

Language Access Plan

Office of Medicaid

January 2024 – December 2025

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I. Introduction

The Office of Medicaid within the Executive Office of Health and Human Services (MassHealth or the Agency) has prepared this Language Access Plan (LAP or Plan), which defines the actions the Agency will take to ensure meaningful access to services, programs, information, and activities on the part of persons who have limited English proficiency (LEP). The Agency will review and update this Plan every two years to ensure that the Agency is continuing to respond to community needs and to comply with [Executive Order 615](#).

II. Purpose

The purpose of this plan is to ensure that MassHealth applicants and members have meaningful access to services, programs, information, and activities even if they may be limited in their English language proficiency or require accommodations related to a disability. The Agency is committed to this Plan as the appropriate response to meeting our clients' needs. The Plan is consistent with the requirements of [Administration and Finance Administrative Bulletin 16](#) (October 10, 2012) and guidance from the Governor's Office of Access and Opportunity.

Consistent with the guidance of A&F AB 16, a person with limited English proficiency is someone who is not able to speak, read, write, or understand the English language at a level that allows them to interact effectively with Agency staff. A person with LEP may be someone whose first language is not English, but it may also include someone who is deaf, hard of hearing, speech disabled, or someone with a visual impairment who requires a communications-related accommodation. A member or applicant maintains the right to self-identify as an LEP person.

III. Agency Description

The Executive Office of Health and Human Services (EOHHS) is the single state agency responsible for the administration of the Medicaid program. The Office of Medicaid is the entity within EOHHS that administers the state Medicaid program, called MassHealth. In Massachusetts, the federally cost-shared State Children's Health Insurance Program (CHIP, Title XXI) is included within MassHealth. In addition, the Office of Medicaid administers the fully state-funded Children's Medical Security Program (CMSP) as well as the Health Safety Net (HSN), which reimburses hospitals and community health centers for uncompensated care provided to low-income patients.

MassHealth provides health care benefits to over 2.1 million members who meet the eligibility criteria in Massachusetts. Member support is provided by phone or virtual appointment, at the local offices through the seven MassHealth Enrollment Centers (MECs) and by MassHealth's customer service center. Applicants and members also receive information through MassHealth's website, publications, and notices sent directly to individuals related to their eligibility and health coverage. MassHealth's mission is to improve the health outcomes of its diverse members and

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their families by providing access to integrated health care services that sustainably and equitably promote health, well-being, independence, and quality of life. In achieving this mission, access to vital information for LEP members and applicants in their preferred language is critical, especially as MassHealth redetermines eligibility of its members following the end of the COVID-19 public health emergency in April 2023.

IV. Language Access Plan

This Plan has been developed to adhere to the Language Access Policy and Guidelines of A&F AB 16 and in consideration of:

- Executive Order 614: Establishing the Digital Accessibility and Equity Governance Board;
- Executive Order 615: Promoting Access to Government Services and Information by Identifying and Minimizing Language Access Barriers;
- [Federal Plain Language Guidelines](#);
- Federal regulation [45 CFR 92.101](#): Meaningful access for individuals with limited English proficiency; and
- Prior Language Access Plans developed by the Agency.

This Language Access Plan represents the Agency’s administrative blueprint to provide meaningful access to Agency services, programs, and activities on the part of LEP individuals and outlines the tasks the Agency will undertake to meet this objective. The Plan will be fully implemented subject to the availability of fiscal resources to implement it.

A. Agency Language Access Coordinator

Camille Pearson, MassHealth Legislative Director
Executive Office of Health and Human Services
1 Ashburton Place, 3rd floor
Boston, MA 02108

(617) 573-1739

Camille.pearson@mass.gov

B. Agency Language Access Needs Assessment

Predominant Languages

According to the U.S. Census Bureau, *2022 American Community Survey 1-Year Estimates*, 25% of people in Massachusetts speak a language other than English at home.¹ The Agency collects preferred written and spoken language data at the Head of the Household level when a member

¹ American Community Survey; S1601 | Language Spoken at Home; [online](https://data.census.gov/table/ACSST1Y2022.S1601?t=Language%20Spoken%20at%20Home&g=040XX00US25) (accessed December 2023):
<https://data.census.gov/table/ACSST1Y2022.S1601?t=Language%20Spoken%20at%20Home&g=040XX00US25>

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applies for benefits. The method of collection is self-declaration. Based on the most recent U.S. Census and the Agency’s language data, Spanish is the predominant preferred language in the Commonwealth, spoken by an estimated 10% of Massachusetts residents and nearly 14% of the MassHealth population as of November 2023.² Portuguese is the next most common preferred language on member applications (5.62%), followed by Chinese (Cantonese, Mandarin, Toisanese) (1.34%), Haitian Creole (1.25%) and Vietnamese (0.5%). When an applicant does not indicate a preferred language, the MassHealth eligibility system defaults the language field to English. **Table 1** represents the language preferences reported by MassHealth members as of November 2023.

