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HEALTH PLANS

MAHP 2021 Virtual Annual Conference

Thursday, November 18

9:00 a.m. – 12:30 p.m.

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MAHP 2021 Virtual Annual Conference

PRESENTED BY



LETTER FROM MAHP'S PRESIDENT



Dear Friends:

On behalf of the Massachusetts Association of Health Plans (MAHP), I welcome you to our 2021 Virtual Annual Health Policy Conference, *Health Policy and COVID-19 – Challenges and Opportunities in a Pandemic World*.

As we approach the 21st month of the COVID-19 pandemic, I want to express my sympathy to all who have lost loved ones due to the health crisis. I would also like to thank our frontline workers for their unwavering commitment to the citizens of Massachusetts and for continuing to show up every day to battle this virus while simultaneously treating other patients, many of whom delayed care due to COVID-19.

I am proud of the work MAHP member plans have done to meet the challenges brought on by the pandemic. They have recognized their role in addressing inequities and quickly implemented programs to address COVID-19-related disparities, with a focus on mitigation, testing, and vaccination efforts. They stood up telehealth coverage in a few short days, relaxed rules to help providers move patients through the continuum of care, set up mobile vans to vaccinate residents in disproportionately impacted communities with high rates of COVID-19 infections, and delivered food to vulnerable members not able to leave their homes. With these actions, and so many more too numerous to mention, our plans have met and continue to meet the challenges of the moment.

I am confident that we will soon return to a more normal life, stronger and better than before. We will also, hopefully, see a more equitable health care system emerge—one that works not only for the affluent but for low-income communities and people of color. I know the MAHP Board of Directors has prioritized this work, and we will continue to contribute in meaningful and important ways.

Today, we will hear remarks from Governor Charlie Baker, Senate President Karen Spilka, Speaker of the House of Representatives Ronald Mariano, Secretary of the Executive Office of Health and Human Services Marylou Sudders, and Attorney General Maura Healey. These distinguished public officials have worked tirelessly to ensure that Massachusetts' response to the pandemic is a model for the nation, and we are grateful for the work they do on behalf of the residents of the commonwealth.

Our keynote address will be delivered by Ezekiel Emanuel, MD, Vice Provost for Global Initiatives, Diane v.S. Levy and Robert M. Levy University Professor, and Co-Director of the Healthcare Transformation Institute at the University of Pennsylvania. Dr. Emanuel is one of the leading practitioners shaping the future of health care, with a long record of experience at the top levels of policy. As a physician and political scientist, he will offer his unique and thoughtful perspective on the Biden administration's impact on health care policy.

We will then hear from Leana Wen, MD, emergency physician, visiting professor of health policy and management at George Washington University, CNN medical analyst, contributing columnist for *The Washington Post*, and former Baltimore Health Commissioner. Dr. Wen will provide an update on the COVID-19 pandemic and will discuss what we need to do to prepare for future pandemics.

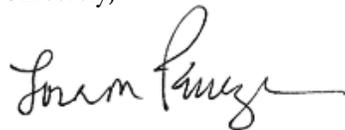
Dr. Wen will be followed by a presentation from Alon Peltz, MD, Instructor, Department of Population Medicine, Harvard Pilgrim Health Care Institute, Harvard Medical School, who will discuss preliminary findings of an MAHP-sponsored research study to identify how access to telehealth services during the COVID-19 pandemic has differed based on race, ethnicity, and socioeconomic factors, and how the health care sector can work together to eliminate identified barriers to equitable access.

The conference will conclude with a discussion moderated by Martha Bebinger from WBUR-FM, Boston's NPR station, on the topic of racial disparities magnified during the COVID-19 pandemic, focusing on lessons learned and what can be done to address disparities. The panel includes Thea James, MD, Vice President of Mission and Associate Chief Medical Officer, Boston Medical Center, Associate Professor of Emergency Medicine, Boston University School of Medicine; Juan Fernando Lopera, Chief Diversity, Equity and Inclusion Officer, Beth Israel Lahey Health; and Danna Mauch, PhD, President and CEO, Massachusetts Association for Mental Health.

