

BUILDING A HEALTH EQUITY STRATEGIC PLAN

5-Year Health Equity Goals

Goal 1

Assess our provider network capacity to meet members' cultural, linguistic and accommodation needs

Goal 2

Identify and reduce health inequities for health plan population

Goal 3

Establish a culture of equity

Goal 4

Increase completeness and accuracy of members socio-demographic data

Goal 5

Achieve NCQA Health Equity Accreditation by June 2025

HEALTH EQUITY FOCUS AREAS

Behavioral Health

- Mental Health
- Substance Use

Chronic Conditions

- Chronic Disease
- Access to Care

Social Determinants of Health

- Food Insecurity

HEALTH DISPARITIES IDENTIFIED IN QUALITY MEASURES

Behavioral Health Disparities

Substance Use

- In 2023, the rates of follow up after emergency department visits for Substance Use were lowest among Medicaid Spanish-speaking members.

Chronic Disease Disparities

Comprehensive Diabetes Care

- In 2023, the rates of hemoglobin (HbA1c) control for members with diabetes were lowest among Medicaid Latino/Spanish-speaking members.

Hypertension

- In 2023, the rates of controlling high blood pressure for members with hypertension were lowest among Medicaid Black/African American members.

Social Determinants of Health

- In 2023, an analysis of Health-Related Social Needs (HRSN) assessment data identified food insecurity among Medicaid members.

Main Interventions to Address Disparities

- Implement the Culturally and Linguistically Appropriate Services (CLAS) standards (<https://www.mass.gov/culturally-and-linguistically-appropriate-services-clas-initiative>).
- Partner with American Diabetes Association to implement Project Power Program to raise diabetes awareness and help combat disparities in diabetes among communities of color.
- Outreach to members with a multimodal approach (text messages, newsletter, blogs) to educate them about recommended screening/test and disease self-management.
- Partner with provider groups to increase the 7-day follow up after emergency department visits for substance use through the development of a substance use referral resource guide to increase awareness of referral pathway options for members post-ED visit.
- Develop patient-facing materials on how to use a device at home and make them available to providers to share with members.