Table 1: Preferred Written and Spoken Languages at MassHealth

Language	Total Members	Spoken Count	Spoken %	Written Count	Written %
English	2,393,035	1,783,647	74.54	1,743,723	72.87
Spanish	2,393,035	342,766	14.32	365,783	15.29
Portuguese	2,393,035	134,503	5.62	134,344	5.61
Chinese: Cantonese, Mandarin, Toisanese	2,393,035	32,108	1.34	32,632	1.36
Haitian Creole	2,393,035	29,840	1.25	40,541	1.69
Vietnamese	2,393,035	12,506	0.52	10,823	0.45
<i>The Common Notice Solution (CNS) will translate documents for applicants and members into the five non-English languages listed above.</i>					
Cape Verdean	2,393,035	12,213	0.51	6,987	0.29
Other	2,393,035	10,496	0.44	27,051	1.13
Arabic	2,393,035	8,959	0.37	10,186	0.43
Russian	2,393,035	5,667	0.24	6,589	0.28
Khmer	2,393,035	3,053	0.13	3,010	0.13
French	2,393,035	2,406	0.10	2,729	0.11
Hindi	2,393,035	1,349	0.06	1,074	0.04

² American Community Survey; S1601 | Language Spoken at Home; [online](https://data.census.gov/table/ACSST1Y2022.S1601?t=Language%20Spoken%20at%20Home&g=040XX00US25) (accessed December 2023): <https://data.census.gov/table/ACSST1Y2022.S1601?t=Language%20Spoken%20at%20Home&g=040XX00US25>

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Language	Total Members	Spoken Count	Spoken %	Written Count	Written %
Gujarati	2,393,035	1,340	0.06	1,248	0.05
Korean	2,393,035	1,175	0.05	995	0.04
Somali	2,393,035	1,089	0.05	1,270	0.05
Bengali	2,393,035	909	0.04	1,153	0.05
Greek	2,393,035	671	0.03	612	0.03
Polish	2,393,035	507	0.02	463	0.02
Italian	2,393,035	441	0.02	438	0.02
Lao	2,393,035	271	0.01	266	0.01
Armenian	2,393,035	181	0.01	230	0.01

MassHealth collects and assesses the number of member calls that require the use of telephone or other interpreter services along with the languages most commonly requested on a monthly basis. Table 2 illustrates the total number of calls over six months and monthly average of the most requested spoken languages as of November 2023.

Table 2: Total and monthly averages over six months of the most common interpreter services at MassHealth Enrollment Centers (as of November 2023)

Language	Total Calls	Monthly Average
Spanish	16,131	2,689
Portuguese	2,688	448
Haitian Creole	1,566	261
Arabic	285	48
Russian	247	41
Mandarin	189	32
Vietnamese	134	23
Cantonese	75	13
Cape Verdean Creole	60	10
Cambodian/Khmer	57	10
All Others	422	70

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Requested Accommodations

As of December 2023, just under 32,000 MassHealth members requested one or more accommodations on their application. The most common auxiliary aid or service requested is large print (16%), followed by assisted listening devices (8%), TTY (4%), and sign language (4%). A full list of requested accommodations can be found in Table 3.

Table 3: Active Members who have requested Auxiliary Aids and Services related to communications (as of December 10, 2023)

Requested Accommodation	Total number of Members	Percentage of All Requests
“Other”	21,674	59%
Large Print	5,867	16%
Assisted Listening Device	2,883	8%
TDD/TTY	1,451	4%
Sign Language	1,401	4%
Communication Access Realtime Translation (CART)	1,251	3%
Electronic Format	1,072	3%
Video Relay	787	2%
Braille	247	1%

Written Communications

The primary way that MassHealth communicates with its members is through its application platforms and written notices. Notices contain information about the status of applications, enrollment, and benefits. If an applicant is eligible for MassHealth coverage and is enrolled in a health plan through an ACO, the health plan is responsible for accommodating language access needs.

MassHealth has an online application for applicants who are under 65 and are eligible for benefits because of their income, which is available on a system called the Health Information Exchange (or HIX). Income-eligible MassHealth applicants under 65 can apply online for benefits in English, Spanish, and Brazilian Portuguese. The paper application for the under 65 population is available in English, Spanish, Traditional Chinese, and Vietnamese. Eligibility notices for those applicants are available in English, Spanish, Haitian Creole, Brazilian Portuguese, Simplified Chinese, Vietnamese, braille, and large print.

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MassHealth has a different application platform for applicants who are 65 and over or who are under 65 and apply for benefits due to a disability (known as MA21). An online application is available in English, but paper applications are available in English, Spanish, Brazilian Portuguese, and Simplified Chinese. Currently, all eligibility notices are mailed to these applicants in English and Spanish. However, over the coming year, these notices will be migrated to a new system, and will become available in the six most common languages as well as braille and large print on a rolling basis between October 2023 and January 2025.

Additionally, MassHealth is making long-term updates to its other, non-eligibility system that generates certain notices to members, such as prior authorizations, enrollment information, admission and discharge notifications, and other types of decision or medical notices. These changes will enable notices generated through MassHealth's Medicaid Management Information System (known as "MMIS") to be automatically converted into the six most common languages, and accessible formats, such as large print and braille.

MassHealth is in the process of making notices available online on a new platform that launched in April 2023 called MyServices. MyServices is a mobile app and web portal that allows members to view current MassHealth or Health Connector eligibility, and MassHealth enrollment information, documents, and notices. Currently, HIX-eligibility notices are available electronically on MyServices. Eligibility notices for applicants with a disability and applicants 65 and over will be available electronically in the next year. Certain notices related to medical benefits and plan enrollment will be available electronically by 2026. The MyServices screens are screen reader accessible, and notices are available electronically in six languages: English, Spanish, Haitian Creole, Brazilian Portuguese, Simplified Chinese, and Vietnamese.

The MassHealth Operations team is responsible for implementing updates to the MA21 eligibility system for applicants who are disabled or 65 and over, to the Medicaid Management Information System (MMIS), and to MyServices. The Language Access Coordinator, [Camille Pearson](#), MassHealth Legislative Director, monitors these updates.