As always, I would like to thank our sponsors for making this annual conference possible, especially our presenting sponsor, Novo Nordisk, and our platinum sponsors, AstraZeneca and Genentech.

On behalf of the MAHP Board and staff, I hope you find MAHP's 2021 Health Policy Conference informative and thought-provoking, and I thank you for taking the time to join us.

Sincerely,



Lora M. Pellegrini
President & CEO – MAHP

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AGENDA

9:00 a.m. – 9:10 a.m.

Introduction and Welcome

Lora Pellegrini, *President & CEO, Massachusetts Association of Health Plans*

9:10 a.m. – 9:20 a.m.

Remarks from the Commonwealth of Massachusetts

Governor Charlie Baker

9:20 a.m. – 9:30 a.m.

Remarks from the Massachusetts Senate

Honorable Karen Spilka, *President of the Massachusetts Senate*

9:30 a.m. – 10:30 a.m.

Health Policy in the Biden Administration and What it Means for Massachusetts

Ezekiel Emanuel, MD, *Vice Provost for Global Initiatives, Diane v.S. Levy and Robert M. Levy University Professor, and Co-Director of the Healthcare Transformation Institute, University of Pennsylvania*

10:30 a.m. – 10:40 a.m.

Remarks from the Massachusetts House of Representatives

Honorable Ronald Mariano, *Speaker of the Massachusetts House of Representatives*

10:40 a.m. – 10:50 a.m.

Remarks from the Secretary

Marylou Sudders, *Secretary, Executive Office of Health and Human Services*

AGENDA

10:50 a.m. – 11:00 a.m.

Remarks from the Attorney General

Honorable Maura Healey, *Massachusetts Attorney General*

11:00 a.m. – 11:30 a.m.

COVID-19 Pandemic – Where do we go from here?

Leana Wen, MD, *Physician & Healthcare Executive, CNN Medical Analyst, Contributing Columnist — The Washington Post, and Former Baltimore Health Commissioner*

11:30 a.m. – 12:30 p.m.

Addressing Racial Disparities Magnified During the COVID-19 Pandemic

11:30 a.m. – 11:45 a.m.

Presentation of Preliminary Findings on Wi-Fi Telehealth Study: Advancing Telehealth Equity

Alon Peltz, MD, *Instructor, Department of Population Medicine, Harvard Pilgrim Health Care Institute, Harvard Medical School*

11:45 a.m. – 12:30 p.m.

Panel Discussion: Health Disparities — Lessons Learned from the COVID-19 Pandemic

Thea James, MD, *Vice President of Mission and Associate Chief Medical Officer, Boston Medical Center, Associate Professor of Emergency Medicine, Boston University School of Medicine*

Juan Fernando Lopera, *Chief Diversity, Equity and Inclusion Officer, Beth Israel Lahey Health*

Danna Mauch, PhD, *President & CEO, Massachusetts Association for Mental Health*

Moderator: Martha Bebinger, *Reporter, WBUR*

12:30 p.m.

Wrap Up

Lora Pellegrini, *President & CEO, Massachusetts Association of Health Plans*

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SPEAKER BIOGRAPHIES



Governor Charlie Baker was sworn in for a second term as the 72nd Governor of the Commonwealth of Massachusetts on January 3, 2019, after a first term focused on moving Massachusetts forward through bipartisan, results-driven leadership. Governor Baker has used public private partnerships to spur economic development, reformed the state's regulatory environment, and deliver critical tax relief by doubling the Earned Income Tax Credit. Some of his other priorities have included investing in K-12 education, vocational and technical schools and early college opportunities for high school students; reforming the MBTA and investing in infrastructure improvements; and fighting the opioid epidemic. He has also focused efforts to diversify the Commonwealth's energy portfolio to help address the challenges of rising energy costs and climate change. Prior to his election, Governor Baker was a highly successful leader of complex business and government organizations, serving as a cabinet secretary to both Governor William Weld and Paul Cellucci, and leading Harvard Pilgrim Health Care, as CEO, from the brink of bankruptcy to one of the nation's highest ranked health care providers.

