not screened for food insecurity, housing instability, transportation needs, and utility difficulties because patient 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 domains of HRSN: food, housing, transportation, and utility.
<b>Denominator</b>	Encounters that meet the numerator criteria for Rate 1
<b>Numerator 2a – Food insecurity</b>	Encounters where, as documented in the CBHC medical record, a patient screened positive for one or more food need(s).
<b>Numerator 2b – Housing instability</b>	Encounters where, as documented in the CBHC medical record, a patient screened positive for one or more housing need(s).
<b>Numerator 2c – Transportation needs</b>	Encounters where, as documented in the CBHC medical record, a patient screened positive for one or more transportation need(s).
<b>Numerator 2d – Utility difficulties</b>	Encounters where, as documented in the CBHC medical record, a patient screened positive for one or more utility need(s).
<b>Exclusions</b>	None

## REPORTING REQUIREMENTS

This measure will be calculated by MassHealth using administrative and/or supplemental data submitted to MassHealth by CBHCs 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>2</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> ].

<sup>2</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 CQEIP measure due to concerns about privacy and safety related to capturing this information through the same vehicle as other HRSN domains.

<b>HCPCS</b>	M1237	Member reason for not screening for food insecurity, housing instability, transportation needs, utility difficulties, [and <i>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:
  - Patients in the denominator where M1207 is coded will count towards the numerator.
  - Patients in the denominator where M1237 is coded will count towards the numerator.
  - Patients in the denominator where M1208 is coded will not count towards the numerator.
  - Patients in the denominator where M1207, M1237, or M1208 are not coded will not count towards the numerator.
  - Patients in the denominator where HCPCS 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:

<b>Food Insecurity</b>	
<b>ICD-10 Code Contributing to Rate 2 Numerators</b>	<b>Meaning</b>
<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

<b>Housing Instability</b>	
<b>Homelessness</b>	
<b>ICD-10 Code Contributing to Rate 2 Numerators</b>	<b>Meaning</b>

<b>Z59.00</b>	Homelessness unspecified
<b>Z59.01</b>	Sheltered homelessness
<b>Z59.02</b>	Unsheltered homelessness

#### **Housing Instability**

<b>ICD-10 Code Contributing to Rate 2 Numerators</b>	<b>Meaning</b>
<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**

<b>ICD-10 Code Contributing to Rate 2 Numerators</b>	<b>Meaning</b>
<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, CBHCs 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:** Supplemental data indicating any of the following may be submitted:
  - a) a patient was screened for food insecurity, housing instability, transportation needs, and utility difficulties during the measurement period (corresponding to the meaning of administrative HCPCS code M1207 and/or HCPCS code G0136).
  - b) a patient 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 patient reason for not screening for food insecurity, housing instability, transportation needs, and utility difficulties (e.g., patient declined or other patient reasons.) (corresponding to the meaning of CPT code M1237)
2. **For Rate 2:** Supplemental data indicating identified needs, corresponding to the meaning of the ICD-10 codes provided in the “Administrative Data Reporting Requirement” section above, may be submitted. Data may be captured using the ICD-10 codes or other clinical record data (e.g., electronic health record data corresponding to these codes).

## CONDITIONS OF PARTICIPATION, PERFORMANCE REQUIREMENTS, AND PERFORMANCE ASSESSMENT

<b>Conditions of Participation: PY2-5</b>	<p>Rate 1 and Rate 2 of this measure will be calculated by MassHealth using administrative and/or, as applicable, supplemental data submitted to MassHealth by CBHCs. Data must be submitted to MassHealth by <b>June 30 following each Performance Year</b> (e.g., June 30, 2026 for PY2) in a form and format to be further specified by MassHealth.</p> <p>Reporting on Rate 2 will be a Condition of Participation component of the measure.</p>
<b>Performance Requirements: PY2-5</b>	<p>Rate 1 and Rate 2 of this measure will be calculated by MassHealth using administrative and/or, as applicable, supplemental data submitted to MassHealth by CBHCs. Data must be submitted to MassHealth by <b>June 30 following each Performance Year</b> (e.g., June 30, 2026 for PY2) in a form and format to be further specified by MassHealth.</p> <p>Rate 1 will be the Pay-for-Performance component of the measure.</p> <p>MassHealth anticipates auditing the data submitted by the CBHC.</p>
<b>Performance Assessment: PY2-5</b>	<p>Performance Assessment for PY2-5 will be detailed in the forthcoming CBHC Quality and Equity Incentives Program (CQEIP) Performance Assessment Methodology Manual.</p>

## D. Quality Performance Disparities Reduction

Technical Specifications for this measure are in development.

