**Fallon Transition Survey Report Presentation – June 2017**

# **Slide 1**

**The Experiences of One Care Members Transitioning from Fallon Total Care**

Findings from the Fallon Transition Survey

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Background

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**One Care**

* One Care is a program for individuals ages 21 to 64 who are dually eligible for both MassHealth and Medicare (“dual eligibles”)
	+ Covers all Medicare, MassHealth, and prescription drug benefits, including Medicare Part D, plus additional benefits, all under the same plan, at no cost to members
	+ Provides integration of primary, specialty and behavioral health care, as well as Long-Term Services and Supports (LTSS)
	+ Each member has a care coordinator and may also request a Long-Term Supports (LTS) Coordinator
* More information about One Care can be found on the website at: [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare).
* When enrollment began on October 1, 2013, there were three participating health plans: Commonwealth Care Alliance (CCA), Fallon Total Care (FTC) and Network Health (now Tufts Health Unify [Tufts]).

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**Closure of Fallon Total Care (FTC)**

* As of June 1, 2015, there were:
	+ 10,430 members enrolled in CCA (59% of One Care members);
	+ 1,801 members enrolled in Tufts (10% of members); and
	+ 5,474 members enrolled in FTC (31% of members).
* FTC’s service areas included Worcester, Hampshire and Hampden counties
* On June 17, 2015, FTC announced it would end its participation in One Care as of September 30, 2015.
* FTC members could choose to:
	+ enroll in another One Care plan if available;
	+ enroll in a Medicare Advantage plan; or
	+ return to Fee-For-Service (FFS) MassHealth and original Medicare (with a Medicare Part D plan).
	+ FTC members who did not make another choice were automatically enrolled into MassHealth FFS and Medicare (including a Part D plan), as of October 1, 2015.

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**FTC Transition Efforts**

* FTC, MassHealth, CMS, and other stakeholders worked to ensure a smooth transition for FTC members, including:
	+ Sent letters to members about the closure that included information about the transition, preliminary coverage options, and who to call for help
	+ Held information and enrollment sessions in Worcester and Springfield where members could ask questions and learn more about their choices
	+ Held weekly stakeholder meetings
	+ Held inter-agency workgroups to ensure continuity of care for members with existing prior authorizations and to connect high-risk members with additional services
	+ Created a new page on the One Care website with information related to the closing

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**Fallon Transition Survey**

To understand members’ experiences with the transition from FTC into either a new One Care plan or back to FFS, MassHealth partnered with the UMass Medical School (UMMS)’ Center for Health Policy Research (CHPR) to conduct a survey of former FTC members.

Survey Objectives:

* + To examine members’ experiences with the transition process from FTC to a new One Care plan or FFS; and
	+ To compare and contrast members’ experiences with their care when they were enrolled in FTC with their new care after FTC’s closure, including:

Experiences with providers

Experiences with getting service needs met

Overall satisfaction with care

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Survey Methods

Fallon Transition Survey

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**Fallon Transition Survey: Content**

Content developed by CHPR in consultation with MassHealth staff and members of the One Care Implementation Council

Two parallel versions of the survey were developed:

1. One for members moving to a new One Care plan, and

2. One for members moving back to MassHealth/Medicare FFS

Survey domains/questions covered members’ perceptions of and experiences with:

Learning about and getting assistance during FTC closing

Providers and services under new One Care plan or FFS

Overall satisfaction with change

Member demographic and disability information

Survey included 26 core questions with multiple “skips”

Members “skip” questions that aren’t relevant to their situation

Members may choose to not answer questions

The number of members responding to each question varied

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**Fallon Transition Survey: Administration**

Survey administered by CHPR’s Office of Survey Research

Sample included 1,532 randomly-selected former FTC members

65% of members in the sample had moved back into FFS

35% had moved to a new One Care plan (CCA or Tufts)

Survey was fielded from June 2016 to August 2016

Administered by phone and through the mail

Available in both English and Spanish

494 members responded to the survey

32% response rate

Overall response types/rates can be viewed in Appendix A at the end of the presentation (slide 41).