MassHealth has also translated certain high-volume eligibility and enrollment materials into the top six languages. Relevant eligibility and enrollment materials include, but are not limited to, the MassHealth Member Booklet, system-generated eligibility notices, the Authorized Representative Designation Form, the Permission to Share Information Form, non-custodial parent form, the Senior Guide to Health Care Coverage, and publications describing members' rights and responsibilities. The language field and selected accommodation in members' applications are used to determine which notices to produce in the member's preferred language when there are available translations. MassHealth is also coordinating with print vendors to ensure that members receive notices in braille and large print when members select this accommodation on their application.

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All MassHealth mailings include an insert with multilanguage taglines in 16 languages that indicates the notice is important, offers translation services of notices free of charge and outlines a nondiscrimination statement. Taglines are short statements written in non-English languages that indicate the availability of language assistance services. The multilanguage taglines can be found on the MassHealth website at [MassHealth Language Assistance](#). It provides the statement included in **Figure 1** in English, Spanish, Arabic, Brazilian Portuguese, Khmer, Chinese, French, Greek, Gujarati, Haitian Creole, Hindi, Italian, Korean, Lao, Polish, Russian, Cape Verdean Creole, and Vietnamese.

The [nondiscrimination statement](#) is also posted on the MassHealth website and in physical locations where MassHealth interacts with the public. The nondiscrimination statement is included in **Figure 2**. The insert is in compliance with Section 1557 of the Affordable Care Act (ACA), which prohibits discrimination on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, gender identity, and sex characteristics).

Information from MassHealth is important. It should be translated right away.

We can translate it for you free of charge. Call the MassHealth Customer Service Center to request this service.

Information from MassHealth is also available in alternative formats, such as braille and large print. To get a copy in an alternative format, please call us at (800) 841-2900, TDD/TTY: 711.

Figure 1: The following multilanguage tagline is included as an insert with each significant communication in 18 languages.

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MassHealth complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, creed, sexual orientation or sex (including gender identity and gender stereotyping).

MassHealth does not exclude people or treat them differently because of race, color, national origin, age, disability, religion, creed, sexual orientation or sex (including gender identity and gender stereotyping).

MassHealth provides

- free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, braille, accessible electronic formats, and other formats)
- free language services to people whose primary language is not English, such as
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact us at (800) 841-2900 (TDD/TTY: 711).

If you believe that MassHealth has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, religion, creed, sexual orientation, or sex, you can file a grievance with:

Section 1557 Compliance Coordinator

1 Ashburton Place, 11th Floor
Boston, Massachusetts 02108

Phone: (617) 573-1704

TTY: (617) 573-1696

Fax: (617) 889-7862

Email at: Section1557Coordinator@state.ma.us.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Section 1557 Compliance Coordinator can help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights

- [electronically](#) through the Office for Civil Rights Complaint Portal;
- **by mail** at
U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, DC 20201; or
- by phone at (800) 368-1019, (800) 537-7697 (TDD).

Complaint forms are available [here](#).

Figure 2. Nondiscrimination Statement

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Language Access at MassHealth Enrollment Centers, MassHealth Customer Service Center, and Board of Hearings

The Agency operates seven MassHealth Enrollment Centers (MECs) located in Charlestown, Chelsea, Quincy, Springfield, Taunton, Tewksbury, and Worcester. Each MEC is set up to serve walk-in members. At all walk-in sites, the Agency has contracted with Lionbridge to provide scheduled and unscheduled interpretation services for LEP individuals over the phone in 150 languages and various dialects. Each walk-in center also has one Virtual Remote Interpreter (VRI) for applicants or members who speak in American Sign Language (ASL). The VRI is a standalone video conferencing service for members who need ASL interpretation.

MassHealth encourages members and applicants to schedule either virtual or telephonic appointments using MassHealth Scheduler, which is currently only available in English, but is expected to be available in Spanish in Spring 2024.

The MassHealth Customer Service Center (CSC) has staff who can speak Spanish and English and are available to handle calls from LEP members and applicants. A more limited number of available staff can also speak Haitian Creole and Portuguese. In instances where there is no available bilingual staff, CSC's language vendor, Language Line Solutions, can be used for interpretation by telephone. Members or applicants who are deaf or hard of hearing can access a variety of interpretation services through [MassRelay](#) or a standalone TTY phone line.

MassHealth applicants and members may ask for a fair hearing to appeal a MassHealth decision. The Fair Hearing request form is available in English, Spanish, Brazilian Portuguese, Simplified Chinese, Haitian Creole, and Vietnamese and in large print. All members who request fair hearings are offered the opportunity to request an interpreter for their preferred language, including sign language interpretation or Communication Access Realtime Translation (CART) service, whether the hearing is on site or by phone. The Agency contracts with Interpreters & Translators ITI Inc. (ITI) for language interpreter services.

Disability Ombudsman

For MassHealth applicants and members who have a disability affecting their ability to communicate, the MassHealth Disability Accommodation Ombudsman is available to assist in accessing auxiliary aids and services upon request. The Agency encourages applicants and members to engage with the Disability Accommodation Ombudsman on the various communication options available. Information for the Disability Accommodation Ombudsman can be found in the MassHealth Member Booklet (ACA-1), which is available in Arabic, Brazilian Portuguese, Chinese, Haitian Creole, Khmer, Russian, Spanish, Vietnamese, braille and large print and on the [MassHealth Disability Accommodation Ombudsman page](#).

