

Successes and Challenges facing One Care

Successes

1. Collaborative Work to Ensure Smooth Transition of FTC Enrollees and to Promote One Care Sustainability
2. Development of 2015-2016 Work Plan
3. Implementation Council Chair Involvement in Council Composition Changes
4. Collaborative Work on the Topic of Behavioral Health Privacy
5. Improving Working Relationships with One Care Plans and LTSS providers
6. Enhanced Outreach Approaches
7. Increased Understanding of the Unique Role of the External One Care Ombudsman, Its Contribution to Addressing Enrollee and System Challenges, and the Challenges It Faces in Carrying out Its Role

Challenges

1. Passive Enrollment Strategies
2. Consistent Collaboration
3. Barriers to Accessing Transparent Program Data
4. Implementation Council Constraints