

**Office of Medicaid
Language Access Plan
Tuesday, April 12, 2011**

I. Introduction

The Office of Medicaid, the agency, has prepared this Language Access Plan (“LAP” or “Plan”), which defines the actions to be taken by the Agency to ensure meaningful access to agency services, programs and activities on the part of persons who have limited English proficiency. The Agency will review and update, on a biannual basis, this LAP in order to ensure continued responsiveness to community needs and compliance with the Executive Office for Administration and Finance (“ANF”) Administrative Bulletin #16.

II. Purpose

The purpose of this plan is to ensure clients of the Agency meaningful access to services, programs and activities although they may be limited in their English language proficiency.

The Agency is committed to this Language Access Plan as the appropriate response to meeting our clients’ needs. The Plan is consistent with the requirements of Administrative Bulletin #16 as promulgated by the Executive Office of Administration and Finance.

Consistent with the guidance of ANF Administrative Bulletin #16, a Limited English Proficient (“LEP”) person is someone who is not able to speak, read, write or understand the English language at a level that allows him/her to interact effectively with Agency staff. A client maintains the right to self-identify as an LEP person.

III. Agency Description

The Executive Office of Health and Human Services is the Single State Agency for the administration of the Medicaid Program. The Office of Medicaid is the entity within the Executive Office that is responsible for the administration of the state Medicaid program, called MassHealth. In Massachusetts, the federally cost-shared State Children’s Health Insurance Program (SCHIP) is folded into MassHealth. In addition, the Office of Medicaid administers the fully state funded Children’s Medical Security Program (CMSP) and the Healthy Start Program. The Office of Medicaid also provides eligibility determination services for Commonwealth Care, the subsidized health insurance program administered by the Commonwealth Health Insurance Connector Authority, as well as the Health Safety Net (HSN), formerly the Free Care Pool, managed by the Division of Health Care Finance and Policy. Some customer service functions are provided via contract with the Customer Service Team, a partnership of MAXIMUS Inc. and HP Inc.

IV. Language Access Plan

Approach: The Agency Language Access Plan shall be fully implemented subject to the availability of fiscal resources to implement said language access plan. This Language Access Plan has been developed to adhere to the Language Access Guidelines of ANF Administrative Bulletin #16. 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. This Language Access Plan outlines the tasks the Agency will undertake to meet this objective.

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Language Access Plan:

(1) Agency Language Access Coordinator:

Amy Andrade

Director, MassHealth Eligibility Processing and Member Policy Implementation

Executive Office of Health and Human Services 6th floor

100 Hancock Street

Quincy, MA 02171

617.847.3147

amy.andrade@state.ma.us

(2) Agency Language Access Needs Assessment:

- a. All eligibility materials are translated into Spanish. Eligibility materials include, but are not limited to, application and redetermination of eligibility forms, system-generated eligibility notices, and publications describing member rights and responsibilities. Publications describing member rights and responsibilities are also translated into Portuguese, Chinese, Khmer, Haitian Creole, Vietnamese, Laotian, and Russian. All eligibility materials also contain a multi-lingual notice in these same languages. The notice text varies slightly according to the level of responsibility the Agency assumes for providing a translation. An example of a frequently used message is:

Important! This information is about your MassHealth benefits. It needs to be translated right away. MassHealth can translate it for you. If you need help with translation or other help, call MassHealth at 1-800-841-2900.

Customer Service has bilingual staff available on site to handle calls from LEP individuals. For languages for which there is no on site bilingual staff, a MAXIMUS service called Language Line Services is used for three-party translations via telephone.

All members who request fair hearings are offered the opportunity to request on site (or by phone, if a telephonic hearing is requested) an interpreter for their primary language. Catholic Charities contracts with EOHHS for this service.