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Points of Contact between Agency and Client Population

MassHealth Customer Service Center
(800) 841-2900, TDD/TTY: 711

Charlestown MEC
529 Main Street
Charlestown, MA 02129-0214

Chelsea MEC
45 Spruce Street
Chelsea, MA 02150

Quincy MEC
100 Hancock Street
Quincy, MA 02171

Springfield MEC
88 Industry Avenue, Suite D
Springfield, MA 01104

Taunton MEC
21 Spring Street, Suite 4
Taunton, MA 02780

Tewksbury MEC
367 East Street
Tewksbury, MA 01876

Worcester MEC
50 SW Cutoff, Suite 1A
Worcester, MA 01604

Board of Hearings
100 Hancock Street, 6th Floor
Quincy, MA 02171
(800) 655-0338, TTY: (800) 798-2644

MassHealth Disability Accommodation Ombudsman
ADAaccommodations@mass.gov
(617) 847-3468, TTY: (617) 847-3788

MassHealth Website
www.mass.gov/masshealth

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C. Language Resources

The Agency participates in community-based events across Massachusetts and works with Certified Application Counselors (CACs) to help applicants apply for MassHealth. Interpreters are scheduled based on the language needs of the community as recommended by the Community Health Centers (CHCs) in that area.

The Agency also has a Diversity Officer whose role includes complying with [Executive Order 592: Advancing Workforce Diversity, Inclusion, Equal Opportunity, Non-Discrimination, and Affirmative Action](#), and with all federal and state laws that mandate equal opportunity compliance. The diversity officer is responsible for working with MassHealth employees to foster and promote a diverse and inclusive work environment that delivers appropriate cultural and linguistic service to our internal and external customers.

Interpreter Service Procedures

An interpreter is a person who can provide a spoken translation from English to a target language and from the target language to English. American Sign Language (ASL) interpreters translate from spoken English to ASL and from ASL to spoken English. Interpreter services are provided in person or on the phone upon request. In ensuring that the Agency meets the language needs of its membership, the Agency currently provides the following services:

In-Person Interpretation

For walk-in applicants and members, language interpretation in 150 languages and various dialects is provided upon request at the Agency's local offices through the Agency's vendor, Lionbridge. Staff at MassHealth Enrollment Centers can contact Lionbridge at (855) 759-1421 to access a third-party interpreter when requested by an applicant or member. For administrative hearings, in-person interpreters are provided upon request under a contract with ITI Inc. Staff coordinating administrative hearings through the Board of Hearings can contact a third-party interpreter at ITI Inc. when requested at (855) 275-0788. ASL interpretation is available for walk-in applicants and members which is provided through Video Relay Services (VRS). The [MassHealth Scheduler webpage](#) allows applicants and members to schedule an appointment with a MassHealth representative. The MassHealth Scheduler offers phone and video appointments and options for language preference which includes ASL interpretation.

Additionally, MassHealth prominently displays multilanguage taglines to inform individuals of their right to a free interpreter in MassHealth physical locations where it interacts with the public, including at each of MassHealth's seven MECs and on each of the appropriate floors in the One Ashburton building in Boston.

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Phone Interpretation

MassHealth Customer Service Center provides phone interpretation services to callers, through the use of the language line service provided by [Language Line Solutions](#) and [MassRelay](#), which is a Massachusetts-wide service for members who are deaf and hard of hearing. MassHealth Customer Service Representatives have an internal process to access interpreter services through Language Line Solutions at (800) 874-9426. If staff need assistance connecting an applicant or member with MassRelay services, they can contact the MassHealth disability ombudsman at (617) 847-3468.

When a MassHealth member or applicant first calls customer service, an automated message allows members to select a language preference. This message has always played in English and Spanish but was recently updated to include the top five requested languages after English (**Table 2**). English and Spanish speaking callers proceed through the call menu in their preferred languages, but callers who request another preferred language are automatically connected with a Customer Service Representative (CSR) who can grant access to free interpreter services through a language line.

CSRs are trained to inform members up front that they are entitled to receive free interpreter services and to grant access. During a call, if a CSR determines that a caller with limited English proficiency would be better served by using the telephone interpreter service, the CSR will take steps to provide “real-time” access to the telephone interpreter service. Additionally, CSRs are trained in using Telecommunications Relay Services (TRS) and Video Relay Services (VRS). Individuals requesting an ASL interpreter can also contact the MassHealth Disability Accommodation Ombudsman for assistance.

Individuals accompanying LEP persons, such as family, are generally not used as interpreters except in cases of emergency or at the specific request of an LEP person that an accompanying adult act as their interpreter.

Translation Services

A translator converts text that is written in one language into text written in another. Agency publications are translated from English to other written languages under a contract with Language Link, a service of the [Center for Health Impact](#) (CHI—formerly the Central Massachusetts Area Health Education Center).

MassHealth applicants and members can access translation services by calling the Customer Service Center, at (800) 841-2900, TDD/TTY: 711. MassHealth employees can contact the MassHealth Language Access Coordinator, Camille Pearson, for information on available translations.

To communicate with more members and applicants in their preferred written language, MassHealth has begun to transition enrollment and eligibility notices to the Common Notice

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Solution (CNS), a centralized noticing system that can send system-generated notices in English and the following languages:

- Spanish
- Brazilian Portuguese
- Simplified Chinese
- Haitian Creole
- Vietnamese.

Vital Document Translation

The Office for Civil Rights in the U.S. Department of Health and Human Services defines vital documents as “documents that affect access to, retention in, or termination or exclusion from a recipient’s program services or benefits.”³

Examples of vital documents include

- Applications
- Consent forms
- Complaint or grievance forms
- Documents that have to be provided by law
- Forms with potential for important health consequences
- Letters or notices relating to eligibility for benefits
- Letters or notices relating to rights and the reduction, denial or termination of services or benefits or that require a response from the LEP person
- Notices about the availability of free language assistance services for LEP individuals

The list of MassHealth vital documents is subject to continual modification but is listed below in **Table 4**. Almost all have been translated into Spanish, and most of them have been or will be translated into the next most common languages, including Brazilian Portuguese, Simplified Chinese, Haitian Creole, Vietnamese, braille, and large print, as part of the Common Notice Solution that is being implemented on a rolling basis through 2026. If available, notices are sent out in the applicants’ preferred language indicated on their application.