## E. Equity Improvement Interventions

### OVERVIEW

<b>Measure Name</b>	Equity Improvement Interventions
<b>Steward</b>	MassHealth
<b>Data Source</b>	Supplemental Data
<b>Measure Status: PY2-5</b>	Condition of Participation

### POPULATION HEALTH IMPACT

Rigorous, collaborative, equity-focused performance improvement projects will support CBHCs to expand access to quality and equitable care.

### MEASURE SUMMARY

<b>Description</b>	<p>CBHCs will design and implement a health equity-focused Performance Improvement Project (PIP) in priority areas identified by MassHealth.</p> <p>CBHCs will implement PIPs designed to:</p> <ul style="list-style-type: none"><li>• Support collaboration and information sharing,</li><li>• Address equity goals,</li><li>• Achieve significant and sustained improvement in equity outcomes, and</li><li>• Promote program-wide impact.</li></ul> <p>PIP design and implementation will use a standard quality improvement framework and reporting templates developed by MassHealth and will require four key elements:</p> <ul style="list-style-type: none"><li>• Performance measurement</li><li>• Implementation of interventions</li><li>• Evaluation of interventions' impact using performance measures and;</li></ul>
--------------------	---

- Activities to increase/sustain improvement.

## ELIGIBLE POPULATION

The eligible population for the equity-focused PIP is defined in the PIP Topic Selection and Planning Report. The denominator for the PIP must include MassHealth patients. Additional information about eligible population selection may be provided by EOHHS.

## DEFINITIONS

### Measurement Period

Measurement Years 1-5 correspond to CQEIP Performance Years 1-5.

## ADMINISTRATIVE SPECIFICATION

One Equity-focused PIP must be completed over PY2-5. CBHCs will be required to submit at least four reports to MassHealth over the PIP's duration as follows:

- PIP Topic Selection and Planning Report: Identify topic, target population, PIP aim, and data sources and data capabilities.
- PIP Baseline Report: Barrier analysis and identification, a comprehensive plan that may include baseline performance data, proposed intervention, and intervention tracking measures.
- PIP Progress Report: assessment of PIP methodology and progress towards implementing interventions and accomplishing PIP aim.
- PIP Closure Report: a comprehensive report focused on finalizing project, analyzing the impacts of interventions, assessing performance between baseline and closure, identification of any successes and/or challenges, and plans for continuation and potential expansion of interventions beyond the PIP.

Additional detail about requirements for each report will be provided in forthcoming deliverable templates.

## CONDITIONS OF PARTICIPATION, PERFORMANCE REQUIREMENTS, AND PERFORMANCE ASSESSMENT

### Condition of Participation: PY2-5

Timely, complete, and responsive submission to MassHealth of four required reports (Topic Selection and Planning Report, Baseline Report, Progress Report, and Closure Report) is required. Submission dates are specified below.

Performance Year 2 (2025):

	<ul style="list-style-type: none"> <li>PIP Topic Selection and Planning Report, due <b>October 31, 2025</b>.</li> </ul> Performance Year 3 (2026): <ul style="list-style-type: none"> <li>PIP Baseline Report, due <b>August 31, 2026</b>.</li> </ul> Performance Year 4 (2027): <ul style="list-style-type: none"> <li>PIP Progress Report, due <b>October 31, 2027</b>.</li> </ul> Performance Year 5 (2028): <ul style="list-style-type: none"> <li>PIP Closure Report, due <b>September 30, 2028</b>.</li> </ul>
<b>Performance Requirements: PY2-5</b>	Not applicable.
<b>Performance Assessment: PY2-5</b>	Not applicable.