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**Fallon Transition Survey: Data Analysis**

Analysis focused on experiences of the two groups of members

Moved from FTC to CCA or Tufts1

Referred to as “*Moved to new One Care*”

Moved from FTC to MassHealth/Medicare FFS

Referred to as “*Moved back to FFS*”

Data were analyzed using SAS statistical software

Descriptive statistics – frequencies and percentages – were generated for all survey questions

Statistical tests – chi square and logistic regression – were used to examine if there were significant differences in the experiences of the two groups of members

*Moved to new One Care compared to moved back to FFS*

1Members moving to CCA or Tufts were grouped together for all analyses; responses for members in CCA vs. Tufts were not examined separately.

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Responding Member Characteristics

*Demographic and Disability Characteristics*

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**Demographic Characteristics of Members**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Moved to new One Care (n=196) | Moved back to FFS(n=298) |
| **Age** | 21-44 | 33% | 38% |
|  | 45 and over | 77% | 72% |
| **Gender** | Male | 46% | 51% |
|  | Female | 54% | 49% |
| **Sexual Orientation** | Heterosexual | 95% | 94% |
|  | Gay/Lesbian | 4% | 3% |
|  | Bisexual/asexual | 1% | 3% |
| **Education** | Less than high school | 20% | 21% |
|  | High school/GED | 34% | 43% |
|  | Some college or more | 42% | 36% |

*There were no statistically significant differences between members moving to a new One Care plan and those moving back to FFS in terms of age, gender, sexual orientation or education.*

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**Demographic Characteristics of Members**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Moved to new One Care (n=196) | Moved back to FFS(n=298) |
| **Race** | White | 80% | 76% |
|  | Black/African American | 5% | 8% |
|  | American Indian | 3% | 6% |
|  | Asian | 1% | 1% |
|  | Other | 13% | 13% |
| **Ethnicity** | Hispanic/Latino | 19% | 18% |
| **Primary Language** | English | 91% | 88% |
|  | Spanish | 8% | 9% |
|  | Other | 1% | 3% |

*There were no statistically significant differences between members moving to a new One Care plan and those moving back to FFS in terms of race, ethnicity or primary language spoken at home.*

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**Member Self-Reported Disabilities/Conditions**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Moved to new One Care (n=196) | Moved back to FFS(n=298) | Sections highlighted by the presenter |
| Mental/psychiatric disability | 77% | 69% |  The presenter is comparing these two percentages |
| Physical/mobility disability | 58% | 51% |  |
| Long-term illness | 56% | 46% | The presenter is comparing these two percentages |
| Visual impairment/Blind | 38% | 33% |  |
| Learning disability | 27% | 30% |  |
| Hearing loss/Deaf | 17% | 15% |  |
| Developmental disability | 9% | 11% |  |
| Alcohol/drug use | 6% | 6% |  |
| Other | 57% | 52% |  |

*Members moving to a new One Care plan were significantly more likely to report a mental/psychiatric condition (p<.06) and to report a long-term illness (p<.04) than those moving back to FFS.*

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**Other Disability Characteristics of Members**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Moved to new One Care (n=196) | Moved back to FFS(n=298) |
| **Number of disabling conditions** | 1 condition | 12% | 14% |
|  | 2 or more conditions | 84% | 80% |
|  | None | 4% | 6% |
| **Rating category** |  |  |  |
| C3 – community living members with high ADL needs | C3A | 25% | 16% |
|  | C3B | ˂1% | ˂1% |
| C2 – community living members with high behavioral health needs | C2A | 33% | 31% |
|  | C2B | 5% | 8% |
| C1 – other community living members | C1 | 37% | 45% |

*Members moving to a new One Care plan were significantly more likely to be in Rating Category C3 and less likely to be in Rating Category C1 compared to those moving back to FFS (p<.05). There were no statistically significant differences in number of disabling conditions between the two groups.*

