

Community Benefit Reporting

Frequently Asked Questions

Do we need to submit a copy of our Community Health Needs Assessment to the Attorney General's Office ("AGO")?

No. The AGO does not collect Community Health Needs Assessments as part of Community Benefit Reporting.

Can revisions be made to a Community Benefit Report after it has been submitted?

Yes. Revisions can be made by contacting the AGO. The AGO would like to correct any errors or inconsistencies prior to publication of the reports on-line. If errors are identified after a Community Benefit Report is submitted, please contact the AGO as soon as possible.

How do we report problems or system errors that may occur when we try to submit our report to the website?

If you need assistance to file your report for any reason, please contact the Community Benefits Coordinator at the Attorney General's Office for further guidance at CBAdmin@state.ma.us.

Does the Attorney General's Office provide extensions for reporting?

In order to ensure review and publication on the AGO website on schedule, Hospital Community Benefit Reports must be submitted by April 1, and HMO Community Benefit Reports must be submitted by June 1.

May an organization report bad debt as a community benefit?

No. Bad debt is not reportable as a community benefit under the Community Benefit Guidelines for Nonprofit Acute Care Hospitals. Please refer to Appendix II of the Community Benefit Guidelines for Nonprofit Acute Care Hospitals for recommended medical debt collection practices.

Can we include a benefit program for a community need that was not identified by our Community Health Needs Assessment?

Yes. If a program develops from an organization's community benefit plan, and otherwise meets the standards of the Community Benefit Guidelines, it can be reported as a community benefit.

How should an organization report a program that lasts more than one year?

The program may be reported in a year-to-year manner and/or at the conclusion of the program. In the case of a multi-year program, an organization should also report the current year of the program (e.g. year one of three).