## F. 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>Data Source</b>	Supplemental Data
<b>Measure Status: PY2</b>	Component 1. Reporting as a Condition of Participation Component 2. Pay-for-Performance (P4P)
<b>Measure Status: PY3-5</b>	Component 1. Not Applicable (PY2 Requirement Only) 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

<b>Description</b>	<p>This measure focuses on the provision of quality language assistance services through two components:</p> <ol style="list-style-type: none"> <li><b>Language Access Self-Assessment Survey:</b> Self-assessment of language access services.</li> <li><b>Addressing Language Access Needs in Outpatient and Crisis Settings.</b> Percentage of <b>core outpatient services encounters, mobile crisis intervention (MCI) evaluation services encounters, and adult community crisis stabilization (CCS)</b></li> </ol>
--------------------	--

**stays** for patients 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 and Crisis Settings

<b>Members</b>	Individuals enrolled in MassHealth including: Model A ACO, Model B ACO, MCO, the PCC Plan, SCO, One Care, PACE, FFS (includes MassHealth Limited).
<b>Age</b>	Members of any age
<b>Anchor Date</b>	None
<b>Measurement Period</b>	PY2: July 1, 2025 – December 31, 2025 PY3: January 1, 2026 – December 31, 2026 PY4: January 1, 2027 – December 31, 2027 PY5: January 1, 2028 – December 31, 2028
<b>Event/Diagnosis</b>	<p>A two-step process must be used to identify eligible events:</p> <p><b>Step 1.</b> Identify core outpatient services encounters (encounter bundle), MCI services encounters, and adult CCS stays during the measurement period.</p> <ul style="list-style-type: none"> <li>To identify core outpatient services encounters (encounter bundle), identify encounters with the following encounter bundle code and modifiers: <ul style="list-style-type: none"> <li>CBHC Encounter Bundle: T1040 HA or T1040 HB</li> </ul> </li> <li>To identify mobile crisis intervention evaluation services encounters, identify encounters with the following service codes and modifiers: <ul style="list-style-type: none"> <li>MCI Initial Evaluation and first day crisis intervention: S9485 with any combination of modifiers HA, HE, or U1</li> </ul> </li> <li>To identify adult community crisis stabilization (CCS) stays, identify encounters with the following service codes and modifiers: <ul style="list-style-type: none"> <li>ACCS: S9485-ET</li> <li>Note: CBHC TIN-Billing Entities that do not have an adult community crisis stabilization unit or sub-contracts with an external provider to provide adult CCS services will not</li> </ul> </li> </ul>



	<p>report on ACCS services. As such, data on ACCS is not applicable and will not be included in the calculation of the measure rate.</p> <p><b>Step 2.</b> For the events identified in Step 1, identify those where a patient reported a preferred spoken language other than English (including sign language) as documented in the medical record.</p>
--	---

## DEFINITIONS

<b>Measurement Year</b>	Measurement Years 1-5 correspond to CQEIP Performance Years 1-5.
<b>Language Assistance Services</b>	<p>For the purposes of the CQEIP:</p> <ul style="list-style-type: none"> <li>Language assistance services are defined<sup>3</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 CBHC who are determined by the CBHC to be competent. Technologies such as smartphones, Applications, portable interpretation devices, or Artificial intelligence may not be used to deliver language assistance services.</li> <li>Competency may be specifically defined by the CBHC. 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> <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 patient, without the use of an interpreter.
<b>Preferred Spoken Language</b>	Refers to a patient'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

