“If you want to go fast, go alone. if you want to go far, go together.”

-Proverb
HCFA seeks to create a consumer-centered health care system that provides comprehensive, affordable, accessible, culturally competent, high quality care and consumer education for everyone, especially the most vulnerable among us. We work to achieve this as leaders in public policy, advocacy, education and direct service to consumers in Massachusetts.
There’s an old proverb: if you want to go fast, go alone. If you want to go far, go together. Over the last year, we have been able to go very far, very fast, thanks to the help of our friends and allies. We improved access to oral health benefits, signed constituents up for health coverage, engaged consumers and convened advocates all over the Commonwealth. Along the way, we built new relationships, added capacity for canvassing and accepted invitations to share the Massachusetts experience with other jurisdictions ramping up to implement the Affordable Care Act.

Earlier legislative work bore fruit as we convened our first Patient and Family Advisory Council Conference attracting members and hospital leaders from urban, suburban and rural settings. This inaugural effort was so successful that we will hold our second annual PFAC Conference on May 14, 2014.

Our collaborative efforts helped Massachusetts go far: the quality of our health delivery system is improving, access to care is expanding, and we are beginning the process of de-mystifying the thorny cost issues that have long plagued our delivery system. Health Care For All is unrivalled because of its savvy staff, dedicated partners, members, donors and friends. We are so thankful to those who have helped us along the way and we are eager to see where we will go together in 2014!

Amy Whitcomb Slemmer, Esq.
Executive Director

Stephen E. Gorrie
Board President
BUILDING RELATIONSHIPS

**Going together.** This year Health Care For All expanded our reach and improved access to coverage and the quality of care for consumers, all while we continued to lift up the patient voice. Our success reflects the wonderful partnerships and relationships we have built, and shows we are stronger when we collaborate.

In May, Health Care For All convened representatives from Patient and Family Advisory Councils (PFACs) from across the state. PFACs work to improve the patient and family care experience at hospitals. HCFA was a lead advocate for the law that requires all hospitals in Massachusetts to have a PFAC. Over 170 participants, from more than 40 PFACs, gathered to network, learn, share best practices and get the tools and resources they need to flourish.

We placed advertisements in ethnic media outlets across the state, distributed tens of thousands of brochures, and engaged with key stakeholders, garnering a number of front page media stories in newspapers and magazines. Our HelpLine has already seen a significant increase in the number of Spanish and Portuguese speaking individuals calling to request our assistance.

*Pictured:* These two advertisements featuring consumers who called our HelpLine were placed in ethnic media outlets across the state.

*PFAC Conference attendees listened to Dr. John Wasson discuss patient engagement. Our next conference will be in May 14, 2014.*
In partnership with the Health Connector and 10 local community organizations, Health Care For All launched a public outreach campaign targeted to small businesses, individuals, and families in the Spanish and Portuguese speaking communities about affordable health insurance options available in Massachusetts.

On April 10, 2013, over 550 health care advocates, consumers and business leaders celebrated the work and mission of Health Care For All. Our annual event, For The People: A Celebration of Health Care Leaders, honored local health care leaders, highlighted the voices of Massachusetts health care consumers, and raised general operating support for the organization.

It was our privilege to honor Mayor Thomas Menino, Community Catalyst’s Susan Sherry and Michael Miller, and UMass Memorial Health Care’s Monica Escobar Lowell.

Many thanks to our event co-chairs, John O’Brien, Rob Restuccia and Emily Feinberg, for their eager fundraising efforts, and to our donors for their wonderful support.
GETTING ORGANIZED

Going far. In 2010, the state slashed oral health benefits for MassHealth members. We have come a long way in restoring these benefits thanks to the hard work of the Oral Health Advocacy Taskforce. This year we restored $17.2 million in funding for dental care.

We are proud that 97% of Massachusetts residents have health insurance, but there is a lot more to do to make sure that it is truly affordable.

That’s why we are getting organized. We are building coalitions, identifying new consumer leaders, and continuing to build a base of health care leaders to take us into the next phase of health reform.

Since dental benefits for adult MassHealth members were cut, HCFA has consistently fought for full restoration. This year, we joined together with dozens of organizations and individuals in the MetroWest area to host oral health community forums. Building on the work of the Oral Health Advocacy Taskforce (OHA T), we developed key partnerships. Thanks to OHA T and our partners, the Fiscal Year 2014 state budget included $17.2 million to restore coverage for dental fillings for adults in the MassHealth program.

