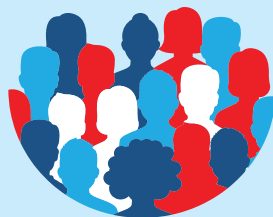




2021

ANNUAL REPORT



HCFA
Health Care For All
MASSACHUSETTS



OUR VISION

Health Care For All envisions a day when everyone in Massachusetts has the equitable, affordable and comprehensive care they need to be healthy.

LETTER FROM THE BOARD PRESIDENT AND EXECUTIVE DIRECTOR

Dear friends,

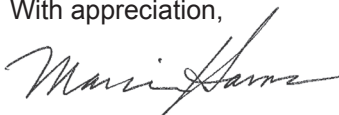
For more than 35 years, Health Care For All (HCFA) has been working to create a more equitable, accessible, affordable and responsive health care system for residents throughout the Commonwealth. During the unprecedented global pandemic, HCFA has risen to the occasion. In 2020, the staff quickly adapted to a remote work environment while still maintaining a strong organizational culture steeped in passion and humility. This comradery kept us all going over the past two years during challenging times.

HCFA continued its work in coalition to respond to urgent health care access and coverage needs while also focusing on broader challenges that people face every day in our health care system. This Annual Report for fiscal year 2021 features important highlights and updates both on our work and our organization. We are excited to share this information with you, and we are grateful for the ongoing support of our partners, without which this work would not be possible.

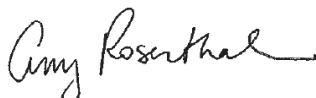
HCFA continues to envision a day when everyone in Massachusetts has the affordable and comprehensive care they need to be healthy. The pandemic highlighted and exacerbated the inequities in the Commonwealth's health care system, particularly for communities of color. HCFA listened to our community partners and HelpLine callers and worked hard to address these problems in a variety of ways through policy changes, outreach efforts and an expansive statewide vaccine equity campaign. HCFA has also focused internally, learning from and addressing structural racism and bias. Throughout the last year, HCFA's staff created a unique program called *Racial Justice Talking Circles* to foster internal dialogue and educate ourselves about race and racism. This important program has helped all of us learn together for the betterment of each staff member and as an organization in order to advance health justice.

We want to extend our deepest gratitude to all of those who have supported our work during these challenging times. To everyone who has contributed financially, helped us push for policy change or joined our coalitions – thank you. With this support, we will continue to advocate for health justice in Massachusetts by working to promote health equity and ensure coverage and access for all.

With appreciation,



Marcia Hams
Board President



Amy Rosenthal
Executive Director



MARCIA HAMS

Board President



AMY ROSENTHAL

Executive Director

2021

HelpLine

For decades, HCFA's HelpLine has helped tens of thousands of people across the Commonwealth secure health insurance coverage. This past year, the need for the HelpLine grew even more important as hundreds of thousands of individuals lost their jobs and health insurance. The COVID-19 pandemic forced the HelpLine to adopt a work-from-home model while receiving an influx of callers, placing significant demands on our HelpLine Counselors. With the generous support of Blue Cross Blue Shield of Massachusetts, Harvard Pilgrim Health Care, and Tufts Health Plan, HCFA was able to hire two new bi-lingual HelpLine counselors midway through 2020. As calls flooded in, Counselors continued to treat each caller as an individual, recognizing that how people are treated when they call the HelpLine – often when they are in distress – is just as important as enrolling them in coverage.

HelpLine BY THE NUMBERS:



**1,420 applications
submitted for
3,246 people**



**23,637
calls in total**



**2,469 clients
secured public
benefits**



Andrew contacted the HelpLine because his current health insurance plan was making his life-saving prescription drugs unaffordable to him. His colitis medications were costing him close to \$1,000 a month, a cost that was out-of-reach for him. The HelpLine was able to work with Andrew to contact local pharmacies that provided his medications with a co-pay instead of the full price, ultimately saving him hundreds of dollars in prescription drug costs each month.