<sup>3</sup> Adapted from the Centers for Medicare and Medicaid Services' *Nondiscrimination in Health Programs and Activities* rule. [2024-08711.pdf \(govinfo.gov\)](#)

	include visual languages expressed through physical movements, such as sign languages.
<b>CBHC Core Outpatient Services Encounters, MCI Evaluation Services Encounters, and Adult CCS Stays</b>	<p><b>CBHC core outpatient services encounters</b> (encounter bundle) are behavioral health outpatient services and defined as follows:</p> <ul style="list-style-type: none"> <li>• CBHC Encounter Bundle: T1040 HA or HB</li> </ul> <p>The modifiers attached to the T1040 encounter bundle code are required and defined as follows:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen), or</li> <li>• HB = Adult modifier (adult client seen)</li> </ul> <p>Services that are non-patient facing (i.e., case consultation) are excluded.</p> <p><b>Mobile Crisis Intervention (MCI) evaluation service encounters</b> are a diversionary level of care defined by the following service codes:</p> <ul style="list-style-type: none"> <li>• MCI Initial Evaluation and First Day Crisis Intervention (per diem): S9485 with any combination of HA, HE, or U1</li> </ul> <p>The following modifiers attached to the MCI service code are defined as follows:</p> <ul style="list-style-type: none"> <li>• HA = Youth modifier (youth client seen); may occur in combination with HE or U1</li> <li>• HE = Services provided at CBHC site</li> <li>• U1 = Services provided at community-based sites of service outside of the CBHC site</li> </ul> <p><b>Adult Community Crisis Stabilization (CCS) stays</b> are a 24-hour diversionary level of care defined by the following service code:</p> <ul style="list-style-type: none"> <li>• ACCS (per diem): S9485-ET</li> </ul> <p>The following modifier attached to the CCS service code are defined as follows:</p> <ul style="list-style-type: none"> <li>• ET = modifier indicating CCS service in conjunction with S9485 code; required for this service.</li> </ul>

## ADMINISTRATIVE SPECIFICATION

## Component 1: Language Access Self-Assessment Survey

PY2 Only: CBHCs must complete the Language Access Self-Assessment Survey (to be provided by MassHealth), which assesses language service infrastructure and programming.

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

<b>Description</b>	Percentage of core outpatient service encounters, MCI evaluation services encounters, and adult CCS stays serving patients 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 core outpatient services encounters (encounter bundle), MCI evaluation services encounters, and adult CCS stays serving patients who report a preferred spoken language other than English (including sign languages) during which language assistance services were utilized (for ACCS: at least once during the stay) as documented in the medical record.
<b>Exclusions</b>	Eligible events where: <ul style="list-style-type: none"><li>• Patient dies prior to discharge.</li><li>• Documentation in the medical record that patient (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 patient's behalf.</li></ul>

## REPORTING REQUIREMENTS

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

PY2 Only: Completed Language Access Self-Assessment Surveys must be submitted to MassHealth via a Qualtrics survey as specified by MassHealth.

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

CBHCs are required to report performance using one of the following approaches:

1. **Visit Sample following Sampling Methodology to be further specified by MassHealth:**  
Organizations may report performance for a sample of 411 with a 5% oversample from the eligible population (total of 432 cases). Organizations who choose to sample should draw from all cases that meet criteria for the eligible population as described in these technical specifications.

Organizations who choose to sample are required to submit a sample of 411 plus a 5% oversample for a total of 432 cases. If an organization has less than 411 cases in the eligible population, the organization may not sample and 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).

2. **Full Eligible Population:** CBHCs report performance on all eligible visits in the eligible population.

## CONDITIONS OF PARTICIPATION, PERFORMANCE REQUIREMENTS, AND PERFORMANCE ASSESSMENT

<b>Conditions of Participation: PY2</b>	<b>Component 1. Language Access Self-Assessment Survey (applicable to PY2):</b> By <b>January 31, 2026</b> , complete, responsive, and timely submission of the Language Access Self-Assessment Survey via a Qualtrics survey as specified by MassHealth.
<b>Performance Requirements: PY2-5</b>	<b>Component 2: Addressing Language Access Needs in Outpatient and Crisis Settings</b> By <b>June 30 following each Performance Year</b> (e.g. June 30, 2026, for PY2) CBHCs must submit to MassHealth required data for either a sample(s) or the full eligible population, as specified in the “Reporting Requirements” section above. CBHCs must submit data in a form and format to be further specified by MassHealth.  MassHealth anticipates auditing the data submitted by the CBHC for Component 2.
<b>Performance Assessment: PY2-5</b>	<b>Component 1. Language Access Self-Assessment Survey</b> N/A  <b>Component 2: Address Language Access Need in Outpatient and Crisis Settings</b> Performance Assessment for PY2-5 will be detailed in the forthcoming CBHC Quality and Equity Incentives Program (CQEIP) Performance Assessment Methodology Manual.

