Mass General Brigham Health Plan
FY2022 Community Benefits Report

Organization Information

<table>
<thead>
<tr>
<th>Organization Name:</th>
<th>Mass General Brigham Health Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>399 Revolution Drive, Somerville, Massachusetts 02145</td>
</tr>
<tr>
<td>Contact Name:</td>
<td>Maurice Sahar</td>
</tr>
<tr>
<td>Contact Title:</td>
<td>Senior Director, Quality Assurance</td>
</tr>
<tr>
<td>Contact Department (Optional):</td>
<td>Quality</td>
</tr>
<tr>
<td>Phone:</td>
<td>8572822728</td>
</tr>
<tr>
<td>Fax (Optional):</td>
<td>6175261931</td>
</tr>
<tr>
<td>Email:</td>
<td><a href="mailto:MSahar@mgb.org">MSahar@mgb.org</a></td>
</tr>
<tr>
<td>Website:</td>
<td><a href="http://www.MassGeneralBrighamHealthPlan.org">www.MassGeneralBrighamHealthPlan.org</a></td>
</tr>
<tr>
<td>Organization Type:</td>
<td>HMO</td>
</tr>
<tr>
<td>For-Profit Status:</td>
<td>Not-For-Profit</td>
</tr>
<tr>
<td>Health System:</td>
<td>Mass General Brigham</td>
</tr>
<tr>
<td>Community Health Network Area (CHNA):</td>
<td>Alliance for Community Health (Boston/Chelsea/Revere/Winthrop)(CHNA 19), Greater Cambridge/Somerville Community Health Network (CHNA 17)</td>
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<tr>
<td>Regions Served:</td>
<td>Barnstable, Boston, Cambridge, Franklin, Hampden, Lawrence, Lowell, Norfolk, Plymouth, Somerville, Springfield, Worcester</td>
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</table>

Mission and Key Planning/Assessment Documents

Community Benefits Overview:

Mass General Brigham Health Plan is an NCQA-accredited, not-for-profit health plan headquartered in Massachusetts. Please note: on January 1, 2023 AllWays Health Partners rebranded to the new name of Mass General Brigham Health Plan. We have over 30 years of experience providing high-quality health care coverage and services to employers, individuals, and families. As a member of Mass General Brigham, Mass General Brigham Health Plan is advancing a highly integrated model of value-based care with one of the worlds leading healthcare systems to transform the customer experience and improve both care and coverage.

This annual Community Benefits Report outlines the initiatives and activities we carried out during fiscal year 2022 (FY2022) and those we plan to undertake in the forthcoming year to improve the health of residents in the communities we serve.

CB Mission Statement:

We strive to create a better health system by removing barriers, providing no-nonsense solutions, innovating through partnerships, and delivering compassionate experiences.

The Mass General Brigham Health Plan Community Benefits Program is culturally responsive to the health and social needs of communities throughout Massachusetts. An integral part of this program is to improve and maintain health status, promote health equity for diverse populations, and expand access to health care in the communities we serve. We work in partnership with the Commonwealth of Massachusetts (Commonwealth), community health centers (CHCs), and members of the community - to identify, develop, and support community benefits programs that meet the needs of underserved and vulnerable populations.

Target Populations:

<table>
<thead>
<tr>
<th>Name of Target Population</th>
<th>Basis for Selection</th>
</tr>
</thead>
</table>
Mass AGO Community Benefits Annual Report

Minunities and Young Adults  2006 American Journal of Psychiatry, 2010 Depression and Anxiety, Mass General Brigham Health Plan member data.

Chronic Opioid Dependence  2015 Massachusetts Registry of Vital Records
U.S. Department of Health and Human Services

Social Determinants of Health  Mass General Brigham Health Plan 2019-2021 Health Equity Data
2019 County Health Rankings & Roadmaps, Robert Wood Johnson Foundation and the University of Wisconsin Population Health Institute.
U.S. Census Bureau.