KEYNOTE SPEAKER



Dr. Ezekiel Emanuel, MD, is one of the leading practitioners shaping the future of health care, with a long record of experience at the top levels of policy. Trained both as an oncologist (MD, Harvard Medical School) and a political scientist, Dr. Emanuel offers a uniquely thoughtful perspective on the most difficult issues in medicine today. From 2009 to 2011, Dr. Emanuel was a special advisor for health policy to the White House Office of Management and Budget. As one of the most prominent voices advising the White House about health care, he had a significant impact on federal health care budgets and the Affordable Care Act. Dr. Emanuel is the Vice Provost for Global Initiatives, and the Diane v.S. Levy and Robert M. Levy University Professor at the University of Pennsylvania. He is a founding chair at the Clinical Center of the National Institutes of Health. Dr. Emanuel is also a Special Advisor to the Director General of the World Health Organization (WHO). He is the author of 15 books including, *Reinventing American Health Care and Prescription for the Future*. Dr. Emanuel published two new books in 2020. The first, co-authored with Abbe Gluck, evaluates the Affordable Care Act ten years after the landmark legislation and is titled *The Trillion Dollar Experiment* (March 2020), and the other is *Which Country Has the Best Health Care in the World?* (June 2020), an examination of ten health care systems across the globe, in search of the best.



Martha Bebinger is a reporter for WBUR-FM, Boston's NPR station, where she covers health care and other general assignments. She also files for NPR and Kaiser Health News. Bebinger has won dozens of regional and national awards. Before moving to radio, Bebinger edited documentary and independent films. She holds a Bachelor's degree in Semiotics and Art from Brown University and was a Nieman Fellow at Harvard University, class of 2010. She is also the mother of three adventurous young men.



Maura Healey is currently in her second term as Massachusetts Attorney General, continuing a career spent fighting for justice and equal rights by serving as the "People's Lawyer." As Attorney General, Maura has focused on confronting the devastating opioid epidemic, reducing gun violence, enforcing civil rights, protecting consumers, and addressing the climate crisis. She has also championed access to health care and reproductive freedom. Prior to starting her career in public service, Maura was a business and commercial litigator at WilmerHale LLP. She also served as a Special Assistant District Attorney for Middlesex County. In 2007, she joined the Attorney General's Office as Chief of the Civil Rights Division and later became Chief of the Public Protection and Business and Labor Bureaus. During this time, she served as lead counsel in the country's first successful challenge to the Defense of Marriage Act. Maura is a graduate of Harvard College, after which she spent two years overseas as a starting point guard on a professional basketball team in Europe. She received her J.D. from Northeastern University School of Law.



Thea James, MD, is Vice President of Mission and Associate Chief Medical Officer at Boston Medical Center (BMC). She is the Director of BMC Violence Intervention Advocacy Program and Associate Professor of Emergency Medicine at Boston University School of Medicine. Dr. James has primary responsibility for coordinating and maximizing BMC's relationships and strategic alliances with local, state, and national organizations to foster innovative and effective models of care that are essential for patients and communities to thrive. Dr. James' passion is domestic and global public health. Dr. James served on the Massachusetts Board of Registration in Medicine 2009-2012 as chair of the Licensing Committee. As the Supervising Medical Officer on the Boston Disaster Medical Assistance Team under the Department of Health and Human Services, Dr. James has deployed to New York City post 9/11; New Orleans after Hurricane Katrina in 2005; Bam, Iran after the 2003 earthquake; and Port-Au-Prince, Haiti after the 2010 earthquake. She has been the recipient of multiple awards. Most recently, she was a 2019 Massachusetts Public Health Association Health Equity Champion and in 2020, Dr. James received the American College of Emergency Medicine Lifetime Achievement Award; a History Maker Award from The History Project; and the inaugural Thea James Social Emergency Medicine Award from the American College of Emergency Physicians. A graduate of Georgetown University School of Medicine, Dr. James trained in Emergency Medicine at Boston City Hospital, where she was a chief resident.



