General	Source	Report Format
# of enrollees that elect to enroll in One Care	MassHealth	Monthly Report
# of enrollees that are auto-assigned to One Care	MassHealth	Monthly Report
# of enrollees that opt-out	MassHealth	Monthly Report
# of individuals that disenroll from One Care, by self-selection and auto-selection	MassHealth	Monthly Report
# of enrollees that disenroll from a plan and enroll in a new plan, by self-selection and auto-selection	MassHealth	Monthly Report
# of Serious Reportable Events (program level)	One Care plans	Quarterly Dashboard
# of Provider Preventable Conditions (program level)	One Care plans	Quarterly Dashboard
# of enrollees who have not participated in the comprehensive assessment, care planning process, or both and	One Care plans	Quarterly Dashboard
Categories = could not locate or engage the enrollee, enrollee declined, other		
Ombudsman Entity		
# of cases opened	Ombudsman	Quarterly Dashboard
# of cases closed	Ombudsman	Quarterly Dashboard
Disposition of calls	Ombudsman	Quarterly Dashboard
Categories to be determined over time		
# of complaints	Ombudsman	Quarterly Dashboard
Types of complaints	Ombudsman	Quarterly Dashboard
Categories to be determined over time		
Types of complainants	Ombudsman	Quarterly Dashboard
Categories to be refined over time - eligible enrollee, enrollee, family member, provider, other		
SHINE		
# of cases opened	SHINE	Quarterly Dashboard
# of cases closed	SHINE	Quarterly Dashboard
# of cases that included enrollment broker assistance (discussion or service provided)	SHINE	Quarterly Dashboard
# of cases that included enrollment assistance (discussion or service provided)	SHINE	Quarterly Dashboard
# of referrals out to other source by category	SHINE	Quarterly Dashboard
Categories - State Medicaid Office; Enrollment Broker; 1-800-MEDICARE; CMS Federal Coordinated Health Care Office; Appeals process; State Ombudsman; Not referred out; other		
# of outcomes by category of beneficiary disposition	SHINE	Quarterly Dashboard
Beneficiary disposition categories -Beneficiary decided to opt out of the program; Beneficiary enrolled in the program but enrolled in a different managed care plan instead of the one to which he/she was assigned; Beneficiary actively enrolled in the program and managed care plan of his/her choice; Beneficiary chose to remain enrolled in the program and managed care plan to which he/she was assigned; Beneficiary decision in progress		
Grievances and Appeals		
# of grievances	TBD	Quarterly Dashboard
# of internal appeals (all plans)	TBD	Quarterly Dashboard
# of external appeals (BOH)	TBD	Quarterly Dashboard
# of external appeals (IRE)	TBD	Quarterly Dashboard
Types of grievances	TBD	Quarterly Dashboard
Categories to be determined over time		
Resolution of grievances	TBD	Quarterly Dashboard
Categories to be determined over time		

Types of internal appeals (all plans)	TBD	Quarterly Dashboard
Categories to be determined over time		
Resolution of internal appeals (all plans)	TBD	Quarterly Dashboard
Categories to be determined over time		
Types of external appeals (MassHealth BOH)	TBD	Quarterly Dashboard
Categories to be determined over time		
Resolution of external appeals (MassHealth BOH)	TBD	Quarterly Dashboard
Categories to be determined over time		
Types of external appeals (Medicare IRE)	TBD	Quarterly Dashboard
Categories to be determined over time		
Resolution of external appeals (Medicare IRE)	TBD	Quarterly Dashboard
Categories to be determined over time		
MassHealth Customer Service		
Average daily encounter volume, by inquiry type and customer type	MassHealth Customer Service	Quarterly Dashboard
# of encounters answered, by inquiry type and customer type	MassHealth Customer Service	Quarterly Dashboard
# of encounters abandoned	MassHealth Customer Service	Quarterly Dashboard
# of calls that received busy signals	MassHealth Customer Service	Quarterly Dashboard
Speed of answering calls	MassHealth Customer Service	Quarterly Dashboard
# of first call resolutions achieved	MassHealth Customer Service	Quarterly Dashboard
The average hold time for abandoned encounters	MassHealth Customer Service	Quarterly Dashboard
The average hold time for answered encounters	MassHealth Customer Service	Quarterly Dashboard
Trends and issues in the encounters received	MassHealth Customer Service	Quarterly Dashboard