



Language access information from MassHealth

Good afternoon ABA providers,

We are writing to remind you of our expectations to ensure access to ABA services for non-English speaking youth/families.

Please note, all providers of ABA services are expected to provide linguistically appropriate ABA services. In order to meet this requirement providers are reminded that they need to maintain a list of qualified translators to provide services in the event your program needs to access translation services outside of your organization. Because staff with linguistic capacity is preferable to using translators, providers are expected to offer the family/youth a staff person who speaks their language of choice whenever possible, or refer him/her to a provider who can do so. If there are no providers with staff who speak the family/youth language of choice within a reasonable distance from the family's residence than the family's preferred provider is expected to use qualified interpreters/translators and translation services, experienced in behavioral healthcare, appropriate to the needs of the local population. Translation services should be used in a manner which enables the youth/family to participate fully in the provider's services/program. Providers should have a process in place to respond to families inquiries about the service in the language preferred by the family. In addition, providers need to assess the language of the youth and the parent/caregiver to be able to meet their individual needs.

Additionally, please remember this important information regarding families and youth who are Deaf or hard of hearing:

The Americans with Disabilities Act, 42 U.S.C. § 12101, et seq. (ADA) and Section 504 of the Rehabilitation Act, 29 U.S.C. § 794 prohibits discrimination against individuals with disabilities, including depriving them of the full and equal enjoyment of the goods, services, facilities, or accommodations of any place of public accommodation, including hospitals and other health care providers. To ensure an equal opportunity to use their services, hospitals and other health care facilities must provide "effective communication" to individuals who are Deaf or hard of hearing by providing appropriate "auxiliary aids and services," including the provision of qualified American Sign Language (ASL) interpreter services and assistive listening devices.

On Behalf of the MCEs,

Thank you for continuing to partner with us to ensure that ABA services are available to all eligible MassHealth members.