In January, we hosted our third Leadership Summit with keynote speaker Andrew Dreyfus, President and CEO of Blue Cross Blue Shield of Massachusetts. The summit was facilitated by members of HCFA’s volunteer leadership team. With over 125 consumers in attendance, the Summit focused on high out-of-pocket health care costs and the steps necessary to make change. Consumer concerns included high co-pays that make needed medicine, critical to overall health, unaffordable. Members of the Leadership Team also organized legislative visits to spread the word about the need to reduce high copays and deductibles because they create potentially dangerous barriers to care.
Sticking together. Our voice is strongest when we work in community. As many continue to work for the full implementation of the Affordable Care Act, Health Care For All speaks up. We know that the Affordable Care Act is good for Massachusetts and good for the United States.

SPEAKING UP FOR THE AFFORDABLE CARE ACT
Kathie McClure is a lawyer and a mother of two from Georgia who embarked on “The Purple Bus Adventure,” across the country to tell the truth about the Affordable Care Act. Her children have pre-existing conditions and were insured in the private market until the implementation of the Affordable Care Act. HCFA joined Kathie, along with our partners at Community Catalyst, to welcome her to Massachusetts. We held a press conference to explain what was at stake in the 2012 election for health care. Kathie visited over 40 other states to share her story. Together, we stood up for the ACA.

I AM A HEALTH CARE VOTER
In advance of the 2012 elections, consumers spoke up for universal access to care and shared their personal stories about why health care is so important to them. They pledged to vote for health care quality, affordability and access.

www.youtube.com/user/IAmAHealthCareVoter

SPEAKING UP FOR THE INTEGRITY OF THE PATIENT-DOCTOR RELATIONSHIP
Working with the American Medical Student Association, 20 medical students and physicians joined Health Care For All, Community Catalyst, Representative Jason Lewis, and others to bring attention to the need to protect the state’s Pharmaceutical Gift Ban. We delivered fake lobsters and martinis to the Governor’s office to highlight how pharmaceutical companies should not “wine and dine” doctors to influence their prescribing habits. At a related public hearing, medical clinicians, policy experts, consumers, senior and community advocates voiced strong opposition to regulations that weakened the state’s prescription and medical device marketing law.
**Going far, together.** As our state begins implementation of payment and delivery system reform and the Affordable Care Act, Health Care For All is sought out for our policy expertise and our experience enrolling consumers in coverage. We are working closely with Governor Patrick’s Administration’s new agencies created under the reform law (Chapter 224), including the Health Policy Commission (HPC) and the Center for Health Information and Analysis (CHIA). Working together, we know that the voice of consumers will be included as critical decisions are made regarding health care in Massachusetts.

Payment and delivery system reform is just beginning – and we are a part of the process. We testified at the Health Policy Commission’s annual cost trends hearing, which was the first public examination of the health care market’s response to the cost growth benchmark and quality, transparency and care delivery innovations required by Chapter 224.

We also testified before the Office of Patient Protection on consumer appeal rights and before the HPC on ensuring that hospital investment programs focus on behavioral health integration, promoting community-based wellness programs and expanding the capacity to provide culturally and linguistically appropriate care.

*Money Magazine highlighted the Massachusetts Experiment as a preview of national health reform. We focused on consumer concerns and opportunities within the framework...*
HELPLINE STATISTICS

July 2012 – July 2013

- Total calls: 30,997
- Individuals enrolled: 3,178
- Children enrolled: 821
- Primary language spoken:
  - English: 57%
  - Portuguese: 23%
  - Spanish: 19%
  - Other: 1%
FISCAL YEAR IN REVIEW

EXPENSES

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DONORS
Gifts & Donations Made July 1, 2012 - June 30, 2013

GRANTORS
(Government Agencies, Foundations & Corporations)
Ben & Kate Taylor Charitable Foundation
Blue Cross Blue Shield of MA
Blue Cross Blue Shield of MA Foundation
Boston Children’s Hospital
Cambridge Health Alliance
Community Catalyst
CRICO/Risk Management Foundation
DentaQuest Foundation
The Fife Cragin Charitable Trust
Fishing Partnership Health Plan
Harvard Pilgrim Health Care Foundation
Health Foundation of Central MA
John Snow, Inc.
Klarman Family Foundation
MA Department of Public Health
MA Executive Office of Health & Human Services
MA Insurance Connector
Mary B. Dunn Charitable Trust
MetroWest Health Foundation
The Nathan Cummings Foundation
Partners HealthCare System
The Robert Wood Johnson Foundation
Tufts Health Plan
Tufts University School of Dental Medicine
UMass Memorial Health Care
University of Massachusetts