# G. Disability Competent Care

## OVERVIEW

<b>Measure Name</b>	Disability Competent Care
<b>Steward</b>	MassHealth
<b>Data Source</b>	Supplemental Data
<b>Measure Status PY2-5</b>	Condition of Participation

## 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 CBHCs to identify and prepare for addressing unmet needs for healthcare worker education and training to promote core competencies in providing care to patients with disabilities.

## MEASURE SUMMARY

<b>Description</b>	The percent of applicable patient-facing staff who, in the past 24 months, completed disability competency training to address Disability Competent Care (DCC) pillars selected by the CBHC in its DCC Training Plan Report <u>and</u> demonstrated competency in the relevant disability competency training area(s).
--------------------	--

## ELIGIBLE POPULATION

CBHCs must describe how they will define applicable patient-facing staff for each disability competency training area in their DCC Training Plan report, which must be approved by MassHealth. The approved population of “applicable patient-facing staff” is the eligible population for this measure. Eligible populations for each training area may overlap such that some (or all) staff are targeted for training in more than one training area. The total eligible population for the measure includes staff in any of the eligible populations for each training area.

<b>Anchor Date</b>	December 31 of the measurement period
<b>Measurement Period</b>	PY2: July 1, 2025 – December 31, 2025 PY3: January 1, 2026 – December 31, 2026 PY4: January 1, 2027 – December 31, 2027 PY5: January 1, 2028 – December 31, 2028

## DEFINITIONS

<b>Patient-facing Staff</b>	<p>Patient-facing staff are employed CBHC 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 clinical providers) or non-clinical (i.e., providing or supporting non-clinical services, such as food service staff, administrative staff, etc.).</p> <p>Contracted providers or staff are not included in this definition of patient-facing staff.</p>
<b>Demonstrated Competency</b>	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. For example, demonstrated competency may be achieved through satisfactory performance on post-test assessments of knowledge and/or skills.
<b>Supplemental Data</b>	Data drawn from organizational databases or otherwise related to staff training.

## ADMINISTRATIVE SPECIFICATION

### Rate 1: DCC Training and Competency Rate

<b>Description</b>	The percent of applicable patient-facing staff who, in the past 24 months, completed disability competency training to address Disability Competent Care (DCC) pillars selected by the CBHC in its DCC Training Plan Report <u>and</u> demonstrated competency in the relevant disability competency training area(s).
<b>Denominator</b>	The total eligible population
<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>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 period, have been employed with the organization less than 180 calendar days.

Rate 1 will be calculated as follows for CBHCs that have selected three training areas (for CBHCs that select more than three training areas, Rate 1 will be calculated by equally distributing performance credit across the total number of training areas):

$$\text{Rate 1} = 100 * (\# \text{ of patient-facing staff with demonstrated competency in training area 1} + \# \text{ of patient-facing staff with demonstrated competency in training area 2} + \# \text{ of patient-facing staff with demonstrated competency in training area 3}) / (\text{Eligible population for training area 1} + \text{Eligible population for training area 2} + \text{Eligible population for training area 3})$$

### DATA REPORTING REQUIREMENTS

Rate 1 will be calculated by CBHCs and results will be submitted by CBHCs to MassHealth in the Disability Competent Care Training Report.

For each disability competency training area, the report must include:

- a. The number of patient-facing staff targeted for disability competency training, including a description of the targeted staff and how they were selected for inclusion in the eligible population;
- b. The number of patient-facing staff who completed and demonstrated competency in the applicable training area.