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Survey Findings: Members Transitioning from Fallon Total Care

*Members’ Experiences with FTC Transition Process*

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**Experiences with FTC Closing**

***Learned About FTC Closing***

|  |  |  |
| --- | --- | --- |
|  | Moved to new One Care (n=196) | Moved back to FFS(n=298) |
| Recalled Receiving Letter about Closing | 77% | 74% |
| Heard About Closing from Care Team | 36% | 32% |

*The majority of members recalled getting a letter about FTC closing. Differences between the two groups (moved to new One Care vs moved back to FFS) were not statistically significant.*

*Among members receiving the letter, over 80% in both groups reported that the letter was very/somewhat easy to understand.*

*About one-third of members heard about FTC closing from someone on their care team. Differences between the two groups (moved to One Care vs moved to FFS) were not statistically significant.*

*Some members learned about FTC closing from both the letter and someone on their care team.*

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**Experiences with FTC Closing**

***Sought Assistance During FTC Closing***

|  |  |  |  |
| --- | --- | --- | --- |
|  | Moved to new One Care (n=196) | Moved back to FFS(n=298) | Sections highlighted by the presenter |
| Called MassHealth Customer Service | 58% | 41% | 58% versus 41% called MassHealth |
| Talked with FTC Navigator | 43% | 34% |  |
| Contacted Medicare\* | 34% | 35% |  |
| Contacted One Care Ombudsman\* | 16% | 9% | 16% versus 9% contacted the One Care Ombudsman |
| Contacted SHINE\* | 7% | 6% |  |
| Attended Public Information Center\* | 5% | 4% |  |

*\*Survey did not include a question about the helpfulness of these 4 sources of information.*

*Members moving to a new One Care plan were significantly more likely to call MassHealth Customer Service (p<.001) and to contact the One Care Ombudsman (p<.01) for help than members moving back into FFS. Other differences (in seeking assistance) between the two groups of members were not statistically significant.*

*Among members in both groups that used assistance, over 89% reported that MassHealth Customer Service was very or somewhat helpful, and over 95% reported that their Navigator was very or somewhat helpful.*

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Survey Findings: Members Transitioning from Fallon Total Care

*Experiences with Current PCP and Care Coordinator Compared to FTC*

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**Experiences with Primary Care Provider (PCP)**

***Stayed with or changed PCP***

|  |  |  |  |
| --- | --- | --- | --- |
|  | Moved to new One Care (n=196) | Moved back to FFS(n=298) | Sections highlighted by the presenter |
| Stayed with PCP | 54% | 64% | The presenter is comparing these two percentages |
| Changed PCP | 36% | 19% | The presenter is comparing these two percentages |
| Do not have PCP | 4% | 6% |  |
| Don’t know/Not sure | 6% | 11% |  |

*After moving from FTC, members moving to a new One Care plan were significantly more likely to have changed PCPs than members moving back to FFS (p<.0001). Among members with a current PCP, the majority in both groups were somewhat or extremely satisfied with their PCP, and there were no statistically significant differences in satisfaction between the two groups.*

***Satisfaction with Current PCP – This is presented as a pie chart***

|  |  |  |
| --- | --- | --- |
|  | Moved to new One Care (n=166) | Moved back to FFS(n=229) |
| Extremely satisfied | 58% | 60% |
| Somewhat satisfied | 29% | 30% |
| Somewhat dissatisfied | 9% | 7% |
| Extremely dissatisfied | 4% | 3% |

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**Experiences with Care Coordinator: Members who Moved to new One Care Plan**

Care Coordination is a core service under One Care, and all members are assigned a Care Coordinator.