Mental Health and Substance Abuse  Chronic Opioid Dependence:
Data Brief: Opioid Related Overdose Death Among Massachusetts, Residents, MA Department of Public Health, February 2019)

Publication of Target Populations: Marketing Collateral, Annual Report, Website

Community Health Needs Assessment

Date Last Assessment Completed: In 2021.
Data Sources: ,

Implementation Strategy


Key Accomplishments of Reporting Year: Mass General Brigham Health Plan continues to offer programs and services to the members of the Massachusetts community to help ensure that all members of the Commonwealth are able to live a healthy and active lifestyle. Through innovative programs with Mass General Brigham, investments in the organizations that serve our community and the development of informational and educational resources we were able to make an impact.

In FY22, Mass General Brigham Health Plan distributed over $151,000 to local organizations throughout Massachusetts through sponsorships and donations to support those who continued to be impacted by the COVID-19 pandemic. Many of the organizations were aligned with categories set forth by the Commonwealth Community Benefits program including housing stability, food insecurity, mental health, substance use disorders and chronic disease. Through donations to food banks, homeless shelters, and behavioral health organizations, we were able to provide essential services to Massachusetts residents whose health and well-being are most immediately impacted by social determinants of health as well as those who continued to be affected by COVID-19.


Community Health and Wellness Webinars:

Mass General Brigham Health Plan continued to offer free live and recorded virtual webinars and workshops to the public to help individuals cope with the challenges of the pandemic and beyond. The Community Support Webinar series covered a range of topics aimed at helping individuals manage all elements of their health. The recordings from prior years and this years webinars were available on the Mass General Brigham Health Plan website and are available for anyone to view. The webinars that were available in 2022 included:

-Cultivating Self Care for Parents in the Trenches
-How to Combat Stress with Good Nutrition
-Five Elements of Health and Healing

Strengthening Relationships during Quarantine
- Burnout Prevention and Recovery
- Mindful Parenting
- Be Your Own Hero
- Adolescent Psychology: The Parent Version
- Understanding and Enjoying Playing with Your Child
- Benefits of Strength Training
- Ergonomics for Your Home Environment
- Staying Active with Spring Outdoor Activities
- Healthy Eating the Mediterranean Way
- Children and the COVID 19 Pandemic
- How Lifestyle Factors influence Breast Cancer Risk
- Healthy Eating to Compartmentalize Holiday Overindulgence
- Demystifying Cholesterol and the Prevention of Heart Disease
- Diabetes 101 en Espanol
- The Impact of Music on Mental Health
- Health, Hormones & Practical Tips for Managing Menopause

Social Media and Blog:

Mass General Brigham Health Plan communicated with members, providers, employers, and brokers through the Mass General Brigham Health Plan blog and social media channels, including LinkedIn, Instagram, Facebook, and Twitter.

In FY2022, across social channels, we made 20.29 M impressions with 572K engagements. As a result, we grew by 4000 followers.

In FY2022, the Mass General Brigham Health Plan blog had 27,745 page views from 18,935 visitors. Some of our top blog posts include:

- Five tips to ensure providers success with new Authorization Process for High-Tech & Cardiac Imaging
- Did you know listening to music can benefit your mental health?
- Providers, here’s what to expect in the next few months
- Here are the latest COVID-19 testing options, including how to get an at-home test
- Federal changes providers should know about in the new year

Our content reinforced our commitment to supporting our communities, with a focus on mental health, homelessness, chronic illness, and substance use disorders. Whether it was talking about our smoking cessation resources, our program designed to prevent or delay the development of diabetes, or how to get in touch with our recovery coaches, we shared content that connected our community to programs and resources that encourage a healthier lifestyle.

Employee Engagement:

Mass General Brigham Health Plan offered two specific opportunities for employees to get involved in supporting underserved and vulnerable populations.

- Rosies Place: an organization that provides wide-ranging support, education and outreach services to 12,000 women a year. During the month of December, Mass General Brigham Health Plan employees participated in a virtual employee food drive. Employees donated 149 items of food.
- Cradles to Crayons: provides children from birth through age 12, living in homeless or low-income situations, with the essential items they need to thrive at home, at school and at play. Mass General Brigham Health Plan donated $397 in a winter drive.

Other resources available on Mass General Brigham Health Plan public website include:

- Mass 211 a centralized hub for comprehensive information about and referral to the complete spectrum of services in Massachusetts that address the social determinants of healthy lives and communities
- Find help provides information on local programs around accessing free or reduce food assistance, help with paying bills, and other resources within the community
- Articles and health topics related to the latest updates on COVID-19.