Juan Fernando Lopera is Beth Israel Lahey Health's inaugural Chief Diversity, Equity and Inclusion Officer, and leads the system's efforts to transform care delivery for the underserved, while establishing diversity, equity and inclusion capabilities across the system. Before joining BILH, Juan served as Vice President and Corporate Business Diversity Officer at the combined Tufts Health Plan and Harvard Pilgrim Health Care (now Point32Health), where he led company-wide diversity, equity and inclusion initiatives and co-chaired the company's Anti-Racism Leadership Taskforce. He also oversaw the Rhode Island Medicaid business and led marketing and community outreach efforts for all public plan products. Previously, he served as the company's Director of Health Services, leading medical cost management and provider contracting strategy and analytics. Earlier in his career, Juan served as Director of Affordability Strategies at Blue Cross Blue Shield of Massachusetts and held management roles at Deloitte Consulting. Born in Medellin, Colombia, Juan immigrated to the United States as a child and later graduated from Boston College's School of Management. Juan has served on many community organizations, including as Vice-Chair of the Board of The Dimock Center; Co-Chair of The Boston Foundation's Latino Equity Fund; a member of the Commonwealth of Massachusetts' COVID-19 advisory groups for health equity and vaccine communications; Massachusetts' Latino Advisory Commission; and the Greater Boston Chamber of Commerce Economic Opportunity Board.



House Speaker Ronald J. Mariano has represented the 3rd Norfolk District, comprised of Quincy, Weymouth, and Holbrook in the Massachusetts House of Representatives since 1991. He was elected Speaker of the House in December 2020 after serving as Majority Leader since 2011. As Speaker, his top priority is continuing to bolster the state's COVID-19 pandemic response and position Massachusetts for sustainable, long-term economic recovery. Throughout his career, Speaker Mariano has been a driving force behind groundbreaking legislation related to health care, criminal justice, gun control, and education. Serving as the House Chair of the Joint Committee on Financial Services, Speaker Mariano was a key architect of the Commonwealth's landmark health care reform of 2006, which went on to serve as a model for the Affordable Care Act. As Assistant Majority Leader and then Majority Leader, Speaker Mariano led many of the House's conference committee negotiations for bills that established school accountability standards, contained health care cost growth, reformed the criminal justice system, created an adult use marijuana industry, and regulated ride-sharing services. Speaker Mariano was the lead negotiator in Massachusetts' 2014 gun safety reform and the subsequent ban on bump stocks, which have made Massachusetts a national leader in gun safety. Throughout his career he has been an ardent proponent of LGBTQ rights, civil rights, and ensuring access to reproductive justice and women's health care. Most recently, Speaker Mariano led the House's efforts to reduce barriers to access telehealth services and to provide a financial lifeline to struggling community hospitals. Speaker Mariano is a lifelong resident of Quincy Point and is married to Eve Powell, a retired Quincy Public School teacher. He holds a bachelor's degree from Northeastern University and a master's degree from the University of Massachusetts Boston. He taught in the Quincy Public Schools for 12 years and served as a member of the Quincy School Committee for 18 years.