*Met with Care Coordinator - Moved to new One Care (n=196) -* ***This is presented as a bar graph***

|  |  |
| --- | --- |
| Yes | 68% |
| No | 19% |
| Don’t Know/Not Sure | 13% |

*Satisfaction with Care Coordinator - Moved to new One Care (n=130);* ***– This is presented as a pie chart***

|  |  |
| --- | --- |
| Extremely satisfied | 48% |
| Somewhat satisfied | 41% |
| Somewhat dissatisfied | 7% |
| Extremely dissatisfied | 4% |

*The majority of members (68%) who moved to a new One Care plan reported meeting with their Care Coordinator since moving. Among members who met with their Care Coordinator (n=130), almost 90% reported being extremely or somewhat satisfied with the coordinator.*

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**Experiences with Care Coordinator: Members who Moved back to FFS**

While Care Coordination is not a core service under MassHealth/Medicare FFS, a small number of members moving back to FFS (n=23 or 8%) reported that they had a Care Coordinator under FFS.

*Met with Care Coordinator - Moved to back to FFS (n=23) -* ***This is presented as a pie***

|  |  |
| --- | --- |
| Yes | 61% |
| No | 22% |
| Don’t Know/Not Sure | 17% |

*Satisfaction with Care Coordinator - Moved to back to FFS (n=23) -* ***This is presented as a pie chart***

|  |  |
| --- | --- |
| Extremely satisfied | 55% |
| Somewhat satisfied | 41% |
| Somewhat dissatisfied | 0% |
| Extremely dissatisfied | 4% |

*Over 60% of members moving back to FFS who reported having a Care Coordinator (n=23) had met with the coordinator since moving back to FFS. Among this small number of members, the large majority (96%) were somewhat or extremely satisfied with their Care Coordinator.*

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**Current Care Coordination Compared to FTC - *This is presented as two bar graphs in the presenter’s original PPT***

* Members in both groups were asked to compare their current care coordination to the care coordination they received under FTC.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Moved to new One Care (n=130) | Comparisons by top 3 categories and bottom 2 categories | Moved back to FFS(n=23) | Comparisons by top 3 categories and bottom 2 categories |
| Much better | 28% | These three categories comprised 78% of the survey response population for this question | 26% | These three categories comprised 83% of the survey response population for this question |
| A little better | 17% | 26% |
| About the same | 33% | 31% |
| A little worse | 17% | These two categories comprised 22% of the survey response population for this question | 13% | These two categories comprised 17% of the survey response population for this question |
| Much worse | 5% | 4% |

*78% of members moving to a new One Care plan and 83% of those moving back to FFS rated their current care coordination as “about the same” or “better” than care coordination under FTC. There was no statistically significant difference in the rating of current care coordination between those moving to a new One Care plan vs. back to FFS.*

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Survey Findings: Members Transitioning from Fallon Total Care

*Members Service Needs and Perceptions of Current Services Compared to FTC*

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**Service Needs and Perceptions of Current Services**

* Members in both groups – moved to a new One Care plan and moved back to FFS – were asked whether they use or need the following services:
	+ Medications
	+ Specialists
	+ Dental Care
	+ Mental Health Care
	+ Personal Care
	+ Equipment and supplies
* Members who reported using/needing a service were asked the following question about each service:
	+ *“Compared to FTC, how would you rate [new One Care plan or FFS] in meeting your needs for [the specific service]?”*
* The number of members using/needing each service varied

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**Members’ Use/Need for Select Medical Services and LTSS - *This is presented as a bar graph***

|  |  |  |  |
| --- | --- | --- | --- |
|  | Moved to new One Care (n=196) | Moved back to FFS(n=298) | Sections highlighted by the presenter |
| **Medical Services** |  |
| Medications | 97% | 93% | The presenter is comparing these two percentages |
| Specialist(s) | 83% | 73% | The presenter is comparing these two percentages |
| Dental Care | 79% | 76% |  |
| Mental Health Services | 61% | 51% | The presenter is comparing these two percentages |
| **Long-Term Services and Supports** |  |
| Personal Care | 34% | 24% | The presenter is comparing these two percentages |
| Equipment/Supplies | 41% | 27% | The presenter is comparing these two percentages |

*Members moving to a new One Care plan were significantly more likely to report that they use/need medications (p<.04), specialist(s) (p<.01), mental health services (p<.06), and LTSS, including personal care services (p<.05) and medical equipment/supplies (p<.01), than members moving back to FFS. The difference in use/need for dental care between the two groups was not significant*.