Table 4: Translation Status of Vital Documents

Vital Document	Current Languages
Eligibility Letters sent by HIX or MA-21	English, Spanish, Brazilian Portuguese, Simplified Chinese, Haitian Creole, Vietnamese

³ U.S. Department of Health and Human Services (HHS), Civil Rights FAQ, accessed [online](https://www.hhs.gov/civil-rights/for-individuals/faqs/index.html#:~:text=%22Vital%20documents%22%20are%20generally%20documents%20that%20affect%20access,exclusion%20from%20a%20recipient%E2%80%99s%20program%20services%20or%20benefits.) (December 2023): <https://www.hhs.gov/civil-rights/for-individuals/faqs/index.html#:~:text=%22Vital%20documents%22%20are%20generally%20documents%20that%20affect%20access,exclusion%20from%20a%20recipient%E2%80%99s%20program%20services%20or%20benefits.>

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Vital Document	Current Languages
Fair Hearing Request Form	English, Spanish, Brazilian Portuguese, Simplified Chinese, Haitian Creole, Vietnamese
MassHealth Authorized Representative Designation Form	English, Spanish, Brazilian Portuguese, Simplified Chinese, Haitian Creole, Vietnamese
MassHealth Permission to Share Information Form.	English, Spanish, Brazilian Portuguese, Simplified Chinese, Haitian Creole, Vietnamese
Medicare Savings Program Application	English, Spanish, Brazilian Portuguese, Simplified Chinese, Haitian Creole, Vietnamese
Noncustodial Parent Form	English, Spanish, Brazilian Portuguese, Simplified Chinese, Haitian Creole, Vietnamese
Application for Health Coverage for Seniors and People Needing Long-Term-Care Services (SACA-2, Senior Application)	English, Spanish, Brazilian Portuguese, Simplified Chinese
Massachusetts Application for Health and Dental Coverage and Help Paying Costs (ACA-3, Member Application)	English, Spanish, Simplified Chinese, Vietnamese
Access to Employer-Sponsored health Insurance Coverage	English, Spanish
Affidavit to Verify Massachusetts Residency	English, Spanish
Affidavit to Verify Zero income	English, Spanish
Application for Waiver or Reduction of MassHealth Premium.	English, Spanish
Attestation Form to Verify Income	English, Spanish
Authorization to Release Protected Health Information	English, Spanish
Financial Information Request Form	English, Spanish
Long-Term-Care Supplement.	English, Spanish
MassHealth Adult Disability Supplement.	English, Spanish

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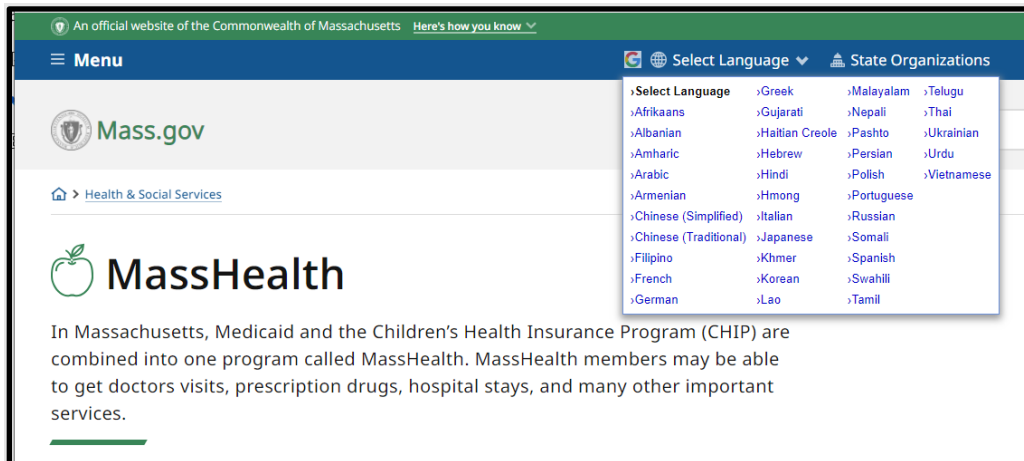
Vital Document	Current Languages
MassHealth Asset Assessment for Potential MassHealth Eligibility.	English, Spanish
MassHealth Child Disability Supplement.	English, Spanish
MassHealth Job Update Frm	English, Spanish
Personal-Care-Attendant Supplement.	English, Spanish
Premium Assistance Program Application	English, Spanish
Verification of Self-Employment Income	English, Spanish
Premium Assistance Compliance Form	English
Premium Assistance EFT Form	English

For those vital documents that are not already translated for members, MassHealth’s Customer Service Center can help on request at (800) 841-2900, TDD/TTY: 711. MassHealth includes a form (UNIV-14) with multilanguage taglines and a nondiscrimination statement with every significant communication or publication sent to its members and applicants as described in Section IV. B. for **Written Communications**. The English text of these taglines is included in **Figure 1** and lets speakers of included languages know of free and available language assistance services.

MassHealth Website

[The MassHealth website](#) is a valuable tool for providing member information on a real-time basis. All mass.gov websites feature a “Select Language” option in the menu at the top of the page. By choosing this widget, visitors to the site can translate the page into any one of 37 languages, as demonstrated in **Figure 3** below.

Figure 3: Screenshot of MassHealth Website and Translation Availability



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Website text for Nondiscrimination and Language Assistance is included in **Figure 4**.