### CONDITIONS OF PARTICIPATION, PERFORMANCE REQUIREMENTS, AND PERFORMANCE ASSESSMENT

<b>Condition of Participations: PY2-5</b>	<b>Disability Competent Care Training Report</b> Timely, responsive and complete submission of the Disability Competent Care Training Report to MassHealth, in a form and format specified by MassHealth, by <b>March 31 of the following PY</b> (e.g., March 31, 2026 for PY2).
<b>Performance Assessment: PY2-5</b>	Not applicable.
<b>Performance Assessment: PY2-5</b>	Not applicable.

### H. Disability Accommodation Needs

#### OVERVIEW

<b>Measure Name</b>	Disability Accommodation Needs
<b>Steward</b>	MassHealth
<b>Data Source</b>	Supplemental Data

<b>Measure Status: PY2</b>	Component 1: Reporting as a Condition of Participation Component 2: <ul style="list-style-type: none"> <li>• Rate 1: Pay-for-Performance (P4P)</li> <li>• Rate 2: Reporting as a Condition of Participation</li> </ul>
<b>Measure Status: PY3-5</b>	Component 1: Not Applicable (PY2 Requirement Only) Component 2: <ul style="list-style-type: none"> <li>• Rate 1: P4P</li> <li>• Rate 2: P4P</li> </ul>

## 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

<b>Description</b>	<p>The percentage of <b>core outpatient services encounters and adult community crisis stabilization stays</b> where 1) patients were screened for accommodation needs related to a disability and 2) for those patients screening positive for accommodation needs related to a disability, a corresponding patient-reported accommodation need was documented.</p> <p>Two rates are calculated:</p> <p><b>Rate 1: Accommodation Needs Screening:</b> Percentage of core outpatient services encounters and adult community crisis stabilization stays where patients with disability were screened for accommodation needs related to a disability and the results of the screen were documented electronically in the medical record.</p> <p><b>Rate 2: Accommodation Needs Related to a Disability:</b> Percentage of core outpatient services encounters and adult community crisis stabilization stays where patients screened positive for accommodation needs related to a disability and for which patient-requested accommodation(s) related to a disability were documented electronically in the medical record.</p>
--------------------	--

## ELIGIBLE POPULATION

<b>Members</b>	Individuals enrolled in MassHealth including: Model A ACO, Model B ACO, MCO, the PCC Plan, SCO, One Care, PACE, FFS (includes MassHealth Limited).
<b>Age</b>	At least 5 years of age on the date of encounter or discharge



<b>Anchor Date</b>	None
<b>Measurement Period</b>	PY2: July 1, 2025 – December 31, 2025 PY3: January 1, 2026 – December 31, 2026 PY4: January 1, 2027 – December 31, 2027 PY5: January 1, 2028 – December 31, 2028
<b>Event/Diagnosis</b>	<p>A two-step process must be used to identify eligible events:</p> <p><b>Step 1.</b> Identify core outpatient services encounters (encounter bundle) and adult Community Crisis Stabilization (CCS) stays during the measurement period.</p> <ul style="list-style-type: none"> <li>To identify core outpatient services encounters (encounter bundle), identify encounters with the following encounter bundle code and modifiers:               <ul style="list-style-type: none"> <li>CBHC Encounter Bundle: T1040 HA or T1040 HB</li> </ul> </li> <li>To identify adult community crisis stabilization (CCS) stays, identify encounters with the following service codes and modifiers:               <ul style="list-style-type: none"> <li>ACCS: S9485-ET</li> <li>Note: CBHC TIN-Billing Entities that do not have an adult community crisis stabilization unit or sub-contracts with an external provider to provide adult CCS services will not report on ACCS services. As such, data on ACCS is not applicable and will not be included in the calculation of the measure rates.</li> </ul> </li> </ul> <p><b>Step 2.</b> For all encounters identified in Step 1, identify those where a patient 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 patient has self-reported disability;</li> <li>A patient is eligible for MassHealth on the basis of a disability per MassHealth administrative data records.</li> </ul> <p><i>Note: Please note, CBHCs are responsible for identifying the eligible population in Step 1. MassHealth will draw from member enrollment and demographic data to identify only patients with a disability for the denominator in Step 2. The final rates will reflect the patients included in the supplemental file (Step 1) who have a self-reported disability (Step 2).</i></p>