Danna Mauch, PhD, is President and CEO of the Massachusetts Association for Mental Health (MAMH). Dr. Mauch brings organization leadership, operations management, evaluation research and strategic consulting experience gained in private and public sector enterprises to inform her public policy, knowledge dissemination and legislative advocacy work for MAMH. Prior leadership roles in the private sector include ten years as senior fellow/principal at Abt Associates Inc. Prior to joining Abt, Dr. Mauch was chief administrative officer for Comprehensive NeuroScience, Inc., working on prescriber quality improvement. She earlier was president and chief executive officer for Magellan Public Solutions, Inc. delivering specialty managed care to government insurance programs, and founder and president of Integrated Health Strategies, Inc. supporting systems and practice transformation. Dr. Mauch currently serves as court monitor for the US District Court of Western Washington, addressing forensic services reforms at the junction of health, disability and justice systems. Dr. Mauch earlier served as special master for the US District Court of the District of Columbia, executive director of the Rhode Island Department of Mental Health, Retardation and Hospitals and assistant commissioner of the Massachusetts Department of Mental Health, overseeing the Divisions of Mental Health, Substance Abuse and Forensic Medicine. She is a published author of government and foundation reports, book chapters and journal articles and she serves as an expert panel member, scientific advisor, and co-chair of several governors' health care reform workgroups and legislative commission initiatives. Dr. Mauch holds a PhD in Social Policy from the Heller School at Brandeis University.



Lora M. Pellegrini, Esq. has been President and CEO of the Massachusetts Association of Health Plans (MAHP) since February 2010. She has served on the staffs of two Governors, most recently as Chief Advisor for Government Affairs for Governor Deval Patrick, and on the legislative staff of Governor Michael Dukakis. Lora serves as a member of the Health Policy Commission Advisory Council, served on the 2017 Special Commission on Provider Price Variation, and was appointed by Governor Baker to serve on the Digital Health Council. Lora also serves as Vice President of the Massachusetts Health Council and as a Big Sister in the Big Sister of Massachusetts program. Lora is a past president of the Massachusetts Women's Political Caucus (MWPC); a non-partisan organization dedicated to promoting women to elected and appointed office. She is currently a Board Member at Dedham Savings Bank. In October 2019, Lora was awarded the Abigail Adams Award from the Massachusetts Women's Political Caucus for her years of service to the MWPC. Lora was named to the Boston Business Journal's 2017 and 2018 Power 50, the BBJ's list of the 50 most powerful individuals in Boston-area business. In addition, she was awarded the 2018 Women's Bar Association Lelia J. Robinson Award, which recognizes women who, like Robinson, are pioneers in the legal profession, experts in their fields and have made a difference in their community. Lora holds a BA from Wheaton College and a JD from the New England School of Law.



Dr. Alon Peltz, MD, MBA, MHS, is an instructor in the Department of Population Medicine at the Harvard Pilgrim Health Care Institute. He is also a pediatrician at Boston Children's Hospital as well as the Medical Director for Health Equity at Point32Health, where he supports efforts to improve quality of care and reduce health disparities. At the Harvard Pilgrim Institute, he studies health insurance policy and health disparities. His research spans the domains of social determinants of health, quality measurement, and risk-prediction modeling. His current work focuses on measuring equity in telehealth service use during the COVID-19 pandemic, enhancing clinical risk-prediction models by incorporating robust social data, and identifying racial bias in machine learning algorithms. Prior to joining the Department of Population Medicine, Dr. Peltz served as Associate Medical Director for Payment and Care Delivery Innovation for MassHealth, where he helped lead quality programs for Medicaid ACO, MCO, and Community Partner Programs. His work with the Yale Center for Outcomes Research and Evaluation has contributed to the development of the CMS Disparity Methods, which are now used to measure equity in outcomes for Medicare beneficiaries in all U.S. acute care hospitals. Dr. Peltz received his MD and MBA degrees from Vanderbilt University. He received his clinical training at Boston Children's Hospital and Boston Medical Center. Dr. Peltz went on to complete a health services research fellowship in the Robert Wood Johnson Foundation Clinical Scholars Program at Yale University, where he studied public policy changes related to the Affordable Care Act and impacts on cost, quality, and affordability. He has worked as a visiting researcher at the Massachusetts Health Policy Commission and the CMS Innovation Center.