The Office of Medicaid operates four regional MassHealth Enrollment Centers and a centralized intake office (CPU). These locations meet the eligibility needs of MassHealth applicants and members. LEP services are not differentiated by region.

b. Language Makeup of Client Population

Language data for the MassHealth population is collected on the initial application for benefits. The method of collection is self-declaration. As noted above, eligibility notifications are mailed in English and Spanish. The language field is used to determine which notices to pull in Spanish. As a result, when an applicant does not self-declare, the eligibility system defaults the language field to English. The numbers below are drawn from that system.

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- English – 88%
- Spanish – 6%
- Portuguese – 2%
- Chinese – 1%
- Haitian-Creole – .5%
- Cape Verdean Creole – .24%
- Russian – .23%
- Arabic – .23%
- Khmer – .14%
- French – .12%
- 23 additional languages with trivial representation.

c. Points of Contact between Agency and Client Population

MassHealth Central Office

100 Hancock Street
Quincy, MA 02171
617-847-3700

Revere MEC

300 Ocean Avenue, Suite 4000
Revere, MA 02151

Springfield MEC

333 Bridge Street
Springfield, MA 01103

Taunton MEC

21 Spring Street, Suite 4
Taunton, MA 02780

Tewksbury MEC

367 East Street
Tewksbury, MA 01876

General MEC phone number (connecting to closest MEC, depending on originating location of phone call)

1-888-665-9993

MassHealth Customer Service

55 Summer Street
Boston, MA 02110
1-800-841-2900

Board of Hearings

100 Hancock Street, 6th Floor
Quincy, MA 02171
1-800-655-0338

MassHealth Web Site:

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www.mass.gov/masshealth

Central Processing Unit
Schraffts Center
P.O. Box 290794
Charlestown, MA 02129-0214
617-241-6000

(3) Language Resources Assessment:

- a. Identification of existing staff who are linguistically, culturally, and technically able to deliver services in a language other than English and/or to serve as interpreters:

No non-English languages are officially supported at the regional MassHealth Enrollment Centers. The table below lists the languages supported by MassHealth Customer Service:

Language	Number of Staff
Albanian	3
Arabic	3
Spanish	36
French/Haitian	24
Portuguese	9
Russian	7
Croatian	1
Khmer	4
Japanese	1
Urdu	2
Cantonese	1
Hindi	2
Mandarin	2
Farsi	2
Pashto	2
Persian	1
Vietnamese	3
Panjabi	1

- b. Additionally, MassHealth staff and Customer Service staff have access to the Language Line, a telephone based interpreter service. At administrative appeals, in-person interpreters are made available.

(4) Language Service Protocols:

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- a. Although only Spanish reaches the 5% threshold for which MassHealth would be required to provide service, in-person translations for all the languages listed in Sec. IV(3) above are provided by the MassHealth Customer Service Call Center. For those languages for which no interpreter is available, the Language Line telephone translation service is used.

In the regional MassHealth Enrollment Centers, the Language Line telephone translation service is used in every case.

Printed documents are translated under a contract with Language Link, a service of the Central Massachusetts Area Health Education Counsel.

In-person translators used in administrative hearings are provided under a contract with Catholic Charities.

- b. All interpretation services are provided on request.
- c. Interpreter services are provided in person or on the phone.

(5) Vital Document Translation:

The following is a list of vital documents, translated in whole or in part, including time frames for translation.

- Medical Benefit Request (application form) (Spanish only)
- Senior Medical Benefit Request (application form for seniors and individuals requiring long-term care) (Spanish only)
- MassHealth Member Booklet (rights and responsibilities document) (all languages listed in Sec. IV (2) (a))
- MassHealth and You Guide (rights and responsibilities document for seniors and individuals requiring long-term care) (all languages listed in Sec. IV (2) (a))
- Eligibility Review Form (for families) (Spanish only)
- MassHealth Eligibility Review (individuals requiring long-term care) (Spanish only)
- Not Insured? Brochure (introductory brochure) (all languages listed in Sec. IV (2) (a)) (Spanish only)
- U.S. Citizenship/National Status and Identity Requirements for MassHealth (Spanish only)
- Long-Term-Care Supplement (Spanish only)
- Personal-Care-Attendant Handbook (Spanish only)
- MassHealth Buy-In Application (Spanish only)
- Application for Waiver or Reduction of MassHealth Premium (Spanish only)
- Help Getting Proof of U.S. Citizenship for Persons Born in Massachusetts (Spanish only)
- MassHealth Permission to Share Information Form (Spanish only)
- Notice of Privacy Practices (Spanish only)
- MassHealth Adult Disability Supplement (Spanish only)