**Slide 27 Medications and Specialists: How does your new One Care plan or FFS compare to FTC? - *This is presented as a bar graph***

***Medications***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Moved to new One Care (n=188) | Comparisons by top 3 categories and bottom 2 categories | Moved back to FFS(n=268) | Comparisons by top 3 categories and bottom 2 categories |
| Much better | 22% | 92% | 17% | 66% |
| A little better | 12% | 10% |
| About the same | 58% | 39% |
| A little worse | 5% | 8% | 21% | 34% |
| Much worse | 3% | 13% |

*Members who moved back to FFS were significantly more likely to rate FFS* ***as worse in meeting their needs for medications*** *in comparison to FTC than those moving to a new One Care plan (34% vs 8%, p<.001).*

***Specialists***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Moved to new One Care (n=158) | Comparisons by top 3 categories and bottom 2 categories | Moved back to FFS(n=206) | Comparisons by top 3 categories and bottom 2 categories |
| Much better | 24% | 85% | 22% | 79% |
| A little better | 12% | 10% |
| About the same | 49% | 47% |
| A little worse | 9% | 15% | 10% | 21% |
| Much worse | 6% | 11% |

*There was* ***no statistically significant difference*** *in how members moving to a new One Care plan vs. back to FFS rated One Care/FFS in meeting their needs for specialists in comparison to FTC.*

**Slide 28 Dental Care and Mental Health Services: How does your new One Care plan or FFS compare to FTC? - *This is presented as a bar graph***

***Dental Care***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Moved to new One Care (n=153) | Comparisons by top 3 categories and bottom 2 categories | Moved back to FFS(n=216) | Comparisons by top 3 categories and bottom 2 categories |
| Much better | 23% | 85% | 21% | 71% |
| A little better | 12% | 10% |
| About the same | 50% | 40% |
| A little worse | 10% | 15% | 10% | 29% |
| Much worse | 5% | 19% |

*Members who moved back to FFS were significantly more likely to rate FFS* ***as worse in meeting their needs for dental care*** *in comparison to FTC than those moving to a new One Care plan (29% vs 15%, p<.007).*

***Mental Health Services***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Moved to new One Care (n=117) | Comparisons by top 3 categories and bottom 2 categories | Moved back to FFS(n=147) | Comparisons by top 3 categories and bottom 2 categories |
| Much better | 17% | 87% | 18% | 85% |
| A little better | 3% | 6% |
| About the same | 67% | 61% |
| A little worse | 9% | 13% | 9% | 15% |
| Much worse | 4% | 6% |

*There was* ***no statistically significant difference*** *in how members moving to a new One Care plan vs. back to FFS rated One Care/FFS in meeting their needs for mental health services in comparison to FTC*.

**Slide 29 Personal Care Services and Equipment/Supplies: How does your new One Care plan or FFS compare to FTC? - *This is presented as a bar graph***

***Personal Care Services***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Moved to new One Care (n=64) | Comparisons by top 3 categories and bottom 2 categories | Moved back to FFS(n=70) | Comparisons by top 3 categories and bottom 2 categories |
| Much better | 27% | 84% | 14% | 57% |
| A little better | 19% | 11% |
| About the same | 38% | 32% |
| A little worse | 14% | 16% | 19% | 43% |
| Much worse | 2% | 24% |

*Members who moved back to FFS were significantly more likely to rate FFS* ***as worse in meeting their needs for personal care*** *in comparison to FTC than those moving to a new One Care plan (43% vs 16%, p<.002).*

***Equipment/Supplies***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Moved to new One Care (n=78) | Comparisons by top 3 categories and bottom 2 categories | Moved back to FFS(n=77) | Comparisons by top 3 categories and bottom 2 categories |
| Much better | 23% | 79% | 9% | 74% |
| A little better | 6% | 9% |
| About the same | 51% | 56% |
| A little worse | 15% | 21% | 14% | 26% |
| Much worse | 5% | 12% |

