

Network Adequacy and Access Assurances (NAAAR) Report for Massachusetts: Senior Care Options

Submission name	Plan type	Reporting period start date	Reporting period end date	Last edited	Edited by	Status
Senior Care Options	DSNP	01/01/2025	12/31/2025	05/26/2026	Alison Kirchgasser	Submitted

Section I. State and program information

A. State information and reporting scenario

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

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

Number	Indicator	Response
IA.1	Contact name First and last name of the contact person.	Alison Kirchgasser
IA.2	Contact email address Enter email address. Department or program-wide email addresses are permitted.	alison.kirchgasser@mass.gov
IA.3	State or territory Auto-populates from your account profile.	Massachusetts
IA.4	Date of report submission CMS receives this date upon submission of this report.	05/26/2026
IA.5	Reporting scenario Enter the scenario under which the state is submitting this form to CMS. Under 42 C.F.R. § 438.207(c) - (d), the state must submit an assurance of compliance after reviewing documentation submitted by a plan under the following three scenarios:Scenario 1: At the time the plan enters into a contract with the state;Scenario 2: On an annual basis;Scenario 3: Any time there has been a significant change (as defined by the state) in the plan's operations that would affect its adequacy of capacity and services, including (1) changes in the plan's services, benefits, geographic service area, composition of or payments to its provider network, or (2) enrollment of a new population in the plan.States should complete one (1) form with information for applicable managed care plans and programs. For example, if the state submits this form under scenario 1 above, the state should submit this form only for the managed care plan (and the applicable managed care program) that entered into a new contract with the state. The state should not report on any other plans or programs under this scenario. As another	Scenario 2: Annual report

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

B. Add plans

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

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

Indicator	Response
Plan name	Commonwealth Care Alliance SCO
	NaviCare SCO
	Senior Whole Health SCO
	Tufts Health Plan SCO
	United Healthcare SCO
	WellSense SCO

C. Provider type coverage

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

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

D. Analysis methods

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

Number

Indicator

Response

N/A

Is this analysis method used to assess plan compliance?

Select "Yes" if the method is utilized to assess plan compliance with the state's standards, as required at 42 C.F.R. § 438.68.

Geomapping

Utilized

Frequency: Annually

Plan(s): Commonwealth Care Alliance SCO, NaviCare SCO, Senior Whole Health SCO, Tufts Health Plan SCO, United Healthcare SCO, WellSense SCO

Plan Provider Directory Review

Utilized

Frequency: Semi-annually

Plan(s): Commonwealth Care Alliance SCO, NaviCare SCO, Senior Whole Health SCO, Tufts Health Plan SCO, United Healthcare SCO, WellSense SCO

Secret Shopper: Network Participation

Utilized

Frequency: Annually

Plan(s): Commonwealth Care Alliance SCO, NaviCare SCO, Senior Whole Health SCO, Tufts Health Plan SCO, United Healthcare SCO, WellSense SCO

Secret Shopper: Appointment Availability

Not utilized

Electronic Visit Verification Data Analysis

Not utilized

Review of Grievances Related to Access

Utilized

Frequency: Monthly

Plan(s): Commonwealth Care Alliance SCO, NaviCare SCO, Senior Whole Health SCO, Tufts Health Plan SCO, United Healthcare SCO, WellSense SCO

Encounter Data Analysis

Utilized

Frequency: Monthly

Plan(s): Commonwealth Care Alliance SCO, NaviCare SCO, Senior Whole Health SCO, Tufts Health Plan SCO, United Healthcare SCO, WellSense SCO