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- MassHealth Child Disability Supplement (Spanish only)
- MassHealth Asset Assessment for Potential MassHealth Eligibility (Spanish only)
Financial Information Request (Spanish only)
- Fair Hearing Request Form (Spanish only)
- Well-Child Care Claim Form (Spanish only)
5% Max Claim (Spanish only)

All of these publications are currently available in Spanish and other languages as noted above. In addition, all eligibility notices are sent out in Spanish to Spanish-speaking applicants and members.

- a. All publications listed above (Spanish only) are also available as on the MassHealth Web site.
- b. Pursuant to ANF Bulletin #16 Administrative Notice #1, executive branch agencies need not include information regarding the translation of information contained on their agency websites as part of the submission of language access plans. An additional Administrative Notice, which will provide guidance and information on website content, will be issued sometime in 2011.

(6) Stakeholder Consultations:

No Stakeholder consultations have taken place.

(7) Staff Training:

Because service to LEP populations is, and has been for many years, integral to Office of Medicaid operations, additional training for existing staff is not deemed necessary. New staff are encouraged to participate in the EOHHS Human Resources Cultural Competence training program.

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(8) Notice to Public:

All application packets, redetermination packets, and eligibility notices contain a multi-lingual notice informing applicants and members of the availability of interpreter services. The Request for Fair Hearing form asks an interpreter question.

(9) Agency Monitoring:

The Office of Medicaid reviews on an ongoing basis whether the needs of its LEP populations are being met. OFFICE OF MEDICAID 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. [The Food and Nutrition Service of the United States Department of Agriculture requires translation of certain SNAP documents based upon a formula found at 7 CFR 272.4]. OFFICE OF MEDICAID also periodically works with legal advocates and the Office for Refugees and Immigrants to determine what steps need to be taken to further improve its service to LEP individuals

In the future, the LEP coordinator will use the above information as well as any received from other sources (e.g., complaints received through the Language Access Complaint procedure described below, local office OFFICE OF MEDICAID Advisory Boards) to determine whether its LEP populations are continuing to receive meaningful access to the Department's programs and services.

(10) Complaints:

The agency has a form available for complaints as well as taking complaints via telephone and through the agency Web site.

Language Access Complaint Procedure

You may file a complaint with the Agency Language Access Coordinator or the Office of Access and Opportunity if you believe you have been denied the benefits of this Plan. You must file your complaint within 6 months of the alleged denial. You must file a written complaint. To file a complaint with the Language Access Coordinator, submit the written complaint to:

Amy Andrade
Director, MassHealth Eligibility Processing and Member Policy Implementation
Executive Office of Health and Human Services
100 Hancock Street 6th floor
Quincy, MA 02171
617.847.3147
amy.andrade@state.ma.us

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

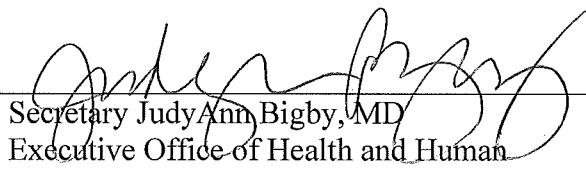
Office of Access and Opportunity
Executive Office of Administration and Finance
State House, Room 373
Boston, MA 02133
Email Address: Ronald.Marlow@state.ma.us



Agency Head

4/12/11

Date



Secretary Judy Ann Bigby, MD
Executive Office of Health and Human
Services

4/15/11

Date