Janelle called the HelpLine after receiving a misdiagnosis for intestinal cancer. She had a care team that told her she needed emergency surgery. The problem was her health insurance coverage would not allow her to stay with these trusted providers. The HelpLine was able to move Janelle to a MassHealth Managed Care Organization that allowed her to immediately schedule her surgery while staying with her care team and existing oncologist.



Maria's son was diagnosed with COVID-19. Before long, the entire family had contracted the virus, and Maria and her husband were unable to work. Maria even needed hospital care, but the family was afraid of incurring hospital bills they knew they could not afford. The family felt that things were very bleak for them until someone referred them to the HelpLine. The HelpLine was able to help Maria and her family enroll in robust health insurance coverage so that they could seek the treatment they needed to make a full recovery.

POLICY ACCOMPLISHMENTS



Protecting health care access during the COVID-19 pandemic

Access to coverage and care has never been more important, especially for communities who have been disproportionately impacted by the pandemic – People of Color, immigrants and low-income residents. HCFA advocated for health coverage protections for people by ensuring uninterrupted MassHealth coverage, flexibility for missed insurance payments, no out-of-pocket costs for COVID-19 testing or treatment, and other protections.



Restoring oral health benefits for MassHealth enrollees

In 2010, MassHealth adult dental benefits were cut, leaving members without access to critical oral health care. The HelpLine receives over 500 calls each year from adults in need of these services. Over the past decade, HCFA has worked incrementally to reinstate these benefits service by service. Thanks to HCFA and its partners' advocacy, the last benefit – coverage for root canals and crowns – was reinstated in the FY2021 state budget giving adults full dental benefits once again.



Advancing MassHealth policies that promote health equity and access

MassHealth is the cornerstone of the state's health care system, covering underserved populations. Black and Latinx individuals make up 30% of the total MassHealth enrollment, making the program an important conduit to address racial and ethnic health disparities. Every five years, MassHealth negotiates the parameters of the program and the amount of federal funding that comes to the Commonwealth. HCFA staff have been vocal advocates and active partners in the process and secured several key priorities in the proposal MassHealth will send to the federal government including:

- extending eligibility for postpartum coverage,
- removing coverage barriers for adults with disabilities,
- increasing funding to address social determinants of health (such as access to food and housing), and
- strengthening pediatric care and behavioral health services.

POLICY BY THE NUMBERS:

- ✓ **986,010 adults** newly eligible for affordable MassHealth root canals and crowns
- ✓ **\$163 million** saved in Rx costs for MassHealth
- ✓ **12 months** of post-partum coverage provided for birthing people on MassHealth
- ✓ **6 visits** with a mental health provider for children on MassHealth, regardless of whether they have a diagnosed condition
- ✓ **\$40 million** per year proposed by MassHealth to help individuals with their housing and nutrition needs



EDUCATION & ACTIVATION BY THE NUMBERS:

- ✓ **1,100 community residents** received advocacy training through the 13 online Health Justice Academy sessions
- ✓ **8 Racial Justice Talking Circle** sessions held for and run by HCFA staff to foster conversations and personal growth on issues related to race





The Vaccine Equity Initiative

In 2021, HCFA played a critical role in the Vaccine Equity Initiative (VEI), a multifaceted project coordinated by the Massachusetts Department of Public Health. This campaign supported 20 of the municipalities hit hardest by the COVID-19 pandemic by working with community members to increase vaccination rates and dispel misinformation. HCFA worked in partnership with Archipelago Strategies Group to implement a multilingual and multicultural educational campaign tailored to the needs of each one of the communities and municipalities. HCFA led vaccine outreach and engagement work in Brockton, Fall River, Fitchburg, Framingham, Leominster, Malden, New Bedford, Randolph, and four neighborhoods in Boston (Dorchester, Mattapan, Roxbury, and the South End).