Section II. Program-level access and network adequacy standards

II. Program-level access and network adequacy standards

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

Standard total count: 21

#	Provider	Standard type	Standard description	Analysis methods	Pop.	Region
1	Mental health; Adult behavioral health	Maximum time and distance	2 Providers within 30 minutes and 15 miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	Adult	Statewide
2	Hospital; Acute Inpatient Hospital	Maximum time and distance	2 Providers within 25 minutes and 10 miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	Adult	Large metro
3	Hospital; Acute Inpatient Hospital	Maximum time and distance	2 Providers within 45 minutes and 30 miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	Adult	Metro
4	Hospital; Acute Inpatient Hospital	Maximum time and distance	2 Providers within 80 minutes	Geomapping, Plan Provider Directory	Adult	Micro

and 60 miles
 Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis

5	LTSS; Non-specified, Adult Day Health, Adult Foster Care, Day Habilitation, Group Adult Foster Care, Orthotics and Prosthetics, Oxygen and Respiratory Therapy Equipment, Personal Care Assistant	Maximum time or distance	2 Providers within 30 Minutes or 15 Miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	MLTSS	Statewide
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6	Primary care; PCP	Maximum time or distance	2 Providers within 30 Minutes or 15 Miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	Adult	Statewide
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7	Specialist; Allergy and Immunology, Cardiothoracic Surgery, Chiropractor, Endocrinology, ENT/Otolaryngology, Infectious Diseases, Nephrology, Neurosurgery,	Maximum time and distance	1 Provider within 30 Minutes and 15 Miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances	Adult	Large metro
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	OB/GYN, Oncology - Radiation/Radiation Oncology, Physiatry, Rehabilitative Medicine, Plastic Surgery, Rheumatology, Vascular Surgery			Related to Access, Encounter Data Analysis		
8	Specialist; Allergy and Immunology, Nephrology, Physiatry, Rehabilitative Medicine	Maximum time and distance	1 Provider within 53 Minutes and 35 Miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	Adult	Metro
9	Mental health; BH outpatient, Community Crisis Stabilization, Community Support Program, Adult Mobile Crisis Intervention, Intensive Outpatient Program, Partial Hospitalization Program, Psych inpatient adult, Psychiatric Day Treatment	Maximum time or distance	2 Providers within 30 Minutes or 15 Miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	Adult	Statewide
10	Specialist; Cardiology, Dermatology, Gastroenterology, General Surgery, Neurology, Oncology - Medical, Surgical, Ophthalmology, Orthopedic Surgery, Podiatry,	Maximum time and distance	1 Provider within 20 Minutes and 10 Miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access,	Adult	Large metro

	Pulmonology, Urology			Encounter Data Analysis		
11	Specialist; Cardiology, Ophthalmology, Orthopedic Surgery	Maximum time and distance	1 Provider within 38 Minutes and 25 Miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	Adult	Metro
12	Specialist; Cardiothoracic Surgery, Neurosurgery, Oncology - Radiation/Radiation Oncology, Rheumatology	Maximum time and distance	1 Provider within 60 Minutes and 40 Miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	Adult	Metro
13	Specialist; Chiropractor, Dermatology, ENT/Otolaryngology, Gastroenterology, Neurology, Ob/Gyn, Oncology - Medical, Surgical, Podiatry, Pulmonology, Urology	Maximum time and distance	1 Provider within 45 Minutes and 30 Miles	Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis, Geomapping	Adult	Metro
14	Substance Use Disorder (SUD);	Maximum time or distance	2 Providers within 30	Geomapping, Plan Provider	Adult	Statewide

Clinical Stabilization Services for Substance Use Disorders (ASAM Level 3.5), Medically Monitored Intensive Services – Acute Treatment Services (ATS) for Substance Use Disorders - (ASAM Level 3.7), Recovery Coaching, Recovery Support Navigators, Residential Rehabilitation Services (RRS) for Substance Use Disorders (ASAM Level 3.1), Structured Outpatient Addiction Program

Minutes or 15 Miles

Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis

15

Specialist; Endocrinology, Infectious Diseases, Plastic Surgery, Vascular Surgery