The following additional activities took place during FY2022 focusing on key health priority areas identified in our triennial Community Health Needs Assessment (CHNA) and aligned with the new Attorney Generals Office (AGO) priority areas which include Chronic Disease, Mental Illness and Mental Health, Substance Use Disorders and Housing Stability and Homelessness:

Chronic Disease Management:

- Mass General Brigham Health Plan participated in, and sponsored State of Diabetes Healthcare Virtual Panel Event hosted by the
### Chronic Opioid Dependence Initiatives:

- Mass General Brigham Health Plan provided funding to UTEC Inc, who partners with 17-25 year-olds with histories of criminal and gang activity in Lowell, Lawrence, and Haverhill, MA to work towards social and economic success. The program has a positive impact on public safety, public health, and economic development.

- Mass General Brigham Health Plan sponsored Lowell House to fund addiction related services, including treatment, recovery, and sober living.

- As COVID-19 unfolded, Mass General Brigham Health Plan provided sponsorship funding to Rize Massachusetts to help with emergent needs of individuals in the community suffering from substance use disorder.

- Mass General Brigham Health Plan also made a sponsorship to Malden Overcoming Addiction. The programs recovery coaches meet with about 25 people a week from the Malden community who are struggling with substance use disorder to connect them to recovery supports and resources.

- Mass General Brigham Health Plan continued our partnership with The Psychological Center in the Greater Lawrence community to fund gym memberships and expressive art therapy classes for healing to shelter participants with mental illness and substance use disorders. The shelter cares for 50 guests each night.

- Additionally, to further support prevention and recovery from substance use disorders, Mass General Brigham Health Plan eliminated co-pays for medication-assisted therapy or associated visit and waives member co-pays for the medication, Narcan and the generic equivalent naloxone, used to revive those who have overdoses on opiates.

- Mass General Brigham Health Plan Care Management Support Programs assisted members with substance use disorders (SUD) in pursuing early treatment and offer care management services and transitions of care programs to assist members with SUD.

- Mass General Brigham Health Plan continued its Care Complement Program which eliminates financial obstacles for members with Down syndrome. Care Complement waives co-pays for 11 common medication-assisted therapy or associated visit and waives member co-pays for the medication, Narcan and the generic equivalent naloxone, used to revive those who have overdoses on opiates.
Mental Illness and Mental Health Initiatives:

- Mass General Brigham Health Plan continued its partnership with Samaritans, Inc. by providing sponsorship funding to help the community's needs with mental health and suicide prevention resources.
- Mass General Brigham Health Plan sponsored Justice Resource Institute, Inc, a non-profit organization that provides outpatient specialty mental health services to dis-advantaged, underserved and severely impacted youth and adults.
- Mass General Brigham Health Plan sponsored LUK, Inc, a not-for-profit social service agency that improves the lives of youth and their families through programs addressing mental health, trauma, addiction and substance abuse prevention, and homelessness.
- Mass General Brigham Health Plan sponsored Bridge Over Troubled Water, whose programs include a wide range of services and support strategies to guide youth. More than 2,000 youth receive essential help at Bridge, ranging from short-term, survival aid services to long-term, residential programming that recognizes past trauma and prepares youth to become independent adults.

Increasing Housing Stability and Reducing Homelessness Initiatives:

- Mass General Brigham Health Plan proudly partners with and supports local community-based organizations focused on improving health outcomes for members in the community. Mass General Brigham Health Plan worked to advance these goals by providing sponsorship to Home Start Inc. to prevent home evictions for 7 low-income families residing in Greater Boston who have fallen behind in their rent.
- Mass General Brigham Health Plan sponsored the Wish Project to help low-income families in need establish long-term residency, providing local people in need with basic furniture, home goods and baby goods.