Information from MassHealth is important. It should be translated right away.

We can translate it for you free of charge. Call the MassHealth Customer Service Center to request this service.

Information from MassHealth is also available in alternative formats, such as braille and large print. To get a copy in an alternative format, please call us at (800) 841-2900 (TTY: (800) 497-4648).

You can also easily translate the information on this web page or any Mass.gov web page by using the “**Select Language**” button above. The “Select Language” button will translate in any of the languages listed.

Figure 4: Website Text for Nondiscrimination and Language Assistance

Members can then click on certain languages spoken in Massachusetts for a translation of the above text, shown in **Table 5** below as they appear on the website.

Table 5: Languages that Appear for a Translation on the MassHealth [Language Assistance Page](#)

Español (Spanish)	Português (Brazilian Portuguese)	繁體中 (Traditional Chinese)	Kreyòl Ayisyen (Haitian Creole)
Tiếng Việt (Vietnamese)	Русский (Russian)	العربية (Arabic)	ខ្មែរ (Khmer)
Français (French)	Italiano (Italian)	한국어 (Korean)	λληνικά (Greek)
Polski (Polish)	हिंदी (Hindi)	ગુજરાતી (Gujarati)	ລາວ (Lao)

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MassHealth Virtual Application and Enrollment Resources

In addition, the state’s marketplace for health and dental insurance—the Massachusetts Health Connector—uses a single application that enables people to apply for MassHealth, the Health Safety Net, the Children’s Medical Security Plan, and subsidized and unsubsidized commercial health insurance (the [Massachusetts Health Connector](#) website). It has an option for users to view the screens and apply online in Spanish and Brazilian Portuguese. Once an applicant is deemed eligible for coverage, they can access the MassHealth Choices website to assist in learning about their health plan options and enrolling in a health plan online. This site is available in Spanish.

D. Accessibility

MassHealth seeks to produce materials using plain language. This is an approach that aims to communicate so that anyone can understand the material the first time they read or hear it. It is organized so that the most important information comes first. MassHealth also aims to ensure that documents may be read by a screen reader for people with visual impairment by posting both a PDF and Word version of each document on its website. The PDF is a printable version that often includes designed features, such as fillable fields for forms, as well as logos or photographs. The Word version is compatible with screen readers and other assistive technology, and it may not include all the design elements of the PDF.

E. Stakeholder Consultations

The Agency consults with various stakeholder groups on an ongoing basis, including community-based organizations and legal advocates to improve language access for its members, and has incorporated many recommendations into this Plan. MassHealth will continue to solicit input on this Plan and make updates to processes, translation and interpretation services, and customer service practices according to feedback provided by stakeholders. MassHealth is currently convening a Member Advisory Council composed of current members and will solicit the feedback of that stakeholder group on this Plan. The Agency would like to thank those partners who provided thoughtful input which helped shape better policies and procedures for LEP members and applicants served by the Agency.

F. Staff Training

Diversity awareness training is required for all customer service staff. MassHealth also communicates this information to active staff through the use of MEC Weekly update newsletters. The Agency’s Language Access Plan is posted on the [MassHealth](#) website.

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G. Notice to Public

In addition to all multilanguage taglines included in MassHealth notices, the multilanguage taglines are posted in any physical space that is open to the public in MassHealth’s MECs and on each of the appropriate floors in the One Ashburton building in Boston. The current [Language Access Plan](#) is also posted on the MassHealth website.

H. Agency Monitoring

The Agency reviews on an ongoing basis whether the needs of its LEP populations are being met. The Agency chiefly monitors its accessibility to the LEP population by collecting data regarding the composition of its caseload in order to:

- 1) guide hiring decisions in reference to bilingual staffing needs, and
- 2) ascertain in what languages its documents need to be translated.

Going forward, the Agency Language Access Coordinator will use the above information as well as any received from other sources, such as complaints received through the Language Access Complaint procedure described below, to determine whether its LEP populations are continuing to receive meaningful access to the Agency’s programs and services.

I. Complaints

Language Access Complaint Procedure

MassHealth applicants and members may file complaints with the Agency Language Access Coordinator or with the Office of Access and Opportunity if they believe they have been denied the benefits of this Plan. This complaint must be filed within six months of the alleged denial.

To file a complaint with the MassHealth Language Access Coordinator, submit the written complaint to:

Camille Pearson, MassHealth Legislative Director
Executive Office of Health and Human Services
1 Ashburton Place, 3rd Floor
Boston, MA 02108
(617) 573-1739
Camille.pearson@mass.gov

To file a complaint with the Office of Access and Opportunity, please submit the written complaint to the attention of:

Office of Access and Opportunity
Attn: Yarlennys Villaman–Office of the Governor
State House, Room 280
Boston, MA 02133
Yarlennys.k.villaman@mass.gov

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V. Approvals

[signature of Mike Levine]

2/22/2024

Mike Levine
Assistant Secretary for MassHealth

Date

[signature of Kathleen Walsh]

3/1/2024

Kathleen E. Walsh, Secretary
Executive Office of Health and Human Services

Date

Appendix:

Additional Points of Contact & Language Services Offered

Points of Contact

The units listed below all have interpretation services available by phone. In addition, the University of Massachusetts Chan Medical School's (UMass Chan) Premium Assistance Unit (PAU), Enhanced Coordination of Benefits Unit (ECOB), and Medicare Eligibility Enhancement Programs (MEEP) have Spanish-speaking representatives to help with calls in Spanish.