GIFTS OF $10,000 +
1199SEIU
Boston Medical Center & Boston Medical Center HealthNet Plan
Steward Health Care System
Kate & Phil Villers

Committee of Interns & Residents/SEIU Healthcare Cross Cultural Communication Systems, Inc.
Denterlein Worldwide
Fallon Community Health Plan
Feeley & Driscoll, P.C.
Emily Feinberg & Robert Restuccia
Raul Garcia
Lee Halprin & Abby Rockefeller
Harvard Vanguard Medical Associates/Atrius Health
Health Law Advocates
Lahey Health
Lawrence General Hospital
Legal Sea Foods
MA AFL-CIO
MA Hospital Association
MA League of Community Health Centers
MA Teachers Association
John Maher
North Shore Medical Center
John O’Brien
Elizabeth Pattullo & Gregory Torres
Public Consulting Group, Inc.
Clare Reilly & Mark Reynolds
Dean Richlin
Nancy & Stephen Ridley
Ropes & Gray, LLP
Stephen Rosenfeld
Shawmut Design & Construction
Susan Sherry
Teamsters Local Union 25
Tufts Medical Center
UMass Medical School/ Commonwealth Medicine
Unite Here Local 26
UnitedHealthcare Community Plan
Upham’s Corner Health Center
Amy Whitcomb Slemmer
Jean Yang
Charlotte Yeh

GIFTS OF $5,000 TO $9,999
Baystate Health
CeltiCare Health Plan
Commonwealth Care Alliance
Dr. Norbert Goldfried
Harvard Pilgrim Health Care
MA Medical Society
Millennium: The Takeda Oncology Company
Network Health
Robert L. Feinberg Fund
Daniel & Sue Rothenberg
South Shore Hospital

GIFTS OF $2,500 TO $4,999
Beth Israel Deaconess Medical Center
CRESA Partners
Dana-Farber Cancer Institute
Delta Dental of MA
Megan Dobroth & Nancy Turnbull
Donoghue, Barrett & Singal, P.C.
Deborah & Philip Edmundson
Matt Fishman & Robin Lipson
Sylvia & Roy Hammer
Medicaid Orthodontists of MA Association
The MENTOR Network
Neighborhood Health Plan
Philip W. Johnston Associates
William Gallagher Associates

GIFTS OF $1,000 TO $2,499
Association for Behavioral Healthcare
John Auerbach & Corby Kummer
Robert Blendon
Boston Health Care for the Homeless
Boston Public Health Commission
Boston University School of Dental Medicine
Brigham & Women’s Hospital
Ellen Bruce & Richard Segan
Cape Cod Healthcare, Inc.
WHY I SUPPORT HEALTH CARE FOR ALL

I have been a long-term teacher and student of U.S. health politics. A glaring problem for decades has been the reality that there was no major organization representing the serious concerns of the uninsured and underinsured members of the community. This failure in representation negatively affected not only the state of health care, but the fairness of the political system. Health Care For All filled this void and gave needed voice to this important group. Since their inception, they have been a “political overachiever.” Without the financial resources of other groups, they have become a major force shaping the outcomes of key health policy debates and improving the lives of many vulnerable people. In addition, they have improved the state of health politics and set a model for other similar organizations across the nation.

Robert Blendon
Senior Associate Dean for Policy Translation & Leadership Development
Richard L. Menschel Professor of Public Health & Professor of Health Policy and Political Analysis
Department of Health Policy and Management
Harvard School of Public Health