## DEFINITIONS

<b>Patient with Self-reported Disability</b>	<p>Patients with self-reported disability are defined as patients that, as documented in the CBHC medical record, have responded “Yes” to one or more of the following six questions at any time prior to or during the event:</p> <ul style="list-style-type: none"> <li>Disability Q1 (all ages): Are you deaf or do you have serious difficulty hearing?</li> <li>Disability Q2 (all ages): Are you blind or do you have serious difficulty seeing, even when wearing glasses?</li> </ul>
--	--

	<ul style="list-style-type: none"> <li>Disability Q3 (age 5 or older): Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?</li> <li>Disability Q4 (age 5 or older): Do you have serious difficulty walking or climbing stairs?</li> <li>Disability Q5 (age 5 or older): Do you have difficulty dressing or bathing?</li> <li>Disability Q6 (age 15 or older): 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>Patient 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).</p>
<b>Accommodation Needs Related to a Disability</b>	<p>Accommodations 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 patient-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 CBHC.</p>
<b>Accommodation Needs Screening</b>	<p>One or more questions posed to patients by CBHC providers or staff that are intended to identify whether patients with disability 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 encounter) or asynchronously (e.g. through a patient portal).</li> </ul>
<b>CBHC Core Outpatient Services Encounters and Adult CCS Stays</b>	<p><b>CBHC core outpatient services encounters</b> (encounter bundle) are behavioral health outpatient services and defined as follows:</p> <ul style="list-style-type: none"> <li>CBHC Encounter Bundle: T1040 HA or HB</li> </ul> <p>The modifiers attached to the T1040 encounter bundle code are required and defined as follows:</p> <ul style="list-style-type: none"> <li>HA = Youth modifier (youth client seen), or</li> <li>HB = Adult modifier (adult client seen)</li> </ul>

	<p>Services that are non-patient facing (i.e., case consultation) are excluded.</p> <p><b>Adult Community Crisis Stabilization (CCS) stays</b> are a 24-hour diversionary level of care defined by the following service code:</p> <ul style="list-style-type: none"> <li>• ACCS (per diem): S9485-ET</li> </ul> <p>The following modifier attached to the CCS service code are defined as follows:</p> <ul style="list-style-type: none"> <li>• ET = modifier indicating CCS service in conjunction with S9485 code; required for this service.</li> </ul>
--	---

## ADMINISTRATIVE SPECIFICATION

### RATE 1: Accommodation Needs Screening

<b>Denominator</b>	The eligible population
<b>Numerator</b>	<p>Number of eligible events where, as documented in the CBHC medical record:</p> <ul style="list-style-type: none"> <li>• The patient was offered a disability accommodation needs screening and responded;</li> <li>OR</li> <li>• The patient was offered accommodation needs screening and actively opted out of screening (i.e. chose not to answer any questions).</li> <li>OR</li> <li>• The patient was screened for disability accommodation needs within 180 days prior to the date of the encounter.</li> </ul> <p>If the patient 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 patient indicated a need for accommodation related to a disability.</li> <li>• Negative: the patient did not indicate any accommodation need related to a disability.</li> </ul> <p>Screenings may be rendered by any CBHC provider or staff.</p>
<b>Exclusions</b>	<p>Eligible events where:</p> <ul style="list-style-type: none"> <li>• The patient dies prior to discharge.</li> </ul>

	<ul style="list-style-type: none"> <li>The patient was not screened because patient 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>
--	--

## RATE 2: Accommodation Needs Related to a Disability

<b>Denominator</b>	Cases in the eligible population with a positive accommodation needs screen.
<b>Numerator</b>	Denominator event where documentation in the CBHC's medical record describes: <ul style="list-style-type: none"> <li>Patient-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 CBHC.</li> </ul>

## REPORTING REQUIREMENTS

This measure will be calculated by MassHealth using supplemental data submitted by CBHCs. CBHCs must report to MassHealth on all core outpatient services encounters (encounter bundle) and adult community crisis stabilization stays identified in Step 1 of the process to identify eligible events.

