

2014 Work Plan Tasks	Status	Notes
Priority: Establish Council priority areas and tasks for 2014.		
Hear priority areas for Council input from MassHealth.	Completed	
Gather feedback from all Council members on Council priorities for the coming year.	Completed	
Establish a working group to develop a workplan based on Council priorities.	Completed	
Develop an initial budget to present to MassHealth to complete the immediate activities in the workplan.	Not started	2014 activities completed within Council budget
Seek Council approval of 2014 Workplan at May 2014 Implementation Council meeting.	Completed	
Review and revise workplan on quarterly basis.	Not started	
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.	Completed	Chair led and staff led engagement activities occurred
Priority: Provide input on auto-assignment and broader roll-out.		
Hear from MassHealth about the current indicators or criteria used for determining One Care plan capacity for auto-assignment enrollments.	Completed	Included in November MassHealth Update
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.	Complete	Reviewed EIP Survey 1 outcomes
Establish indicators to measure plan and provider competency with working with One Care eligible populations, including complying with the ADA; identify data source.	Not Started	
Establish indicators to measure plan and provider capacity; identify data source.	Partially Complete	Provider Strategy Work Group developed and administered a survey of One Care providers
Determine how auto-assignment is affecting homeless populations by collecting anecdotal data and identifying additional data sources.	Partially Complete	Included in EIP Survey 2 as well as in discussions with One Care plans
Determine how auto-assignment is affecting non-English speaking and English as a Second Language populations, including Latinos and Deaf individuals.	Partially Complete	Included in EIP Survey 2
Recommend interventions to address identified issues.	Partially Complete	

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Priority: Participate in decision-making regarding the development and implementation of the IL-LTSS Coordinator.		
Participate in IL-LTSS Coordinator Stakeholder Group and provide regular updates to the Council on IL-LTSS Coordinator rollout and barriers.	Completed	
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.	Not started	
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.	Partially Completed	Included in EIP Survey 2
Develop indicators to measure consumer experience with IL-LTSS Coordinators.	Completed	Included in EIP Survey 2
Priority: Monitor the overall performance of the Demonstration, including the ability of plans to meet the unmet needs on One Care enrollees.		
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).	Completed	Work Group meeting held
Determine additional topics for One Care plan quarterly updates beginning in May 2014. Example topics include: financing, and successes and challenges.	Completed	
Hear updates from One Care plans on topics determined by the Council.	Completed	
Hear updates from One Care Ombudsman on semi-annual basis on topics determined by the Council.	Completed	
Hear updates from SHINE on semi-annual basis on topics determined by the Council.	Completed	SHINE presented updates to Council, however often than anticipated
Hear an overview of the SHINE program to understand what information is available to SHINE counselors.	Completed	SHINE Presentation at April meeting
Determine how best to partner with SHINE on outreach efforts made too hard to reach and minority populations. Provide recommendations, including data collection elements, if applicable.	Partially Complete	Input was provided at April meeting
Determine what data on service utilization, quality, and ADA compliance, including communication access, will be available from MassHealth and on what timeline.	Partially Complete	In September 2014, Council members met with MassHealth regarding the availability of service and financial data

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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.	Partially Complete	Encounter Data Work Group established
Develop or recommend mechanism for measuring medical and LTSS quality of services and utilization of service by One Care plans over time.	Partially Complete	Encounter Data Work Group establish
Determine the extent of the use of Recovery Learning Communities and Certified Peer Specialists on One Care care teams.	Partially Complete	Council presentation and discussion at June meeting
Provide recommendations to MassHealth on how to best promote awareness of Certified Peer Specialists and increase access to the role.	Partially Complete	Council presentation and discussion at June meeting
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.	Not started	Included in EIP Surveys
Priority: Provide input on outreach strategy to underserved populations.		
Participate in outreach events with partner organizations targeting hard to reach and under-resourced populations.	Partially Complete	
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.	Not started	
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.	Not started	
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.	Partially Complete	Presentation at January Meeting
Enhance relationships between CHWs, ILCs and RLCs. Ex. Host forum that identifies next steps and measurable outcomes, develop 2-3 pilots.	Not started	
Priority: Provide recommendations on enrollee privacy.		
Seek feedback from providers on MassHealth and One Care plan trainings.	Not started	
Seek input from providers on current concerns regarding One Care (Ex. Focus groups or survey of providers.)	Completed	Provider survey conducted in August
Provide input on provider outreach strategy and activities informed by feedback received directly from providers and consumers.	Partially Complete	Provider outreach strategies discussed at October 2013 Council

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		meeting
Determine what individual One Care plans are doing to ensure privacy and confidentiality.	Partially Complete	Behavioral Health Privacy Work Group convened
Provide guidance on what data should be collected to measure how well One Care plans are protecting enrollee privacy. Ex. Collect consumer feedback.	Partially Complete	Behavioral Health Privacy Work Group convened
Determine how consumers perceive maintenance of privacy and confidentiality by One Care plans	Not started	
Priority: Provide recommendations on independent monitoring and participate in ongoing quality monitoring and Early Indicators		
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.	Partially Complete	Quality Work Group convened
Hear from MassHealth regarding the quality process and timeline; form a workgroup consistent with the timeline.	Completed	Quality Work Group convened