When a Spanish-speaking representative is not available in any unit, or if the member asks for a language other than Spanish, the units use the telephone interpretation service identified below. Program representatives call the interpretation service with the member on the line and inform the service line of the language needed. Each service line provides interpretation ranging from 150 to 350 languages.

Estate Recovery Unit (ERU)

This unit is responsible for the identification of assets and the recovery of medical services paid by MassHealth on behalf of Medicaid recipients.

- Email address: ERU@umassmed.edu
- Unit phone number: (800) 754-1864
- Telephone interpretation service: Propio Language Services (800) 514-9237
- Mailing address:

Estate Recovery Unit
PO Box 15205
Worcester, MA 01615-0205

Lien Verification and Recovery Unit (LVRU)

This unit is responsible for annuity and lien collections and asset verification for applicants applying for long-term care benefits.

- Email address: LVRU@umassmed.edu
- Unit phone number: (800) 754-1864
- Telephone interpretation service: Propio Language Services (800) 514-9237
- Mailing address:

Lien Verification and Recovery Unit
PO Box 15205
Worcester, MA 01615-0205

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Casualty Recovery Unit (CRU)

This unit is responsible for identifying legally liable third parties that are responsible for payment as a result of a claimant/recipient's loss. Types of losses include automotive accidents, medical malpractice, workers compensation, and general liability.

- Email address: CasualtyRecoveryUnit@umassmed.edu
- Unit phone number: (800) 754-1864
- Telephone interpretation service: Propio Language Services (800) 514-9237
- Mailing address:

Casualty Recovery Unit
PO Box 15205
Worcester, MA 01615-0205

Premium Assistance Units (PAUs)

These units are responsible for investigating potential access to qualified employer or group sponsored health insurance for eligible MassHealth members and oversight of premium assistance payments to members.

UMass Chan PAU

- Email address: PremiumAssistance@umassmed.edu
- Unit phone number: (800) 462-1120
- Telephone interpretation service: Lionbridge (855) 367-5339
- Mailing address:

Premium Assistance Unit
UMass Chan Medical School
529 Main Street, 3rd Floor
Schraffts Center, Suite 320
Charlestown, MA 02129-1125

Accenture PAU

- Email address: MassPremiumAssistance@accenture.com
- Unit phone number: (800) 862-4840
- TDD/TTY: 711
- Telephone interpretation service: Language Line (844) 641-0180
- Mailing address:

MassHealth Premium Assistance Unit
519 Somerville Ave., #372
Somerville, MA 02143

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Enhanced Coordination of Benefits Unit (ECOB)

This unit helps medically complex MassHealth members and their families with care coordination by identifying benefits available from private insurances and coordinating services with MassHealth. This unit may also help with application processes for MassHealth, Premium Assistance, and COBRA.

- Email address: ECOB@umassmed.edu
- Unit phone number: (800) 462-1120 Option 5
- Telephone interpretation service: Lionbridge (855) 367-5339
- Mailing address:

Enhanced Coordination of Benefits
UMass Chan Medical School
529 Main Street, 3rd Floor
Schraffts Center, Suite 320
Charlestown, MA 02129-1125

Third-Party Liability Unit (TPL ID and Recovery)

This unit identifies and verifies third-party liability resources for MassHealth members. Responsible for maintaining MassHealth databases with current, up-to-date commercial insurance coverage information for all MassHealth members.

- Email address: MassHealthTPL@accenture.com
- Unit phone number: (888) 628-7526
- TDD/TTY: 711
- Telephone interpretation service: Language Line (844) 641-0180
- Mailing address:

MassHealth Third Party Liability
519 Somerville Ave., #372
Somerville, MA 02143

Medicare Eligibility Enhancement Programs (MEEP)

This unit identifies Medicare coverage information for MassHealth members and administers the Medicare Savings Program. It also helps qualified members with Medicare enrollment.

- Unit phone number: (800) 462-1120
- TDD/TTY: 711
- Telephone interpretation service: Propio Language Services (800) 514-9237

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- Mailing address:
Medicare Eligibility Enhancement Programs
UMass Chan Medical School
529 Main Street, 3rd Floor
Schraffts Center, Suite 320
Charlestown, MA 02129-1125

UMass Chan Disability Evaluation Services

This unit provides language services to MassHealth applicants who apply for a MassHealth disability determination.

- Main toll-free number: (800) 888-3420
- TTY: (866) 693-1390
- Telephone interpretation service: Language Line (800) 874-9426
- Primary point of contact for applicant services:

Kathleen Nichols, Client Services Manager
333 South Street
Shrewsbury, MA 01545
(774) 455-8293
Kathleen.Nichols@umassmed.edu

MassHealth-Contracted Managed Care Organizations (MCOs)

Tufts Health Together

www.tuftshealthplan/together.com

Customer Service Department: (888) 257-1985 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 257-1985 (TTY: 711)

WellSense Essential MCO

www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-essential-mco

Customer Service Department: (888) 566-0010 (TTY: (800) 421-1220)

Behavioral Health and Substance Use Disorder Services: (888) 217-3501 (TTY: 711)

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MassHealth-Contracted Accountable Care Partnership Plans

Be Healthy Partnership

www.behealthypartnership.org

Customer Service Department: (800) 786-9999 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (800) 495-0086 (TTY: 711)

Berkshire Fallon Health Collaborative

www.fallonhealth.org/Berkshires

Customer Service Department: (855) 203-4660 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 877-7184 (TTY: 711)

East Boston Neighborhood Health WellSense Alliance

www.wellsense.org/plans/medicaid/ma/masshealth/east-boston-neighborhood-health-wellsense-alliance

Customer Service Department: (888) 566-0010 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 217-3501 (TTY: 711)

