

Priority: Establish Council priority areas and tasks for 2014.						
Desired Outcome: Successfully fulfill Implementation Council charge and council member priorities.						
#	Major Objectives	Key Tasks	Start Date	Due Date	Responsible Party	Complete
1	Develop 2014 Workplan	Hear priority areas for Council input from MassHealth.	Feb-14	Mar-14	Implementation Council members & Priorities Workgroup	X
2		Gather feedback from all Council members on Council priorities for the coming year.	Feb-14	Mar-14	Chair and Council staff	X
3		Establish a working group to develop a workplan based on Council priorities.	Feb-14	Apr-14	Chair and Workgroup members	X
4		Develop an initial budget to present to MassHealth to complete the immediate activities in the workplan.	May-14	Jun-14	Chair and Workgroup members	
5		Seek Council approval of 2014 Workplan at May 2014 Implementation Council meeting.	Apr-14	May-14	Implementation Council Members	
6		Review and revise workplan on quarterly basis.	Aug-14	Jun-15	Implementation Council Members	
7		Determine Implementation Council member interest and willingness to participate in workplan activities and ongoing Council activities. If needed, determine process for adding new Council members.	Oct-14	Nov-14	Implementation Council Members	
Priority: Provide input on auto-assignment and broader roll-out						
Desired Outcome: MassHealth uses data and indicators recommended by Implementation Council to inform and shape future rounds of auto-assignment.						
#	Major Objectives	Key Tasks	Start Date	Due Date	Responsible Party	Complete
8	Recommend indicators to measure success of auto-assignment roll out and preparedness for future phases of auto-assignment.	Hear from MassHealth about the current indicators or criteria used for determining One Care plan capacity for auto-assignment enrollments.	Apr-14	Jun-14	Implementation Council and MassHealth	
9		Review EIP Survey data to determine the effectiveness of MassHealth notices and informational documents in reaching enrollees and providing them with the information needed to make enrollment decisions.	May-14	Apr-15	EIP Work Group	
10		Establish indicators to measure plan and provider competency with working with One Care eligible populations, including complying with the ADA; identify data source.	May-14	Sep-14	Implementation Council Members and Quality Work Group (continuation of EIP)	
11		Establish indicators to measure plan and provider capacity; identify data source.	May-14	Sep-14	Implementation Council Members and Quality Work Group (continuation of EIP)	
12		Determine how auto-assignment is effecting homeless populations by collecting anecdotal data and identifying additional data sources.	Jul-14	Sep-14	Implementation Council Members	
13		Determine how auto-assignment is effecting non-English speaking and English as a Second Language populations, including Latinos and Deaf individuals.	Sep-14	Mar-15	Implementation Council members and Quality Work Group (continuation of EIP)	
14		Recommend interventions to address identified issues.	Jul-14	Ongoing	Implementation Council Members and Quality Work Group (continuation of EIP)	

Priority: Participate in decision-making regarding the development and implementation of the IL-LTSS Coordinator.						
Desired Outcome: Members experience better access to LTSS under One Care with the assistance of competent and accessible IL-LTSS Coordinators.						
#	Major Objectives	Key Tasks	Start Date	Due Date	Responsible Party	Complete
15	Ensure success of the IL-LTSS Coordinator role.	Participate in IL-LTSS Coordinator Stakeholder Group and provide regular updates to the Council on IL-LTSS Coordinator rollout and barriers.	Mar-14	Ongoing	Implementation Council Representatives	
16		Invite stakeholders, including consumers and IL-LTSS Coordinators, to provide anecdotal evidence of the IL-LTSS Coordinator roll out at a Council meeting and to submit information via email.	Jul-14	Jun-15	Implementation Council members and stakeholders	
17		Review data collected by MassHealth around enrollee LTSS needs and use of the IL-LTSS Coordinator and develop recommendations about how to increase access to use of the IL-LTSS Coordinator.	Jun-14	Jun-15	Implementation Council members and stakeholders	
18		Develop indicators to measure consumer experience with IL-LTSS Coordinators.	Jun-14	Sep-14	EIP Work Group	