*There was* ***no statistically significant difference*** *in how members moving to a new One Care plan vs. back to FFS rated One Care/FFS in meeting their needs for equipment or supplies in comparison to FTC.*

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**Perceptions of Current Services Compared to FTC: Do member characteristics make a difference?**

* There were some notable differences in perceptions among members who moved to a new One Care plan vs. back to FFS
	+ Compared to those who moved to a new One Care plan, members who moved back to FFS were *significantly more likely to rate FFS as worse* than FTC in meeting their needs for:
		- medications
		- dental care
		- personal care services
		- These findings did not change in logistic regression analyses used to control for member characteristics, including demographics, self-reported disabling conditions and rating category

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Survey Findings: Members Transitioning from Fallon Total Care

*Overall Experience and Satisfaction with new One Care plan vs. FFS*

**Slide 32 Ease of Moving from FTC and Getting Care - *This is presented as a bar graph***

* Members in both groups were asked to rate how easy it was to move from FTC and how easy it is to get the care they need since moving.

***Ease of Moving from FTC***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Moved to new One Care (n=196) | Comparisons by top 2 categories and bottom 2 categories | Moved back to FFS(n=298) | Comparisons by top 2 categories and bottom 2 categories |
| Very Easy | 46% | 75% | 43% | 76% |
| Somewhat easy | 29% | 33% |
| Somewhat difficult | 18% | 25% | 14% | 24% |
| Very difficult | 7% | 10% |

*There was* ***no statistically significant difference*** *in how members moving to a new One Care plan vs. back to FFS rated the ease of moving from FTC.*

***Ease of Getting Needed Care***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Moved to new One Care (n=196) | Comparisons by top 2 categories and bottom 2 categories | Moved back to FFS(n=298) | Comparisons by top 2 categories and bottom 2 categories |
| Very Easy | 44% | 78% | 40% | 72% |
| Somewhat easy | 34% | 32% |
| Somewhat difficult | 17% | 22% | 22% | 28% |
| Very difficult | 5% | 6% |

*There was* ***no statistically significant difference*** *in how members moving to a new One Care plan vs. back to FFS rated the ease of getting the care they need since moving.*

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**Overall Satisfaction with new One Care plan vs. FFS - *This is presented as a bar graph***

* Members in both groups were asked how their care now compares to FTC and how satisfied they are overall with their care now.

***Care Now Compared to FTC***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Moved to new One Care (n=196) | Comparisons by top 3 categories and bottom 2 categories | Moved back to FFS(n=298) | Comparisons by top 3 categories and bottom 2 categories |
| Much better | 25% | 79% | 17% | 76% |
| A little better | 18% | 12% |
| About the same | 36% | 47% |
| A little worse | 16% | 21% | 17% | 24% |
| Much worse | 5% | 7% |

*There was* ***no statistically significant difference*** *in how members moving to a new One Care plan vs. back to FFS rated their care now compared to FTC.*

***Overall Satisfaction with Care***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Moved to new One Care (n=196) | Comparisons by top 3 categories and bottom 2 categories | Moved back to FFS(n=298) | Comparisons by top 3 categories and bottom 2 categories |
| Completely satisfied | 41% | 69% | 34% | 66% |
| Somewhat satisfied | 28% | 32% |
| Neither satisfied nor dissatisfied | 13% | 31% | 20% | 34% |
| Somewhat dissatisfied | 12% | 10% |
| Complete dissatisfied | 6% | 4% |

*There was* ***no statistically significant difference*** *in how members moving to a new One Care plan vs. back to FFS rated their overall satisfaction with their care.*

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Survey Findings: Members Transitioning from Fallon Total Care

*Overall Satisfaction Among Members with Specific Service Needs*

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**Specific Service Needs and Overall Satisfaction**

