

One Care Implementation Council – Early Experience Proposal Feedback 9-20-13

	Secondary Data Collection (Excel sheet)	Primary Data Collection (Focus groups and surveys)	Overall Comments
Council Members	<p><b>LTS Coordinator</b></p> <ul style="list-style-type: none"> <li>○ Number of members who were offered an LTSS Coordinator</li> <li>○ Number of members who declined an LTSS Coordinator</li> <li>○ Number of members who were assessed by an LTSS Coordinator</li> <li>○ Number of members who asked to change their LTSS Coordinator</li> <li>○ Demographic information including: LGBT, Deaf, hard of hearing, Deafblind, age, and race and ethnicity</li> </ul>	<p><b>LTS Coordinator</b></p> <ul style="list-style-type: none"> <li>○ Did you have an assessment w/ an LTS Coordinator?</li> <li>○ Who informed you about the LTS Coordinator? (One Care plan, SHINE, PCP or other Care Team member, other)</li> <li>○ Was the LTS Coordinator able to help you get the LTSS you need?</li> <li>○ Were you satisfied with the work of your LTS Coordinator?</li> </ul> <p><b>Providers:</b> Survey representative sample of healthcare providers to obtain their assessment of patient experiences</p> <ul style="list-style-type: none"> <li>○ Especially important to include behavioral health inpatient providers</li> <li>○ Why are members opting or dropping out of the program?</li> <li>○ Do your patients like the program?</li> <li>○ Ask providers about access to and provision of services: <ul style="list-style-type: none"> <li>▪ Timely resolution of prior authorizations</li> <li>▪ Claim processing complexity</li> <li>▪ Increased administrative burden</li> </ul> </li> </ul>	<p><b>Reporting to Implementation Council</b></p> <ul style="list-style-type: none"> <li>○ Once for first year, bi-annually following 1st year</li> <li>○ Quarterly during first year</li> <li>○ Accessible, easy to interpret format</li> </ul> <p><b>Disability community involvement</b></p> <ul style="list-style-type: none"> <li>○ Outreach efforts</li> <li>○ No clear leadership role for the disability community in defining indicators and doing direct interviewing/surveying of consumers <ul style="list-style-type: none"> <li>▪ Qualified groups include: CQI, DAAHR, DPC, &amp; consumer consultants involved in review of Duals proposals</li> </ul> </li> </ul> <p><b>Other group involvement</b></p> <ul style="list-style-type: none"> <li>○ Partner with groups like Boston Healthcare for the Homeless throughout Early Assessment process to access and include the homeless pop. <ul style="list-style-type: none"> <li>▪ Conduct focus groups of homeless enrollees</li> </ul> </li> </ul> <p><b>Accommodations</b></p> <ul style="list-style-type: none"> <li>○ Focus group accommodations including, phone/internet access, transportation</li> </ul> <p><b>Cultural Competency</b></p> <ul style="list-style-type: none"> <li>○ Should be considered in development &amp; implementation of evaluation process</li> <li>○ Staff conducting surveys/interview should be trained by members of the disability community in common barriers experienced by dual eligibles</li> </ul>

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		<p><b>Communication</b></p> <ul style="list-style-type: none"> <li>○ For enrollees who are deaf or hard of hearing: If you placed a relay assisted call, was your call answered?</li> </ul> <p><b>Grievances and Appeals</b></p> <ul style="list-style-type: none"> <li>○ Ask enrollees directly if they have filed an grievance or appeal</li> </ul> <p><b>Additional Indicators</b></p> <ul style="list-style-type: none"> <li>○ Indicators to assess enrollee isolation should be considered                             <ul style="list-style-type: none"> <li>▪ How often do you see people besides your health care aides/assistants (if relevant)?</li> <li>▪ If you ever feel isolated, when do you feel most isolated (parts of day/night, week-weekends and/or holidays)?</li> </ul> </li> <li>○ The adequacy of training to One Care plan staff related to cultural competency and HIPPA requirements should be addressed in early indicators</li> </ul>	<p><b>Language and Communication</b></p> <ul style="list-style-type: none"> <li>○ No indication of data collection on primary language of enrollee</li> <li>○ Overall plan for Early Experience assessment should identify how to involve minorities groups including cultural, linguistic and ethnic minorities.</li> <li>○ Suggest hiring and involving individuals fluent in languages including Spanish, ASL, Chinese</li> <li>○ Communication access for individuals who are Deaf or hard of hearing, individuals with intellectual disabilities, individuals unable to read print</li> </ul> <p><b>Methodology</b></p> <ul style="list-style-type: none"> <li>○ Mixed methods approach should include more focus group and direct contact approaches and place less emphasis on written surveys</li> <li>○ More than one focus group should be considered for opt in/opt out groups</li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>○ Information on One Care online is difficult to find and navigate.</li> <li>○ Access to health care should be assessed through the lens of service delivery. Are homeless populations using emergency departments less?</li> </ul>

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Non-Council Members		<p><b>Continuity of Care</b></p> <ul style="list-style-type: none"> <li>○ How important is it to you to keep your current providers?</li> <li>○ How satisfied are you with your current providers?</li> </ul> <p><b>Provider Networks</b></p> <ul style="list-style-type: none"> <li>○ Is your current provider a part of your One Care plan’s network?</li> <li>○ Do you know how to find out if your provider is in a One Care plan network?</li> <li>○ How easy did you find it to determine if your provider was in a plan network?</li> </ul> <p><b>Enrollment/Disenrollment</b></p> <ul style="list-style-type: none"> <li>○ Do you know how to opt out of your plan (once enrolled)?</li> <li>○ If you opt out, is/will the plans provider network a factor if your decision?</li> </ul>	<p><b>Awareness:</b> Important to assess whether enrollees understand that their choice of providers/doctors is limited to a plans network.</p> <p><b>Claims Data:</b> Monitoring of claims data should include assessment of physical health services to individuals with psychiatric diagnosis to monitor for disparities of service provision.</p> <ul style="list-style-type: none"> <li>○ Units of service by unduplicated enrollee w/ psychiatric diagnosis and w/out psychiatric diagnosis</li> <li>○ All data collected should be public including identification of One Care plans, SHINE, and other entities involved in process.</li> </ul>