In addition to supplemental data, CBHCs must submit a Disability Accommodation Needs Report in Performance Year 2, further detailed in the "Conditions of Participation" section below.

## CONDITIONS OF PARTICIPATION, PERFORMANCE REQUIREMENTS, AND PERFORMANCE ASSESSMENT

<b>Conditions of Participation: PY2</b>	<b>Component 1. Disability Accommodation Needs Screening Report (applicable to PY2 only)</b> By <b>March 31, 2026</b> , timely, complete, and responsive submission of a report to MassHealth on the following: <ul style="list-style-type: none"> <li>The accommodation needs screening question(s) used by the CBHC for the purpose of meeting performance requirements of this measure.</li> <li>A description of how patient-requested accommodation needs are documented in the medical record including: <ol style="list-style-type: none"> <li>entry mode (free text vs. fixed-field);</li> <li>specific fixed field options (if used); and</li> <li>where accommodation needs information is displayed (e.g. top or sidebar of electronic health record, problem list, etc.)</li> </ol> </li> </ul>
---	--

	Reporting on Rate 2 of Component 2 (described below) is a Condition of Participation in PY2 only.
<b>Performance Requirements: PY2-5</b>	<p><b>Component 2. Disability Accommodation Needs Screening</b> Data must be submitted to MassHealth by <b>June 30 following the PY</b> (e.g., June 30 2026 for PY2), in a form and format to be further specified by MassHealth.</p> <p>MassHealth anticipates auditing the data submitted by the CBHC for Component 2 to calculate Rate 1 and Rate 2.</p>
<b>Performance Assessment: PY2-5</b>	Performance Assessment for PY2-5 will be detailed in the forthcoming CBHC Quality and Equity Incentives Program (CQEIP) Performance Assessment Methodology Manual.

## I. Patient Experience: Communication, Courtesy, Respect

### OVERVIEW

<b>Measure Name</b>	Patient Experience: Communication, Courtesy, Respect
<b>Steward</b>	MassHealth
<b>Data Source</b>	Supplemental Data
<b>Measure Status: PY2-5</b>	Condition of Participation

### 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

<b>Description</b>	This measure promotes and builds upon CBHC's existing patient experience survey practices. CBHCs will be encouraged to build on their current efforts to engage with patients, analyze findings, and translate them into meaningful insights about the populations served. MassHealth will facilitate shared learning among CBHCs to discuss successes, challenges, and best practices.
--------------------	---

## ELIGIBLE POPULATION

The eligible population must include MassHealth members.

## ADMINISTRATIVE SPECIFICATION

Not applicable

## CONDITIONS OF PARTICIPATION, PERFORMANCE REQUIREMENTS, AND PERFORMANCE ASSESSMENT

<b>Conditions of Participation: PY2-5</b>	<b>1. Patient Experience Survey Practice Questionnaire</b> Timely, complete, and responsive submission of an annual questionnaire on patient experience survey activities and results, in a form and format specified by MassHealth, by <b>January 31 of the following PY</b> (e.g. January 31, 2026 for PY2). Questionnaire may include topics such as: <ul style="list-style-type: none"><li>• Analysis of patient experience survey results</li><li>• Key Insights derived from findings as it relates to the overall population and, where available, to the MassHealth population</li><li>• Challenges and barriers in collecting patient feedback on care experiences</li><li>• Successes and Best Practices</li></ul>
	<b>2. Patient Experience Shared Learning Convening</b> Participation in at least one learning collaborative or office hours session during the performance year, focused on patient experience. MassHealth will facilitate shared learning amongst CBHCs, with the date to be specified by MassHealth. Activities may include: <ul style="list-style-type: none"><li>• Reviewing a summary of findings from the questionnaire</li><li>• Sharing best practices</li><li>• Problem-solving and addressing obstacles</li><li>• Identifying and addressing areas for improvement</li></ul>
<b>Performance Requirements: PY2-5</b>	Not applicable
<b>Performance Assessment: PY2-5</b>	Not applicable