While supporting enhanced awareness and equitable action around vaccine distribution, HCFA took on a two-pronged outreach approach: a comprehensive door-knocking campaign with over 60 locally-hired canvassers and the implementation of outreach events in partnership with 24 local community- and faith-based organizations operating on the ground. With canvassers and local partners, HCFA was able to connect with a number of at-risk populations, including numerous ESL-speaking communities in Massachusetts.



ANECDOTES FROM THE FIELD

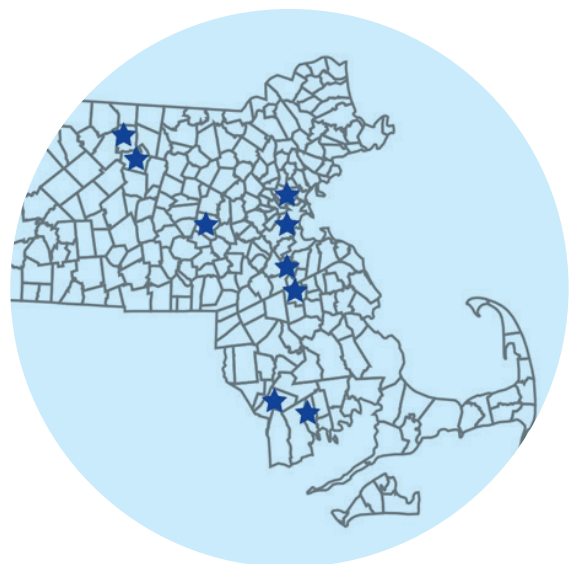
BRACE spoke with multiple families who did not speak English. One woman said that she and her family had been vaccinated while living in a shelter in California. However, nobody giving those vaccinations spoke Portuguese, their native language. Having only received one dose, she wondered if she had received J&J or needed to start over with Pfizer/Moderna. **BRACE**, with help from HCFA's Bilingual Outreach Coordinator Luby O'Connor, was able to help this woman fill out the correct form to confirm which vaccine she received.

SER-Jobs For Progress spoke with a young woman who said it was her mom's birthday. Her mom's birthday request was that her daughter get vaccinated against COVID-19. The young woman arrived at the vaccine clinic in Fall River prepared to get vaccinated because we all know we can't say "no" to mom on her birthday!

True Alliance Center spoke with a woman in Boston who was very skeptical about the vaccine and openly opposed to it. She had been praying to God to remove the virus and was urging other Christians not to take the vaccine. After months of speaking with Pastor Keke and other members of the True Alliance Center, she was finally convinced to get the shot. She brought her daughter and planned on bringing other Christian followers with her to future clinics.

HCFA VEI PARTNERS

- ★ African Community Economic Development of New England (ACEDONE)
- ★ Authentic Caribbean Foundation
- ★ Boston Center for Independent Living
- ★ Brazilian American Center (BRACE)
- ★ Cape Verdean Association of Brockton
- ★ Catholic Charities of Worcester County
- ★ Centro Comunitario de Trabajadores
- ★ Community Economic Development Center
- ★ Everett Haitian Community Center
- ★ Family Service Association
- ★ Greater Framingham Community Church
- ★ Greater Malden Asian American Community Coalition
- ★ Immigrants' Assistance Center
- ★ Learning Center for the Deaf
- ★ Making Opportunity Count
- ★ Massachusetts Association for the Blind and Visually Impaired
- ★ Motivation Church
- ★ NewVue Communities
- ★ Pelham Lifelong Learning Center
- ★ Quincy Asian Resources, Inc.
- ★ SER-Jobs For Progress
- ★ Spanish American Center
- ★ True Alliance Center
- ★ Vietnamese American Initiative for Development (VietAID)



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Briana Croteau
Operations Manager