GIFTS OF $500 TO $999
AARP Massachusetts
Sheryl & Michael Anderson
Richard Balaban & Kim Shellenberger
Bay Cove Human Services, Inc.
Boston Center for Independent Living
Bunker Hill Community College
Robert & Ann Buxbaum
Carney Hospital
Central Boston Elder Services
City of Worcester
Codman Square Health Center
Community Works
James Conway
Jacqueline & Paul Coogan
Charles & Nancy Donahue
Edward M. Kennedy Community Health Center
Family Health Center of Worcester
Fenway Health
Gestalt International Study Center
Norm & Amy Gorin
Grossman Marketing Group
Hallmark Health System
Harvard School of Dental Medicine
Hebrew SeniorLife
Jay Himmelstein
Jordan Hospital, Inc.
Joslin Diabetes Center
KHJ Brand Activation
KOOL Smiles General Dentistry for Kids & Parents
Jane & Reed Larsen
MA Behavioral Health Partnership
Diane MacDonald
John McDonough
Missouri Foundation for Health
New England Regional Council of Carpenters
Partners for a Healthier Community
James Perrin
Planned Parenthood League of MA
Saint Vincent Hospital/Metro West Medical Center
SEIU Local 615
Senior Whole Health, LLC.
Spaulding Rehabilitation Network
Janet Spitz
John Straus
Vinfen Corporation
Wendy Warring
Mary Winslow

GIFTS OF $250 TO $499
Anonymous (1)
Alan Abrams
Diane & Stuart Altman
American Red Cross- Blood Services
Cheryl Andes
Beth Andrews & David Hoffman
Kathryn Angell & Herman Leonard
Robert Carey
Centro Las Americas, Inc.
Martin Cohen
Ellen Cohen & Daniel Haber
Mary Connelly
Cooley Dickinson Hospital
Mac D’Alessandro
Denneen & Company
Eric Dickson
Leann DiDomenico
Catlin Donnelly
Catherine Dunham
Barbara Fain
Susan Fish
Victoria Fortino
Pamela Goodman & Michael Shwartz
Stacey & Bruce Gore
Stephen Gorrie
Jim Graham
Madeleine Grant
Mary Ann Hart
Heller School for Social Policy & Management,
Brandeis University
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<tr>
<td>Marcia Hertz</td>
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<td>Isaacson Miller</td>
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<td>Andronike Janus</td>
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<td>Cheryl Lapriore</td>
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<td>Maryel Locke</td>
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<td>MA Alliance of Portuguese Speakers</td>
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<td>Robert Meenan</td>
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<td>Frances Miller</td>
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<td>North Adams Regional Hospital</td>
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<td>Bill Pluckhahn</td>
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<td>Karen Quigley</td>
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<td>Celeste Reid Lee</td>
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<td>Rosen Law Office, P.C.</td>
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<td>Sandra Shea</td>
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<td>Robert Sherman</td>
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**GIFTS OF $100 TO $249**

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Donna Pina Robinson
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Lucilia Prates
Victoria Pulos
Tom Quirk
Barbra Rabson
Francisco Ramos
Leonard & Marilyn Raymond
Michal Regunberg
Robena Reid
Joseph & Nancy Restuccia
Nancy Roach
Frank Robinson
Allan Rodgers
Amy & Marc Rosenthal
Sharryn Ross
Lorianne Sainsbury-Wong
Saint Anne’s Hospital
Saint Elizabeth’s Medical Center
Sanchez Committee
Jan Schafer
Robert Seifert
Matt Selig
David Shactman
Fredi Shonkoff
Shriners Hospital for Children-Boston
Kim Simonian
Pamela Siren
Southcoast Hospital Group
Anne St. Goar
William Stason
Lisa Stephani
Jennifer Stone & Robert Waldinger
Mary Jane Stroup
Sheldon Sullaway
Robert Taube
Dayne Thornicroft
Gloria Villari
Mark Weber
Doug & Judy Weinstock
Dorothy Weitzman
Whittier Rehabilitation Hospital
Wing Memorial Hospital & Medical Center
Michael Wong
Laura Zimmerman

GIFTS UNDER $100
Anonymous (2)
Rita Aberbach
Santos Acosta
Elizabeth Aeschlimann
Anne Alach
Myron Allukian
Taisa Almeida
Idelma Andrade Miranda
Maura Armstrong
Susan Assmann
Athol Memorial Hospital
Stephanie Bachelder
Peter & Margaret Barrett
Cheryl Bartlett
Andrew Bartlett
Gretti Batista
Baystate Medical Center
Ann Beaudry
Nancy & Jacob Bloom
Edgar Bolivar
Brenda Bonman
Josimar Braga
Lourdes Braga
William & Mary Brandel
Richard Brasil
Carol Breed
Jennifer Breen Rose-Wood
Gary Brenner
Lawrence Bressler
Kathy Burnes & Jay Levine
Alexander Campos
Eunice Campos

