

January Implementation Council: Accessibility Services for Deaf and Hard of Hearing Enrollees



January 2024

Agenda for Today's Discussion

1. Tufts Health Resources to Assist Enrollees in Navigating their One Care Plan **(2 minutes)**
2. Cityblock Health Resources to Assist Enrollees in Navigating their One Care Plan **(5 minutes)**
3. Ongoing Activities to Support Deaf and Hard of Hearing Enrollees **(3 minutes)**
4. Additional Resources and Partners to Assist Enrollees **(2 minutes)**
5. Member Story **(3 minutes)**
6. Questions **(5 minutes)**

Tufts Health Resources to Assist Enrollees in Navigating their One Care Plan

- A centralized, free teletypewriter (TTY) member services line staffed **Monday through Friday from 8:00 AM to 8:00 PM** to answer accessibility and plan questions.
- Member service representatives are also trained to refer enrollees to the resources that the **Massachusetts Commission for the Deaf and Hard of Hearing** offer.
- A Nurse or On Call Care Coordinator TTY line available **24 hours a day, 7 days a week** to contact a Nurse or On Call Care Coordinator; a behavioral health crisis TTY line available **7 days a week from 8:00 AM to 8:00 PM**.
- Tufts Health maintains **all communication preferences** for enrollees that are identified through care coordination or by contacting the plan in the **Centralized Enrollee Record**.

Cityblock Health Resources to Assist Enrollees in Navigating their One Care Plan

- Cityblock **outreaches members** using their preferred communication method, if it is known, or using Transperfect Translation Services otherwise.
- **During the assessment process**, Cityblock nurses also communicate in the member's preferred method and utilize Transperfect otherwise.
- An in-person or virtual ASL translator is also available to be scheduled for members that prefer **an in-person assessment**.
- Cityblock care managers can also assist with scheduling an **in-person or virtual translator for member appointments** through Transperfect or in escalating member accessibility issues to Tufts, My Ombudsman, or MassHealth with a specific provider or care setting.
- Cityblock care managers can also ensure that translation services are **scheduled for members when using transportation benefits**.



Cityblock utilizes Transperfect Translation Services

Transperfect connects Cityblock Care Teams to ASL interpreters that can be utilized for member virtual and face-to-face interactions.

Transperfect customer service agents join the beginning of each call to ensure all parties can see one another.

Ongoing Activities to Support Deaf and Hard of Hearing Members

- Based on member feedback, Cityblock Health care managers and scheduling staff will ask enrollees with limited hearing and **vision if they would prefer to use Zoom for telehealth visits beginning January 2024.**
 - Zoom has improved accessibility features compared to other telehealth platforms and can be a **HIPAA-compliant alternative.**
- Enrollees' communication preferences will **always dictate the format and technologies used** for their care management.
- Tufts Health One Care and Cityblock Health aim to proactively meet all member accessibility needs.
 - However, Tufts Health's engagement with **Cityblock Health care management**, feedback from **consumer councils**, or **directly from members** ensures that member issues are resolved as they arise.
- As part of our ongoing commitment Tufts Health's **Diversity, Equity and Inclusion team** bring their **own expertise and lived experiences** to provide ongoing guidance on how to make **plan materials more accessible.**

Additional Resources and Partners to Assist Enrollees

- Cityblock is connected with the **Massachusetts Commission for the Deaf and Hard of Hearing**. The Cityblock Care Teams have been trained on the resources MCDHH offers to members residing in Massachusetts.
- Cityblock works closely with The Center of Living in Working which offers both Long Term Services and Supports and **Deaf and Hard of Hearing Independent Living Services (DHILS)**.
- Tufts Health member services can connect deaf and hard-of-hearing members to their care team for interpreter services and work to resolve member complaints regarding specific provider or visit experience.
- Cityblock care teams and One Care members both have had positive experiences using Transperfect for their care.

THP/CBH Member Story

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Care Model Interventions:
Cityblock Provider Services

Member Background:

EM is a deaf female, whom prior to her enrollment to Tufts Health One Care and Cityblock was living in her car.

Story:

Upon successful engagement with her Cityblock Care Coordinator, EM confirmed with her Cityblock Care Coordinator that her preferred method of communication is text message for daily communication. EM also stated she was comfortable utilizing Transperfect Interpreter Services to complete virtual provider visits with her Cityblock Provider. EM was in a car accident which totaled her car and is now staying at a Transitional Shelter. EM has completed three provider visits with EM using the Transperfect interpreter service. Connecting EM with her Cityblock provider has allowed her team help address a number of needs that EM was not addressing prior including leg swelling, lung infection, hip pain, dental work, and lab work. EM’s Care Coordinator has successfully connected her with a new dentist office. EM is scheduled for lab work in November and is scheduled to follow up with an orthopedic specialist for her hip pain. EM has also been able to utilize CTS transportation, as part of her Tufts One Care benefit. EM has utilized CTS a number of times including attending appointments and being able to go to a laundromat to do laundry since that is not available at the shelter. EM’s Care Coordinator has been able to coordinate with CTS that the best vendor for EM is Lyft as it is all done through text. The Cityblock care team supported this member utilizing her preferred method of communication to ensure she received the support to address her concerns. EM continues to engage actively with her care team.

Questions?

Thank you!