

# Provider Communications

Massachusetts



Date: December 31, 2024

To: All WellSense Providers

From: WellSense Health Plan

Subject: **MassHealth provider language resources**

Product:  MassHealth  MA Clarity plans  Senior Care Options

## MassHealth provider language resources

Our commitment to health equity goes beyond data—it’s a promise to listen, learn and act. Through initiatives that focus on understanding diverse member experiences, we continuously refine our services to ensure our members have fair access to resources, timely interventions and support tailored to the individual. For us health equity isn’t just a goal, it’s a guiding principle that drives everything we do to build a healthier, more inclusive future.

### Supporting your patients’ language needs

As part of this effort, we have been communicating practice-level member language needs to our providers through our provider portal since September. We would also like to now share the overall language needs of our total MassHealth membership (including all WellSense ACO and MCO members) with you to better inform you of the broader needs of our membership. Below is a list of any primary languages spoken by at least 1% of our total MassHealth membership. This accounts for approximately 70% of our membership. The remaining 30% will either speak another primary language or have no language data assigned to them.

Spoken Language	MassHealth Members	% of Total Membership
English	287,772	57.53%
Spanish	38,247	7.65%
Haitian	12,398	2.48%
Chinese	9,181	1.84%

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Portuguese	6,173	1.23%
Vietnamese	5,164	1.03%

We recognize that not all practitioners have access to the language services their patients may need. As part of our efforts to support our members with language needs, we have engaged with CyraCom to provide interpretation services for practitioners whose organizations do not provide them already. CyraCom offers interpretation services for almost 300 languages.

Practitioners can follow the steps below to receive interpretation services while treating one of our members.

- Dial 844-945-4719
- Enter your NPI # and the 9-digit Member ID
- Select the language you need.
- Confirm the language selection.
- To make a call to another phone number and add an additional person say "yes" or press 1. Otherwise say "no" or press 2.
- Press \*8 once the interpreter joins.
- Hold temporarily as you are connected to an interpreter.
- Document the interpreter ID number.

We can also translate any of the communications we have shared with our members upon your request to the Provider Service team. Just call 888-566-0008 to speak with our Provider Service Team.

## Please update your provider profile

To better help our members find providers they are comfortable with, we would also like to ask you to please update your information as listed in our provider directory, including any languages spoken and your race/ethnicity, so we have the most updated information. To check your current information, you can find your profile in our [online provider directory](#). To update your information, you can resubmit our [provider enrollment form](#).

## Thank you

Together, we're creating a healthcare experience that is responsive, inclusive, forward thinking; reflects the diversity of our communities; and fosters health equity for all.

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Thank you for being a part of this mission.

For more cultural competency and language resources and training, please visit our [Training and Support webpage](#). This includes resources like I-speak cards to help in communicating with members who do not speak English as a first language.

## Questions?

Contact: [QualityDept@wellsense.org](mailto:QualityDept@wellsense.org) with any questions or concerns.