

**Date:** Friday, September 12, 2014

**Start/End Time:** 1 PM – 3 PM

**Location:** 1 Ashburton Place, 21<sup>st</sup> Floor – Boston, MA

**Purpose of Meeting:** The purpose of the meeting is for the Implementation Council to:

- Hear One Care updates from MassHealth
- Hear One Care Ombudsman Update and engage in discussion on topics raised
- Hear and provide feedback on workgroup updates: Consumer Meeting, Early Indicators Project/Quality Workgroup & Provider Strategy
- Discuss topics for ongoing quarterly reporting from One Care plans
- Hear from One Care stakeholders

**Anticipated Attendees:** Suzann Bedrosian, Bruce Bird, Theodore Chelmow, Myiesha Demery, Joe Finn, Anne Fracht, Rebecca Gutman, Dennis Heaphy (Chair) (by phone), Audrey Higbee, Denise Karuth (by phone), Jeff Keilson, David Matteodo, Dan McHale, Dale Mitchell, Vivian Nunez, Jorge Pagan-Ramos, Olivia Richard, Bob Rousseau, Howard Trachtman (Co-Chair) (by phone), Florette Willis (Co-Chair)

**Unable to Attend:** Peter Tallas,

**Guest:** Burt Pusch, RhD – Director, One Care Ombudsman

**Handouts:** Agenda, Meeting Minutes (7/25/14), Approved Motions Summary Document, MassHealth Presentation, Ombudsman Presentation, Quarterly Reporting by One Care Plans, EIP/Quality Presentation, Implementation Council Consumer Meeting Notes, One Care Provider Feedback Survey Results and Instrument. Documents will be available online at [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare).

### Agenda

**Welcome, Review of Agenda, Approval of Meeting Minutes** *(Council Co-Chair)*

**One Care Update** *(MassHealth)*

#### New Business

- One Care Ombudsman Update *(Burt Pusch)*
- Discussion on Topics Raised in Ombudsman Update *(Council members)*
- Outline for ongoing quarterly reporting by One Care plan updates *(Dennis Heaphy)*

#### Old Business

- Report back on Meeting with MassHealth *(Jeff Keilson)*
- Consumer Meeting Report back *(Florette Willis)*

#### Workgroup Updates

- Early Indicators Project & Quality Workgroup *(Olivia Richard)*
- Provider Strategy Workgroup *(Bruce Bird)*

**Comments from Attendees** *(All Stakeholders)*

**Upcoming Council Meeting**

Friday October 17, 2014 1:00-3:00pm  
Transportation Building, 10 Park Plaza  
Boston, MA