Additional Health Needs Identified by the Community Initiatives:

- Mass General Brigham Health Plan provided funding to Age Span for tablet, data plan, and technology training to 25 individuals in the Merrimack Valley and North Shore.
- Mass General Brigham Health Plan sponsored ABCD Headstart program for health and healthcare access for children. The donation went specifically to flu vaccinations.
- Mass General Brigham Health Plan sponsored East Boston Neighborhood Health Center, which works with children with disabilities (CATCH), Project SHINE (HIV support), and PACE (Care for elderly). The donation focused on Well Child Visits (WCV) and Childhood Immunization Status (CIS).
- Mass General Brigham Health Plan provided funding for diapers to A Place to Turn Inc., A Baby Center, YWCA of Lowell Inc., Beantown Baby Diaper Bank, It Takes a Village, Catholic Charities Worcester County Montague Catholic Social Ministries, and Lannies Neighborhood in response to a diaper shortage.
- Mass General Brigham Health Plan provided funding for Southwest Boston Senior Services (Ethos) Senior nutrition program, Meals on Wheels.

Health and Wellness Education Initiatives:

Mass General Brigham Health Plans aim is to help our members and the community maintain and improve the quality of their life through the following health and wellness programs.

- To promote overall health and well-being Mass General Brigham Health Plan hosted webinars on nutrition and healthy eating and made available to the community on www.MassGeneral BrighamHealthPlan.org.
- Mass General Brigham Health Plan continued to make available on its public facing website to providers, members, and the community at large (e.g., community health centers, schools, churches) an interactive library of health, wellness, and disease prevention resources through our vendor Healthwise which includes information on conditions, treatments, a symptom checker, and more. We also make the Healthwise drug interaction tracker available to the community on our public website.
- Additionally, tobacco cessation information including links to community resources such as Makesmokinghistory.org was available to members on our public site.
- Continued Mass General Brigham Health Plan online wellness portal Cafe Well, that helps each member create a Personal Health Itinerary tailored to the individual's health needs and interests. Key program offerings and highlights include:
  - NCQA certified Health and Wellness Assessment (HWA) for commercial and Qualified Health Plan (QHP) members, and NCQA certified, and CMS approved and a Care Needs Screening (CNS) for our Mass Health members. Upon completing the HWA or CNS, members immediately receive a personalized report indicating areas where they are doing well, and where they can take action to improve health. Also, when the HWA or CNS is completed online each member receives a set of Digital Action Cards tailored to needs identified on the HWA or CNS. These Action Cards are multi modal wellness programs on topics like nutrition, stress reduction, physical activity, and health care options.
  - Additional functionality on the website includes:
  - Step challenges that can be self-logged or connected to personal tracking devices.
  - Physical activity programs.
  - Live webinars on a variety of health topics include nutrition, stress management, seasonal health such as allergies, sun safety and much more.
  - Information and tools to help members make smart choices about topics like lower back pain, cholesterol management, lifestyle...
Organization Information
Community Benefits Programs

Reporting Year:
Program Name:
Program Type:

Plans for Next Reporting Year:
- Mass General Brigham Health Plan will continue to work with its community partners to develop new or expand upon programs and activities that address our community priorities.
- Additionally, Mass General Brigham Health Plan will continue to develop Health Equity strategies to reduce health disparities for targeted populations. Mass General Health Plan is planning to get NCQA Health Equity accredited by January 2025.
- Mass General Brigham Health Plan will provide Allies HMO Plans and Allies Choice HMO Plans integrated primary and specialty care through a local community hospital to make receiving care more convenient and less costly for members.
- Mass General Brigham Health Plan will develop and support the health needs of the community through financial sponsorships to local community-based organizations that provide direct services to the community.
- Mass General Brigham Health Plan will continue collaboration with Mass General Hospital Path to Life Change Program which helps members make changes to promote weight loss and healthier living, which can delay or prevent the onset of type 2 diabetes.
- Mass General Brigham Health Plan will continue to encourage members in the community to use telehealth services whenever possible for a more safe and convenient way to access health services, as the COVID-19 pandemic continues.
- Mass General Brigham Health Plan will address digital inequities identified for telehealth services to allow more members in the Merrimack Valley community connect with health care provider.
- Mass General Brigham Health Plan will continue its provider education and training for antidepressant medication adherence targeting Black/African American and Hispanic members.
- We will also continue to work closely with our Accountable Care Organizations (ACO) partner Merrimack Valley on assessing and implementing health improvement strategies for the benefit of the community, as well as continue to collaborate with our Behavioral Health Vendor Optum around mental health activities.