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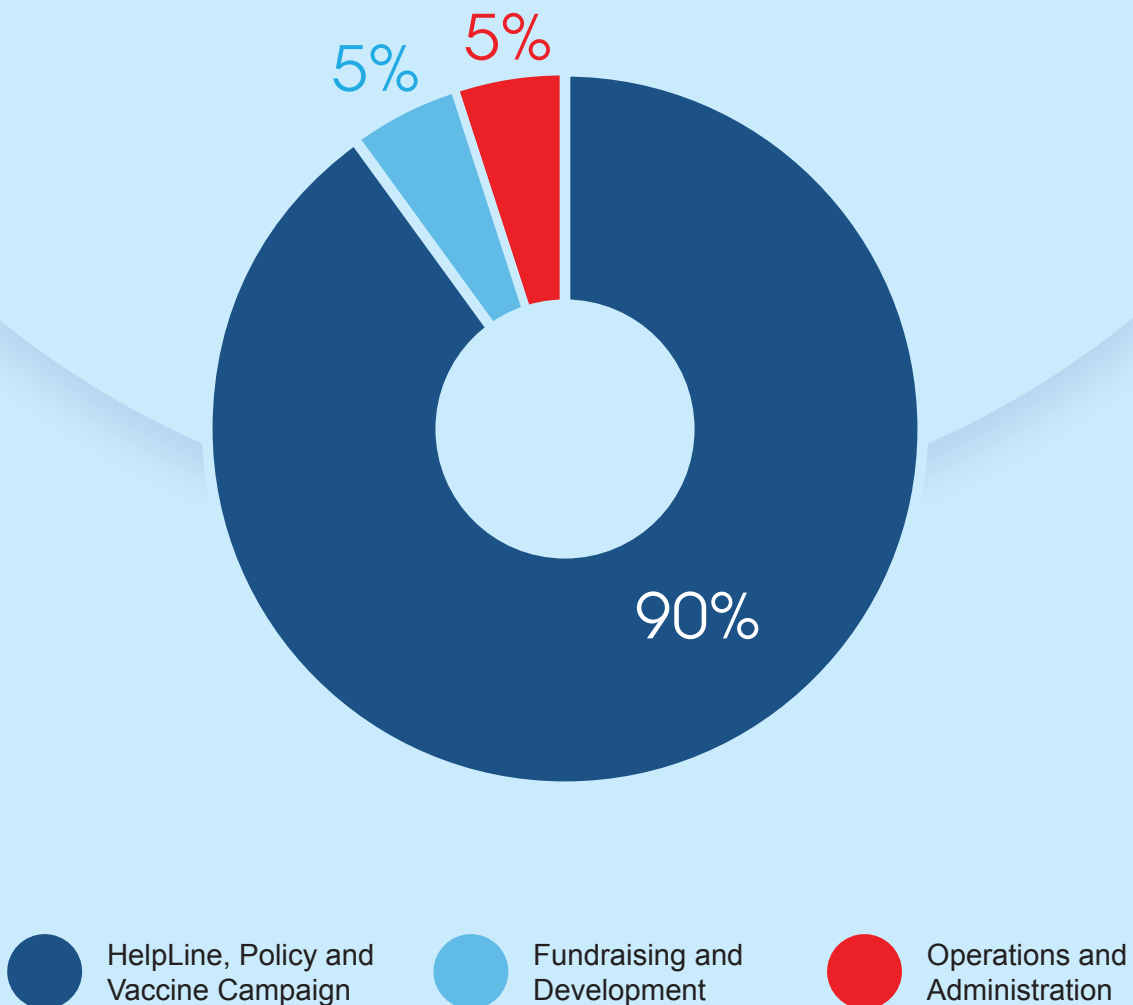
Emily Stewart

Kate Villers, *Board Advisor*



FINANCIALS

Health Care For All's total organizational expenses for FY21 were \$4,204,805. HCFA is a lean organization that operates conservatively to ensure philanthropic and grant dollars are spent on programmatic expenses.



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\$25,000+

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