Senate President Karen Spilka represents the MetroWest communities of the 2nd Middlesex & Norfolk District — comprised of Ashland, Framingham, Franklin, Holliston, Hopkinton, Medway and Natick — and is dedicated to the advancement of social causes and balancing investments in education, infrastructure, and economic opportunity with saving for the future. She has championed issues such as mental and behavioral health, climate change, economic and racial justice and services for the elderly and people with disabilities. During her career, Senate President Spilka has been a social worker, small business owner and attorney, and was one of the first legislators in the nation to vote in favor of marriage equality and transgender protections. Most recently, Senate President Spilka has led a number of efforts to decrease the barriers to accessing quality mental health care, including directing state funding towards public awareness of mental and behavioral health, as well as increasing the mental health workforce pipeline. She has also introduced the concept of Intergenerational Care Centers as a way to address the caregiving crisis in Massachusetts, provide support for women in the workforce, and encourage high quality caregiving for all residents, from infants to elders. Senate President Spilka is a graduate of Northeastern Law School and holds a B.S. in Social Work from Cornell University. She has been married for over thirty years to Joel S. Loitherstein, an environmental engineer, and has three adult children, Heather, Scott and Jake, and two rescue dogs, Lincoln and Mikasa.



Marylou Sudders serves as the Secretary of Health and Human Services for the Commonwealth of Massachusetts, overseeing 12 agencies and MassHealth, with a combined budget of \$24 billion and 22,000 public employees delivering essential services that touch the lives of 1 in 4 state residents. In March 2020, she was appointed by Governor Charlie Baker to lead the state's COVID-19 Response Command Center. Since joining Governor Baker's cabinet in January 2015, Sudders has advanced strategic policy priorities, including restructuring MassHealth into a population-based health coverage system, reforming the child welfare system, addressing the opioid epidemic, integrating physical and behavioral health care, and strengthening community-based services. Sudders co-chairs the Governor's Interagency Council on Housing and Homelessness, the Governor's Interagency Council on Aging, and chairs the Autism Commission and the board of Massachusetts Health Connector, the state's health insurance marketplace. Sudders has held leadership roles across the public and private sectors, including serving as the Massachusetts Commissioner of Mental Health, a non-profit CEO, and associate professor and program chair at Boston College School of Social Work, a top ten nationally-ranked program. Sudders holds a bachelor's degree with honors and a master's degree in social work from Boston University, and honorary doctorates from the Massachusetts School of Professional Psychology and Bridgewater State University. She is the recipient of many civic, social work, and professional honors.



Dr. Leana Wen, MD, is an emergency physician, visiting professor of health policy and management at George Washington University, and a nonresident senior fellow at the Brookings Institution. She is also a contributing columnist for *The Washington Post*, a *CNN* medical analyst, and author of the critically-acclaimed book on patient advocacy, *When Doctors Don't Listen: How to Avoid Misdiagnoses and Unnecessary Tests* (St. Martin's Press, 2013) and a memoir, *Lifelines: A Doctor's Journey in the Fight for Public Health* (Metropolitan Books, July 2021). Previously, she served as Baltimore's Health Commissioner, where she led the nation's oldest continuously operating health department in the U.S. to fight the opioid epidemic, treat violence and racism as public health issues, and improve maternal and child health. Dr. Wen obtained her medical degree from Washington University School of Medicine and studied health policy at the University of Oxford, where she was a Rhodes Scholar. She completed her residency training at Brigham & Women's Hospital & Massachusetts General Hospital, where she was a clinical fellow at Harvard Medical School. A member of the Council on Foreign Relations, Dr. Wen has received recognition as one of *Governing's* Public Officials of the Year, *Modern Healthcare's* Top 50 Physician-Executives, World Economic Forum's Young Global Leaders, and *TIME* magazine's 100 Most Influential People.

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Reliable Respiratory is one of New England's leading providers of home respiratory and specialty medical equipment. Our extensive services include: oxygen therapy equipment; CPAP and related sleep therapy equipment; high-tech respiratory therapy such as ventilation, chest oscillation vest therapy. We are a care management company; we leverage data, analytics and state-of-the-art remote patient monitoring to better serve our patients and provide high-touch, high-quality care. We manage patients with a variety of chronic and acute respiratory conditions, from sleep apnea to chronic obstructive pulmonary disease (COPD) to asthma and cystic fibrosis. Headquartered in Greater Boston, we serve patients throughout New England, bringing outstanding service and first-rate equipment directly to tens of thousands of patients. Our medical facilities located across New England are embedded in the community and staffed with experienced and compassionate clinicians and staff.