Mass General Brigham Health Plan will continue or expand the following initiatives that are carried over from FY2022:

- Provide regular updates to the community on COVID-19 resources and Health & Wellness webinar series on MassGeneralBrigham.org.
- Offering Your Care Circle (YCC) Care Management support program, Disease Management Programs and Care Complement products.
- Leverage existing Care Management programs to increase adherence to antidepressant medication management.
- Continue to provide to our network of providers access to the Teams platform for free so they can perform telehealth visits for all their patients.

Self-Assessment

File Upload: HMO Self-Assessment Update Form - Years 2 and 3

Community Benefits Programs

Program Name: Asthma Initiatives
Program Type: Total Population or Community-Wide Interventions
Program Hashtags: Community Education, Health Screening

Program Contact Information: Maurice Sahar, Senior Director, Quality Assurance, 857-282-2728, 399 Revolution Drive Somerville, Massachusetts 02145

<table>
<thead>
<tr>
<th>Program Goals</th>
<th>Goal Description</th>
<th>Goal Status</th>
<th>Goal Type</th>
<th>Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>To continue to</td>
<td>An analysis of Mass General Brigham Health Plan MY21 vs. MY22 HEDIS data shows that the HEDIS Asthma Medication Ratio (AMR) rate had an upward trend from 62.39% in MY21 to 63.17% in MY22. This measure performed below the national Medicaid Quality Compass 90th percentile for the NCQA (National Committee for Quality Assurance) Medicaid Quality Compass. Mass General Brigham Health Plan is in the process of redefining its interventions and disease and care management processes to continue improving this rate in MY23. Mass General Brigham Health Plan provided care and disease management services to members with asthma who met the criteria to be enrolled in the Mass General Brigham Health Plan Care and Disease Management programs. Mass General Brigham Health Plan made available on <a href="http://www.MassGeneralBrighamHealthPlan.org">www.MassGeneralBrighamHealthPlan.org</a> Healthwise disease specific educational materials in English and Spanish, which were viewed 5 times in FY2022. With the Health Crowd text messaging campaign, 284 Mass General Brigham Health Plan members were outreached, and 198 members were enrolled (69.7%).</td>
<td>Outcome Goal</td>
<td>Year 2022 of 3</td>
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</table>

EOHHS Focus Issues:  

DoN Health Priorities: Education

Health Issues: Chronic Disease - Asthma/Allergies

Target Populations:  

Regions Served: Boston, Boston-Dorchester, Boston-Greater, Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Haverhill, Lawrence, Lowell, Methuen, Revere

Environments Served:

- Gender: All
- Age Group: Adults, Children, Teenagers
- Race/Ethnicity: African, Black, Hispanic/Latino
- Language: English, Spanish

Additional Target Population Status:  

Partners:  

<table>
<thead>
<tr>
<th>Partner Name &amp; Description</th>
<th>Partner Website</th>
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</thead>
<tbody>
<tr>
<td>American Lung Association</td>
<td><a href="http://lung.org">http://lung.org</a></td>
</tr>
</tbody>
</table>

Program Name: Antidepressant Medication Adherence Initiatives

Program Type: Total Population or Community-Wide Interventions

Program Description: Raise awareness and the rate of adherence to antidepressant medication in targeted Latino, Black, and African American communities.

Program Hashtags: Community Education

Program Contact Information: Maurice Sahar, Senior Director Quality Assurance, 857-282-2728, 399 Revolution Drive Somerville, Massachusetts 02145

<table>
<thead>
<tr>
<th>Program Goals</th>
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<tbody>
<tr>
<td></td>
<td>To raise awareness among Latino, Black, and African/American members of the importance of taking their antidepressant medication and seeing a licensed mental</td>
<td>An analysis of Mass General Brigham Health Plan MY21 vs. MY22 HEDIS data shows that the Antidepressant Medication Management (AMM) rates had an upward trend from 51.72% to 52.03% (acute phase) and from 32.02% to 33.6% (continuation phase). Both measures performed below the national Medicaid Quality Compass 90th percentile. Mass General Brigham Health Plan is in the process of redefining its interventions to improve these rates in MY23. In addition, with Health Crowd text messaging for members with</td>
<td>Outcome Goal</td>
<td>Year 2022 of 3</td>
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</table>
EOHHS Focus Issues: Mental Illness and Mental Health
DoN Health Priorities: Education
Health Issues: Health Behaviors/Mental Health-Depression
Target Populations: Regions Served: Boston, Boston-Dorchester, Boston-Greater, Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Haverhill, Lawrence, Lowell, Methuen, Revere
Environments Served:
- Gender: Female, Male
- Age Group: Adults
- Race/Ethnicity: African, Black, Hispanic/Latino
- Language: English, Spanish
Additional Target Population Status:

Partners:

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<tr>
<th>Partner Name &amp; Description</th>
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<td>Optum</td>
<td><a href="http://www.Optum.com">http://www.Optum.com</a></td>
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</table>

Program Name: Initiation and Engagement in Treatment for Members with Alcohol and Other Drug Abuse Dependence Initiatives
Program Type: Total Population or Community-Wide Interventions
Program Description: Screening for Alcohol and Other Drug Dependence: Initiation and Engagement in Treatment
Program Hashtags: Community Education
Program Contact Information: Maurice Sahar, Senior Director Quality Assurance, 857-282-2728, 399 Revolution Drive Somerville, Massachusetts 02145
Program Goals:

<table>
<thead>
<tr>
<th>Goal Description</th>
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<th>Goal Type</th>
<th>Time Frame</th>
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</thead>
<tbody>
<tr>
<td>To increase the percent of members who initiate and engage in medication treatment.</td>
<td>An analysis of Mass General Brigham Health Plan MY21 vs. MY22 HEDIS data shows that the (IET) rates improved from 32.46% to 36.27% (initiation) and remained stable from 11.50% to 11.33% (engagement). Both measures performed below the national Medicaid Quality Compass 90th. Mass General Brigham Health Plan is in the process of redefining its interventions to continue improving these rates in MY23. Mass General Brigham Health Plan made available on <a href="http://www.MassGeneralBrighamHealthPlan.org">www.MassGeneralBrighamHealthPlan.org</a> Healthwise disease specific educational materials in English and Spanish, which were viewed 64 times in FY2022.</td>
<td>Outcome Goal</td>
<td>Year 2022 of 3</td>
</tr>
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</table>

EOHHS Focus Issues: Substance Use Disorders
DoN Health Priorities: Education
Health Issues: Substance Addiction-Alcohol Use, Substance Addiction-Substance Use
Target Populations: Regions Served: Boston, Boston-Dorchester, Boston-Greater, Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Haverhill, Lawrence, Lowell, Methuen, Revere
Environments Served:
- Gender: Female, Male
- Age Group: Adults
- Race/Ethnicity: All
- Language: All
Additional Target Population Status:
Program Name: Housing Initiatives
Program Type: Community-Clinical Linkages
  □ Program is part of a grant or funding provided to an outside organization

Program Description: The housing stability/homelessness initiative aims to assist individuals with severe chronic health and mental health issues obtain and retain housing, care and services designed to achieve stability in their lives.

Program Hashtags: Community Health Center Partnership

Program Contact Information: Icela Moreno, Manager Quality Improvement and Health Equity, 857-282-2754, 399 Revolution Drive Somerville, Massachusetts 02145

Program Goals:

<table>
<thead>
<tr>
<th>Goal Description</th>
<th>Goal Status</th>
<th>Goal Type</th>
<th>Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>To work with various community-based organizations to provide financial support to help individuals in the community who are homeless or at risk of homelessness.</td>
<td>In 2022, Mass General Brigham Health Plan partnered with organizations to address Social Determinants of Health (SDOH) through housing related services. Mass General Brigham Health Plan provided sponsorships to Home Start to prevent 7 families from home eviction and the Wish Project to help low-income families establish long term residency and provide local people with basic furniture, home goods and baby goods.</td>
<td>Outcome Goal</td>
<td>Year 2022 of 3</td>
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</tbody>
</table>

EOHHS Focus Issues: Housing Stability/Homelessness
DoN Health Priorities: Housing
Health Issues: Social Determinants of Health-Affordable Housing, Social Determinants of Health-Homelessness

Target Populations: Regions Served: Boston, Boston-Dorchester, Boston-Greater, Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Haverhill, Lawrence, Lowell, Methuen, Revere

