

Date: Friday, February 15th, 2013

Start/End Time: 1 PM – 3 PM

Location: Transportation Building, 10 Park Plaza, Boston, Conference Rooms 1-3 on the Second Floor

Purpose of Meeting: This is the first meeting of the Implementation Council for the Duals Demonstration. The purpose of the meeting is for the Implementation Council to:

- Discuss and make decisions about the ongoing meeting structure and work plan;
- Select a Consumer Chair; and
- Provide guidance to MassHealth on the role of the Ombudsperson.

Anticipated Attendees: Suzann Bedrosian, Bruce Bird, Theodore Chelmow, Myiesha Demery, Joseph Finn, Anne Fracht, Rebecca Gutman, Dennis Heaphy, Audrey Higbee, Jeffrey Keilson, Denise Karuth (by phone), David Matteodo, Daniel McHale, Dale Mitchell, Vivian Nunez, Jorge Pagan-Ramos, Olivia Richard, Robert Rousseau, Peter Tallas, Howard Trachtman (by phone), Florette Willis

Handouts: Membership list and Ombudsperson presentation

Agenda

Introductions *(Implementation Council Members)*

Ombudsperson Discussion *(MassHealth and Implementation Council Members)*

**Consumer Chairperson Discussion
and Selection** *(Implementation Council Members)*

**Meeting Structure Discussion
and Work Plan** *(Implementation Council Members)*

Background Information

Consumer Chair Person

Role: The role of the Consumer Chair is to develop Implementation Council meeting agendas; facilitate the meeting; and ensure completion of work plan deliverables and the annual report.

Eligibility: The Consumer Chair will be selected by the Implementation Council. Only individuals identified as serving on the Implementation Council as MassHealth members or as family members or guardians of MassHealth members with disabilities are eligible to be the Consumer Chair. The list of eligible members includes:

- Suzann Bedrosian
- Myiesha Demery
- Joseph Finn
- Anne Fracht
- Dennis Heaphy
- Denise Karuth
- Vivian Nunez
- Jorge Pagan-Ramos
- Olivia Richard
- Howard Trachtman
- Florette Willis

The Consumer Chair should be selected at the meeting or by the Implementation Council by February 22nd, 2013 in order to prepare for the second meeting.

Meeting Structure Discussion

The Implementation Council will need to decide how to structure ongoing meetings. Items for discussion include:

- How will the Council make decisions?
- How frequently will meetings be held?
- Will all meetings be in-person meetings?
- Where will the meetings be held?
- How will the Council interact with public attendees?

Are there other elements of meeting structure that should be considered?

Work Plan Discussion

The Implementation Council will develop a work plan with prioritized activities. Examples of activities include:

- Examining ICO quality
- Reviewing issues raised through the grievances and appeals process and ombudsperson reports
- Examining access to services
- Participating in the development of public education and outreach campaigns

Are these the right activities? What other activities should be added to the work plan? What activities should be prioritized?