SOFTHEON

Founded in 2000, Softheon's Software-as-a-Service (SaaS) and Business Process-as-a-Service (BPaaS) solutions solve complex operational and service challenges. Softheon helps Massachusetts health plans quickly and affordably streamline the enrollment process for ACA members. Currently running the enrollment, billing, and communications for the State of MA Health Connector, Softheon provides the expert guidance and innovative technology that health plans need to optimize their solutions. By offering modular solutions designed to integrate with existing systems, Softheon reduces administrative burdens by streamlining critical processes in healthcare. Softheon's rapidly adapting technology enables clients to proactively respond to changing regulatory environments and consumer demand.



Vertex is a global biotechnology company that invests in scientific innovation to create transformative medicines for people with serious diseases. We have multiple approved medicines that treat the underlying cause of cystic fibrosis (CF), a rare, life-threatening genetic disease, and have several ongoing clinical and research programs in CF. Beyond CF, Vertex has a robust pipeline of investigational small molecule medicines in other serious diseases including pain, alpha-1 antitrypsin deficiency and APOL1-mediated kidney diseases. In addition, Vertex has a rapidly expanding pipeline of cell and genetic therapies for diseases such as sickle cell disease, beta thalassemia, Duchenne muscular dystrophy and type 1 diabetes mellitus.



*Richard
Tisei*

*Jim
Eisenberg*

SHAPING SOLUTIONS

When we see another network committed to delivering the best outcomes, we know we're in good company. We're proud to partner with the Massachusetts Association of Health Plans in advocating for high-quality, affordable healthcare across the Commonwealth.

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MAHP INFO

For more than three decades, the Massachusetts Association of Health Plans (MAHP) has been the leading voice for health plans in Massachusetts. We are a non-profit organization committed to promoting high-quality, affordable, and equitable health care. MAHP represents 16 health plans and 2 behavioral health organizations, which provide health care coverage to nearly 3 million Massachusetts residents. MAHP is a 501(c)(4) organization.

MAHP's mission is to promote high-quality, affordable, and equitable health care in Massachusetts through advocacy, education and health policy research. All MAHP members are dedicated to making health care affordable and improving the health of all citizens in the Commonwealth.

MORE ABOUT MAHP

To learn more about MAHP, click on these links:

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MAHP Board of Directors

MAHP Staff

The Massachusetts Association Of Health Plans

40 Court Street
Boston, Massachusetts 02108

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TOGETHER WORKS BETTER

Cigna supports the Massachusetts Association of Health Plans (MAHP) mission in promoting high-quality, affordable and coordinated health care in Massachusetts through advocacy, education and health policy research.

Together, we are dedicated to driving better outcomes and improving the health of all citizens in the Commonwealth.



Together, all the way.®

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Softheon Eligibility and Enrollment

Streamline Member Enrollment through Effortless Integration

Softheon helps Massachusetts health plans quickly and affordably streamline the enrollment process for ACA members. Currently running the enrollment, billing, and communications for the State of MA Health Connector, Softheon provides the expert guidance and innovative technology that health plans need to optimize their solutions.

Enhanced User Experience that Boosts Member Retention

Our user-experience-focused tools offer the ability to:

-  Improve user experience with the ability to view multiple plans for a side-by-side comparison
-  Provide additional member information without a robust rating engine to produce standard and composite rates
-  Increase ease of use by displaying all plan details, including product ratings and literature
-  Help consumers make informed decisions by narrowing the list of available plans with various filters
-  Configure white-labeled health plan platforms that provide a seamless user journey

To learn more, please visit softheon.com/enrollment or contact us at info@softheon.com



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Thank you for attending our conference.

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