Environments Served:
  Gender: All
  Age Group: All
  Race/Ethnicity: All
  Language: All

Additional Target Population Status:

Partners:

<table>
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<tr>
<th>Partner Name &amp; Description</th>
<th>Partner Website</th>
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<tbody>
<tr>
<td>Community Based Housing Organizations</td>
<td><a href="https://www.thewishproject.org/">https://www.thewishproject.org/</a>; <a href="https://www.Homestart.org">https://www.Homestart.org</a></td>
</tr>
</tbody>
</table>

Program Name: Diabetes Initiative
Program Type: Total Population or Community-Wide Interventions
  □ Program is part of a grant or funding provided to an outside organization

Program Description: Diabetes Management
Program Hashtags: Community Education, Health Screening
Program Contact Information: Maurice Sahar, Senior Director Quality Assurance, 857-282-2728, 399 Revolution Drive Somerville, Massachusetts 02145

Program Goals:

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>To continue to explore additional ways to support children and adults better manage in the communities we serve.</td>
<td>MGBHP is using a new measure to assess effectiveness of these interventions. MGBH is replacing the Comprehensive Diabetes Care (CDC) HbA1C testing with the Hemoglobin HbA1C Control measure since NCQA retired the HbA1c Testing measure in 2022. An analysis of Mass General Brigham Health Plan MY21 vs. MY22 HEDIS data shows that HEDIS A1c Control rates experienced an increase from 50.36% in MY21 to 61.07% in MY22. This measure performed at the national Medicaid Quality compass 95th percentile for the NCQA Medicaid Quality Compass. Through Health Crowd text messaging for members with diabetes, 5,282 Mass General Brigham Health Plan members were outreach and 5,272 enrolled (99.8%). Mass General Brigham Health Plan made available on</td>
<td>Outcome Goal</td>
<td>Year 2022 of 3</td>
</tr>
</tbody>
</table>
**EOHHS Focus Issues:** Chronic Disease with focus on Cancer, Heart Disease, and Diabetes

**DoN Health Priorities:** Education

**Health Issues:** Chronic Disease-Diabetes

**Target Populations:**

**Regions Served:** Boston, Boston-Dorchester, Boston-Greater, Boston-Hyde Park, Boston-Jamaica Plain, Boston-Roslindale, Haverhill, Lawrence, Lowell, Methuen, Revere

**Environments Served:**

- **Gender:** Female, Male
- **Age Group:** Adults, Children
- **Race/Ethnicity:** African, Black, Hispanic/Latino
- **Language:** English, Spanish

**Additional Target Population Status:**

**Partners:**

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**Expenditures**

**Total CB Program Expenditures:** $196,136.00

**CB Expenditures by Program Type**

- **Direct Clinical Services:**
  - Community-Clinical Linkages: $196,136.00

**Total Population or Community-Wide Interventions:**

**Access/Coverage Supports:**

**Infrastructure to Support CB Collaborations Across Institutions:**

**CB Expenditures by Health Need**

**Chronic Disease with a Focus on Cancer, Heart Disease, and Diabetes:** $43,500.00

**Mental Health/Mental Illness:** $19,500.00

**Housing/Homelessness:** $23,400.00

**Substance Use:** $12,505.00

**Additional Health Needs Identified by the Community:** $97,231.00

**Other Leveraged Resources:**

**Net Charity Care Expenditures**

**HSN Assessment:** $7,553,585.00

**Total CB Expenditures:** $7,749,721.00

**Additional Information**

**HMO Administrative Expenses:** $144,248.00
<table>
<thead>
<tr>
<th>Optional Information</th>
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</thead>
</table>

**HMO Publication Describing CB Initiatives:**  
**Bad Debt:**

**Bad Debt Certification:** Not Certified  
**Optional Supplement:**

<p>| | |</p>
<table>
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<tbody>
<tr>
<td>Total Revenue:</td>
<td>$970,833,446.00</td>
</tr>
</tbody>
</table>
| Approved CB Program Budget for FY2023 | $300,000,00 | (*Excluding expenditures that cannot be projected at the time of the report.*)

**Comments (Optional):** Net Charity Care includes HSN Assessment $4,484,988 plus Pediatric Immunization and Psychiatry Child Access Assessments $3,068,597.