Fallon 365 Care

www.fallonhealth.org/365care

Customer Service Department: (855) 508-3390 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 877-7182 (TTY: 711)

Fallon Health – Atrius Health Care Collaborative

<https://fallonhealth.org/en/atrushealth>

Customer Service Department: (866) 473-0471 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 777-1207 (TTY: 711)

Mass General Brigham Health Plan with Mass General Brigham ACO

<https://massgeneralbrighamhealthplan.org/mgb-aco>

Customer Service Department: (800) 462-5449 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (844) 451-3519

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Tufts Health Together with Cambridge Health Alliance (CHA)

www.tuftshealthtogether.com/CHA

Customer Service Department: (888) 257-1985 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 257-1985

Tufts Health Together with UMass Memorial Health

tuftshealthplan.com/public-plan/umass-memorial-health/home

Customer Service Department: (888) 257-1985

Behavioral Health and Substance Use Disorder Services: (888) 257-1085

WellSense Beth Israel Lahey Health (BILH) Performance Network

www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-bilh-performance-network

Customer Service Department: (888) 566-0010 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 217-3501 (TTY: 711)

WellSense Boston Children’s ACO

www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-boston-childrens-aco

Customer Service Department: (888) 566-0010 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 217-3501 (TTY: 711)

WellSense Care Alliance

www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-care-alliance

Customer Service Department: (888) 566-0010 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 217-3501 (TTY: 711)

WellSense Community Alliance

www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-community-alliance

Customer Service Department: (888) 566-0010 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 217-3501 (TTY: 711)

WellSense Mercy Alliance

www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-mercy-alliance

Customer Service Department: (888) 566-0010 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 217-3501 (TTY: 711)

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WellSense Signature Alliance

www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-signature-alliance

Customer Service Department: (888) 566-0010 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 217-3501 (TTY: 711)

WellSense Southcoast Alliance

www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-southcoast-alliance

Customer Service Department: (888) 566-0010 (TTY: 711)

Behavioral Health and Substance Use Disorder Services: (888) 217-3501 (TTY: 711)

MassHealth-Contracted Primary Care Accountable Care Organizations

Community Care Cooperative

www.c3aco.org

Customer Service Department: (866) 676-9926

Behavioral Health and Substance Use Disorder Services: (800) 495-0086

(TTY: (877) 509-6981)

Steward Health Choice

www.stewardhealthchoice.org/massachusetts

Customer Service Department: (855) 860-4949

Behavioral Health and Substance Use Disorder Services: (800) 495-0086

(TTY: (877) 509-6981)

MassHealth-Contracted One Care Plans

Commonwealth Care Alliance

www.commonwealthonecare.org/

Customer Service: (866) 610-2273

MassRelay (TRS): 711, for people who are deaf, hard of hearing, or speech disabled

Tufts Health Unify

www.tuftshealthplan.com/member/tufts-health-unify/home

Customer Service: (855) 393-3154 (TTY:711)

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MassHealth Primary Care Clinician (PCC) Plan

Member Services Department: (800) 841-2900, TDD/TTY: 711
Behavioral Health and Substance Use Disorder Services: (800) 495-0086
TTY: (617) 790-4130

Massachusetts Behavioral Health Partnership (MBHP)

Member Engagement Center phone number: (800) 495-0086

Program of All-Inclusive Care for the Elderly (PACE)

Elder Service Plan of Cambridge Health Alliance

www.challiance.org/esp/elder-service-plan.aspx
Customer Service: (617) 575-5850 (TTY: 711)

Neighborhood PACE

<https://neighborhoodpace.org/pe/>
Customer Service: (617) 568-6377 (TTY: (800) 439-0183)

Elder Service Plan of Harbor Health Services, Inc.

www.elderserviceplan.org/
Customer Service: (617) 533-2400 (TTY: (617) 533-2404)

Element Care

www.elementcare.org/
Customer Service: (877) 803-5564 (TTY: 711)

Fallon Health-Summit ElderCare

www.summiteldercare.org/
Customer Service: (877) 837-9009 (TTY: 711)

Mercy LIFE

<http://mymercy LIFE.com/>
Customer Service: (413) 748-7223 (TTY: (800) 439-2370)

Serenity Care

www.serenitypace.org/
Customer Service: (413) 241-6321 (TTY: (413) 734-5440)

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Upham’s Corner Health Center Elder Service Plan

<http://uphamselderserviceplan.org/>

Customer Service: (617) 288-0970 (TTY: 711)

Senior Care Options (SCO) Programs

Commonwealth Care Alliance SCO

<http://commonwealthcaresco.org/>

Customer Service: (866) 610-2273 (TTY: 711)

Fallon Health NaviCare

<http://fchp.org/find-insurance/navicare.aspx>

Customer Service: (877) 790-4971 (TTY uses TRS Relay 711)

Senior Whole Health

www.seniorwholehealth.com/

Customer Service: (888) 566-3526 (TTY: 711)

Tufts Health Plan Senior Care Options

<https://tuftshealthplan.com/provider/our-plans/tufts-health-plan-senior-care-options>

Customer Service: (800) 279-9022 (TTY: 711)

UnitedHealthcare Senior Care Options

www.uhccommunityplan.com/ma/medicare/2020/senior-care-options-hmo-snp

Customer Service: (844) 812-5967 (TTY: 711)

BMC HealthNet Plan Senior Care Options

www.seniorsgetmore.org/

Customer Service: (855) 833-8124 (TTY: 711)

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MassHealth and Health Safety Net Dental Program

Customer Service: (800) 207-5019

TTY: (800) 466-7566

Address:

MassHealth

PO Box 2906

Milwaukee, WI 53201-2906

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