

The Experience of One Care Members Transitioning from Fallon Total Care
Addendum to the Fallon Transition Survey Report
September 28, 2017

One Care is designed to integrate care for dually-eligible (Medicare and Medicaid) members age 21 to 64 at the time of enrollment. One Care provides for members' primary, acute, specialty, and behavioral health care needs, as well as prescription medications and long-term services and support (LTSS) needs, under a single health plan. Launched in October 2013, One Care was initially offered by three health plans – Commonwealth Care Alliance (CCA), Network Health (now Tufts-Health Unify (Tufts)), and Fallon Total Care (FTC). FTC ended its participation in the One Care program in September 2015. Members who had been enrolled in FTC could choose to enroll in either CCA or Tufts (if available); enroll in a Medicare Advantage plan; or return to fee-for-service (FFS) MassHealth and original Medicare. FTC member who did not make a choice were automatically enrolled into MassHealth FFS and Medicare.

The goals of the Fallon Transition Survey were to examine members' experiences with the transition from FTC to a new One Care plan or back to FFS; to compare members' experiences with and perceptions of their care when they were enrolled in FTC with their new care after FTC's closure; and to determine if there were differences in the experiences and perceptions of members moving to another One Care plan compared to those returning to FFS. The survey was administered in the summer of 2016 to 1,532 randomly selected former FTC members; 65% of members in the sample had moved back to FFS while 35% had moved to another One Care plan.

A total of 494 members responded to the survey (an overall response rate of 32%). Among responding members, 298 (60%) had moved to FFS and 196 (40%) had moved to another One Care plan, with 134 moving to Tufts and 62 moving to CCA. A report of findings from the Fallon Transition Survey was provided to MassHealth in June 2017, and a presentation of findings was made to the One Care Implementation Council on July 25, 2017. Members of the Implementation Council expressed interest in additional analyses to determine if there were differences in the experiences and perceptions of members who moved to Tufts in comparison to CCA. In response to this request, we examined differences between members moving to Tufts and members moving to CCA on the following questions (survey question number is provided):

- Q12a - Do you use or need prescription medications? (yes or no)
 - Q12b - If yes, compared to FTC how do you rate your new plan in meeting your needs? (much better to much worse)
- Q14a - Do you use or need medical equipment or supplies? (yes or no)
 - Q14b - If yes, compared to FTC how do you rate your new plan in meeting your needs? (much better to much worse)
- Q15b - How easy or difficult is it to get the care you need? (very easy to very difficult)
- Q15c - How does care under your new plan compare to FTC? (much better to much worse)
- Q15d - How satisfied are you with your new plan? (completely satisfied to completely dissatisfied)

There were no statistically significant differences between members moving to Tufts and members moving to CCA on Q12a, Q12b, Q14a, Q14b, and Q15c. However, members moving from FTC to CCA were significantly more likely to rate their new plan as about the same or better, and were significantly more likely to be completely or somewhat satisfied with their new plan, than members moving to Tufts.

We recommend caution in drawing any conclusions about differences in the perceptions of members in CCA compared to Tufts based on these findings. The major goal of the Fallon Transition Survey was to determine if there were differences in the experiences and perceptions of members transitioning from FTC to another One Care plan compared to those returning to FFS MassHealth/Medicare, not to compare the experiences of members moving to CCA and Tufts. The number of members in CCA and Tufts who responded to the Fallon Transition Survey (“n”) is very small. Although we did observe statistically significant differences between members in CCA and members in Tufts in their perception of their care compared to FTC and their overall satisfaction with care, it will be important to examine whether these differences persist with a larger sample of members.

Differences in Perceptions of Members Moving from FTC to CCA or Tufts

		<u>CCA</u>	<u>Tufts</u>
		% (n*)	% (n*)
Care Compared to FTC**	<i>Much better, little better or about the same</i>	88 (50)	75 (98)
	<i>Little worse or much worse</i>	12 (7)	25 (33)
Overall Satisfaction with Care**	<i>Completely or somewhat satisfied</i>	80 (47)	65 (86)
	<i>Neither satisfied nor dissatisfied, somewhat or completely dissatisfied</i>	20 (12)	35 (46)

*indicates the number of members responding to the specific question

** p<.05

Other surveys administered to One Care members in 2017, including the One Care Quality of Life Survey, the One Care Member Experience Survey, and the One Care Disenrollment Survey, will offer better sources of data to examine differences in the experiences of members in CCA compared to Tufts. MassHealth is currently reviewing a draft report of findings from the 2017 One Care Quality of Life Survey. UMMS is currently analyzing data from the Member Experience Survey and the Disenrollment Survey; reports of the findings from these surveys will be expected to be available later in the fall.

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