Cludivair Candido
Ronald Cardoni
Juvenil Cardosa Dias
Joao Carlos Felix
Carmen Carneiro
Marcia Carvalho
Judith Catalano
Barbara Catchings
Franklin Cevallos
Maria Chavez
Courtney Chelo
Jonathan Chines
Lisa Cimino
Elaine Cinelli
Arva Clark
Maryloou Clark
Susan Coakley
Alan Cohen
Leslie Cohen
Ellen Coletti
Jennifer Connor
Maureen Connor
David Costa
Waleria Couto
Kent Cowherd
Jose Crepaldi
Lisa Croteau
Glitza Crowley
Suzanne Curry
Jessica Curtis
Rosemary Cushing-King
Ruth Daniels
Carolyn Darack
Silvestre Darocha
Bianca Dasilva
Geisalberto De Oliveira
Edivaldo De Souza
Fabiola De Souza
Vanusa De Souza
Robert DeBlois
Alice Dembner

Maria deMorais
Erica Dente
Eileen Dern
Maria DeSouza
Wanderley DeSouza
Andrea Dettorre
Paulette Dettorre
Lirian Dias
Anne Dinoto
Marcio Domiciano
Catherine Dooley
Egonodos Santos
Jose Drummond
Sharon Dyer
Gary Elinoff
Thomas Emswiler
Peter & Peggy Enrich
Patricia Farrell
Marie Fede
Diane Felicio
Cleber Fernandes
Marcia Ferreira
Ari Fertig
Eduardo Filho & Gicelia Lopes
John & Joy Fisher
Abby Flam
Ruby Flores-Lopez
Kirk Foley
Maria Forgione
Manuel Franco
Romulo Franco
Bonnie Frank-Hume
Diana Freitas
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Carlos Furtado
Teodoro Galva
Jose Garcia
Stacie Garnett-Cooke
Daniel Garriga
For the Massachusetts Health Connector, having reliable, effective partners is vital in our efforts to bring health care access and affordability to everyone in Massachusetts. Our relationship with Health Care For All is a blueprint for how strong partnerships can have real, lasting impacts in families’ lives.

Jean Yang
The Massachusetts Health Connector
Executive Director
WHY I SUPPORT HEALTH CARE FOR ALL

HCFA is a trusted partner and an invaluable resource, not just for Massachusetts, but nationally.

Our work together on the Promoting the Consumer Voice in ACA Implementation in Massachusetts project highlighted their strengths in smart policy analysis combined with effective grassroots activation.

Andrew Hyman, Senior Program Officer
Robert Wood Johnson Foundation

Larry Siever
Alcione Silva
Judy Silva
Gesiani Silva
Ivaldo Silva
Marcio Silva
John Simons
Reena Singh
Brenio Siqueira
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Nilceia Toledo
Valdicea Toledo
Ellen Tolentino
Rogerio Tonel
Vanderleia Toso
Timothy Trask
Aline Travers
Barbara Treacy
If you want to go far, go together.

Lindsey Tucker
Kathryn Vandever
Alyssa Vangeli
Miqueias Vasconcelos
Victor Velasquez
Visiting Nurse Association of Greater Lowell, Inc.
Cynthia Wachenheim
Deborah Wachenheim
Mitchell & Barbara Wand
Camille Watson
Donald Wertlieb
Thomas & Cheryl Wilkinson
Sally Williams
Paul Williams
Susan Winning
Stephen Winter
Ivone Wisniewski
Penelope Yunuba
Rhonda Zaniewski

IN HONOR OF
Susan Assman
John Auerbach
Jeannine Boardman
Angela Dorenkamp
Erica Dorenkamp
Melissa Freitas
Hannah Frigand
“HCFA’s HelpLine”
Monica Lowell
Michael Miller
Olivia Moran
“My family who grew up without health care”
Richard Powers
Leanne Powers
Marie Reid
Rob Restuccia
Susan Sherry
“The New Year”
Deb Wachenheim

IN MEMORY OF
Kathleen Bennett
Mary Bruce
David W. Davis
Dr. George Holland
Sylvia Kravitz
Mr. & Mrs. Salvatore Marotta
Michele Martin Miller Moore
Bruce Spitz

HealthCare for all
If you want to go far, go together.