Priority: Monitor the overall performance of the Demonstration, including the ability of plans to meet the unmet needs on One Care enrollees.						
Desired Outcome: Implementation Council is used as an active workgroup to hear concerns regarding the roll out of One Care and address issues raised throughout the demonstration.						
#	Major Objectives	Key Tasks	Start Date	Due Date	Responsible Party	Complete
19	Ensure consumers have user-friendly access to information on One Care online.	Provide feedback to MassHealth on Council member experiences reviewing the user-friendliness of the One Care plan websites and affiliated sites (i.e. the MassHealth One Care website, Ombudsman site, and website with SHINE information).	May-14	Jun-14	Implementation Council members	
20	Request updates from One Care plans, One Care Ombudsman and SHINE.	Determine additional topics for One Care plan quarterly updates beginning in May 2014. Example topics include: financing, and successes and challenges.	Apr-14	May-15	Council members, plans, and MassHealth	
21		Hear updates from One Care plans on topics determined by the Council.	May-14	Jun-15		
22		Hear updates from One Care Ombudsman on semi-annual basis on topics determined by the Council.	Apr-14	Jan-15	Implementation Council members	
23		Hear updates from SHINE on semi-annual basis on topics determined by the Council.	Apr-14	Jun-15	Implementation Council members	
24	Collaborate with SHINE to ensure consumers have access to necessary information from SHINE Counselors and are aware of SHINE as a resource.	Hear an overview of the SHINE program to understand what information is available to SHINE counselors.	Apr-14	Apr-14	Implementation Council members and SHINE	X
25		Determine how best to partner with SHINE on outreach efforts made to hard to reach and minority populations. Provide recommendations, including data collection elements, if applicable.	Apr-14	Sep-14	Implementation Council members and SHINE	
26	Measure effect of One Care financing on utilization of services.	Determine what data on service utilization, quality, and ADA compliance, including communication access, will be available from MassHealth and on what timeline.	Apr-14	Jun-14	Implementation Council members and MassHealth	
27		Determine what data elements should be considered when monitoring the program and access to services. Examples include: use of acute hospital, psychiatric hospital, PCA, Day hab, home modifications, certified peer specialists, transportation.	Jun-14	Sep-14	Implementation Council members	
28		Develop or recommend mechanism for measuring medical and LTSS quality of services and utilization of service by One Care plans over time.	Jan-15	Jun-15	Implementation Council members	
29	Promote awareness of role of Recovery Learning Communities and the Peer Specialist role in One Care and on Care Teams.	Determine the extent of the use of Recovery Learning Communities and Certified Peer Specialists on One Care care teams.	Aug-14	Oct-14	Implementation Council members and MassHealth	
30		Provide recommendations to MassHealth on how to best promote awareness of Certified Peer Specialists and increase access to the role.	Sep-14	Nov-14	Implementation Council members	
31	One Care enrollees have opportunity to self-identify sexual orientation and gender identity during the comprehensive assessment.	Continue to work with MassHealth to develop recommended mechanisms for One Care plans to offer enrollees the opportunity to self-identify gender identity and sexual orientation during the comprehensive assessment process.	Jun-14	Aug-14	MassHealth and Implementation Council members.	

Priority: Provide input on outreach strategy to underserved populations.						
<i>Desired Outcome: Information about One Care is provided in an accessible and culturally competent way and reaches all target populations throughout the state.</i>						
#	Major Objectives	Key Tasks	Start Date	Due Date	Responsible Party	Complete
32	Enhance One Care outreach efforts to broad and diverse populations.	Participate in outreach events with partner organizations targeting hard to reach and under-resourced populations.	May-14	Ongoing	Implementation Council members	
33		Host a tele-town hall with One Care stakeholders to provide information on the program and to hear from stakeholders about their One Care experiences and questions.	Jun-14	Nov-14	Implementation Council members	
34		Hold semi-annual public hearings in different areas of the state to provide information on One Care and to hear from stakeholders about their One Care experiences and concerns. Activities could include tele-town hall component or could occur in conjunction with outreach efforts.	Sep-14	Ongoing	Implementation Council members	
35	Build a cohort of the CHW workforce who are informed of and engaged in One Care.	Connect with Community Health Worker (CHW) representatives to provide information on One Care and learn how CHWs fit into One Care service delivery and outreach.	Jan-14	Ongoing	Implementation Council members	
36		Enhance relationships between CHWs, ILCs and RLCs. Ex. Host forum that identifies next steps and measurable outcomes, develop 2-3 pilots.	Aug-14	TBD	Implementation Council members	
Priority: Provide input on provider outreach and education/training						
<i>Desired Outcome: Providers throughout the state are informed about One Care and can appropriately answer questions of their clients in regards to the program.</i>						
#	Major Objectives	Key Tasks	Start Date	Due Date	Responsible Party	Complete
37	Ensure providers are receiving adequate and appropriate information to develop financial, and other internal systems necessary to adequately serve enrollees	Seek feedback from providers on MassHealth and One Care plan trainings.	Jun-14	Mar-15	Implementation Council members and Provider Strategy Work Group	
38		Seek input from providers on current concerns regarding One Care (Ex. Focus groups or survey of providers.)	Aug-14	Sep-14	Implementation Council members and Provider Strategy Work Group	
39		Provide input on provider outreach strategy and activities informed by feedback received directly from providers and consumers.	Sep-14	Feb-14	Implementation Council members and Provider Strategy Work Group	

Priority: Provide recommendations on enrollee privacy.						
Desired Outcome: One Care enrollee privacy and confidentiality is maintained through adequate programmatic mechanisms developed and implemented by One Care plans.						
#	Major Objectives	Key Tasks	Start Date	Due Date	Responsible Party	Complete
40	Ensure enrollee privacy is protected.	Determine what individual One Care plans are doing to ensure privacy and confidentiality.	Aug-14	Oct-14	Implementation Council members, MassHealth and One Care plans	
41		Provide guidance on what data should be collected to measure how well One Care plans are protecting enrollee privacy. Ex. Collect consumer feedback.	Aug-14	Nov-14	Implementation Council members	
42		Determine how consumers perceive maintenance of privacy and confidentiality by One Care plans	Sep-14	Dec-14	Quality Workgroup	
Priority: Provide recommendations on independent monitoring and participate in ongoing quality monitoring and Early Indicators Project.						
Desired Outcome: Council member and community input further improves implementation and quality monitoring within One Care.						
#	Major Objectives	Key Tasks	Start Date	Due Date	Responsible Party	Complete
43	Ensure Implementation Council fulfillment of charge of playing a key role in monitoring access to health care.	Recommend a mechanism for the continuation of the Early Indicators Project workgroup, or similar workgroup, to track access to services and experiences of enrollees beyond the initial roll out of One Care.	Apr-14	Jun-14	Implementation Council members	
44		Hear from MassHealth regarding the quality process and timeline; form a workgroup consistent with the timeline.	May-14	Jun-14	Implementation Council members and MassHealth	