Maximum time and distance

1 Provider within 75 Minutes and 50 Miles

Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis

Adult

Metro

16

Specialist; General Surgery

Maximum time and distance

1 Provider within 30 Minutes and 20 Miles

Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access,

Adult

Metro

17	Specialist; Occupational Therapy, Physical Therapy, Speech Therapy	Maximum time and distance	2 Providers within 30 Minutes and 15 Miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	Adult	Statewide
18	Mental health; Psychiatry	Maximum time and distance	1 Provider within 20 Minutes and 10 Miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	Adult	Large metro
19	Mental health; Psychiatry	Maximum time and distance	1 Provider within 45 Minutes and 30 Miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	Adult	Metro
20	LTSS; Rehabilitation hospital	Maximum time or distance	1 Provider within 30	Geomapping, Plan Provider Directory	MLTSS	Statewide

			Minutes or 15 Miles	Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis		
21	LTSS; Skilled Nursing Facility	Maximum time and distance	2 Providers within 30 Minutes and 15 Miles	Geomapping, Plan Provider Directory Review, Secret Shopper: Network Participation, Review of Grievances Related to Access, Encounter Data Analysis	Adult	Large Metro, Metro, Micro

Section III. Plan compliance

III. Plan compliance

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

Commonwealth Care Alliance SCO

A. Assurance of plan compliance for 438.68

Indicator	Response
<p data-bbox="311 107 618 178">A. Assurance of plan compliance for 438.68</p> <p data-bbox="311 205 727 554">III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p data-bbox="761 107 1349 178">Yes, the plan complies on all standards based on all analyses</p>

B. Assurance of plan compliance for 438.206

Indicator	Response
<p data-bbox="311 800 634 871">B. Assurance of plan compliance for 438.206</p> <p data-bbox="311 898 727 1167">III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.</p>	<p data-bbox="761 800 1349 871">Yes, the plan complies on all standards based on all analyses</p>

NaviCare SCO

A. Assurance of plan compliance for 438.68

Indicator	Response
<p data-bbox="311 1516 618 1587">A. Assurance of plan compliance for 438.68</p> <p data-bbox="311 1614 727 1961">III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p data-bbox="761 1516 1349 1587">Yes, the plan complies on all standards based on all analyses</p>

B. Assurance of plan compliance for 438.206

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

Senior Whole Health SCO

A. Assurance of plan compliance for 438.68

Indicator	Response
A. Assurance of plan compliance for 438.68 III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.	Yes, the plan complies on all standards based on all analyses

B. Assurance of plan compliance for 438.206

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

Tufts Health Plan SCO

A. Assurance of plan compliance for 438.68

Indicator	Response
<p>A. Assurance of plan compliance for 438.68</p> <p>III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p>Yes, the plan complies on all standards based on all analyses</p>

B. Assurance of plan compliance for 438.206

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

United Healthcare SCO

A. Assurance of plan compliance for 438.68

Indicator	Response
<p data-bbox="311 107 618 178">A. Assurance of plan compliance for 438.68</p> <p data-bbox="311 205 727 554">III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p data-bbox="761 107 1349 178">Yes, the plan complies on all standards based on all analyses</p>

B. Assurance of plan compliance for 438.206

Indicator	Response
<p data-bbox="311 802 634 873">B. Assurance of plan compliance for 438.206</p> <p data-bbox="311 900 727 1167">III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.</p>	<p data-bbox="761 802 1349 873">Yes, the plan complies on all standards based on all analyses</p>

WellSense SCO

A. Assurance of plan compliance for 438.68

Indicator	Response
<p data-bbox="311 1518 618 1589">A. Assurance of plan compliance for 438.68</p> <p data-bbox="311 1617 727 1959">III.A.1 Indicate whether the state assures that the plan complies with the state's standards, as required at § 42 C.F.R. 438.68 (i.e., the standards previously entered by the state) based on each analysis the state conducted for the plan during the reporting period.</p>	<p data-bbox="761 1518 1349 1589">Yes, the plan complies on all standards based on all analyses</p>

B. Assurance of plan compliance for 438.206

Indicator	Response
<p data-bbox="315 191 634 260">B. Assurance of plan compliance for 438.206</p> <p data-bbox="315 285 727 554">III.B.1 Indicate whether the state assures that the plan complies with the availability of services standards outlined in 42 C.F.R. § 438.206 the analyses the state conducted for the plan during the reporting period.</p>	Yes, the plan complies on all standards based on all analyses