* *Does overall satisfaction with care differ between members with and without specific services needs?*
* Among members *moving from FTC to a new One Care plan*
	+ No significant differences in overall satisfaction with care between members with and without need for:
		- Mental health services; dental care; medications; personal care services
* Among members *moving from FTC back to FFS*
	+ No significant differences in overall satisfaction with care between members with and without need for:
		- Mental health services; oral/dental care; medications
	+ However, members needing personal care services were significantly less satisfied with their care under FFS than members not needing help with personal care (p<.05)

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Summary Findings

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**Overall Similarities between two groups of Members: Moving from FTC to a new One Care plan or back to FFS**

* The two groups of members were similar in many ways
	+ Demographic and disability characteristics
	+ Satisfaction with Primary Care Provider
	+ Satisfaction with Care Coordinator and ratings of current Care Coordinator compared to FTC
		- However, only 8% of members moving back to FFS had a Care Coordinator
	+ Ratings for certain services under their current care (One Care or FFS) compared to FTC, including:
		- Specialists;
		- Mental health services; and
		- Equipment and supplies.
	+ Ratings of ease of moving from FTC and of getting needed care since moving
	+ Overall ratings of the care now compared to FTC
	+ Overall satisfaction with their care
		- *69% of members moving to a new One Care plan and 66% of members moving back to FFS were somewhat or completely satisfied with their new care*

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**Overall Differences between two groups of Members: Moving from FTC to a new One Care plan or back to FFS**

* There were some notable differences between the two groups of members
* Compared to members moving back to FFS, those moving to a new One Care plan were significantly more likely to:
	+ Be in Rating Category C3;
	+ Report having a mental or psychiatric condition;
	+ Report having a long-term illness;
	+ Have contacted MassHealth Customer Service and to have contacted the One Care Ombudsman for assistance with the move;
	+ Have changed Primary Care Providers; and
	+ Report needing medications, specialists, mental health services, personal care services, and equipment/supplies.

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**Overall Differences between two groups of Members: Moving from FTC to a new One Care plan or back to FFS**

* Other notable differences between the two groups
* Compared to members moving to a new One Care plan, those moving back to FFS were significantly more likely to:
	+ Rate *FFS as worse compared to FTC* in meeting their needs for:
		- Medications;
		- dental care; and
		- personal care services.

**Slide 40**

**Conclusions**

* Overall satisfaction with care was generally high among both groups of members transitioning from FTC
	+ Members moving to a new One Care plan and those moving back to FFS
* However, members moving from Fallon Total Care back to FFS experienced *FFS as less effective in meeting their needs for certain services that were specifically enhanced in the One Care model*
	+ Medications, dental care, and personal care services

**Slide 41**

**Appendix A: Count of Response Types/Rates for Fallon Transition Survey Sample**

|  |  |
| --- | --- |
|  | **Fallon One Care** |
|  | **Total** | **FFS** | **One Care** |
| **Final Disposition Codes** | **Counts** | **% of Total Sample** | **Counts** | **% of Total Sample** | **Counts** | **% of Total Sample** |
| **Total Sample** | **1532** |  | **996** | **65.0%** | **536** | **35.0%** |
|  |  |  |  |  |  |  |
| **Completed Interviews:** | **494** | **32.2%** | **298** | **29.9%** | **196** | **36.6%** |
|  Mail | 183 | 11.9% | 108 | 10.8% | 75 | 14.0% |
|  CATI | 300 | 19.6% | 181 | 18.2% | 119 | 22.2% |
|  Partial Interview (All modes) | 11 | 0.7% | 9 | 0.9% | 2 | 0.4% |
|  |  |  |  |  |  |  |
| **Non-Interviews** | **1038** | **67.8%** | **698** | **70.1%** | **340** | **63.4%** |
|  **Refused** | **69** | **4.5%** | **39** | **3.9%** | **30** | **5.6%** |
|  **Unknown Eligibility:** | **948** | **61.9%** | **645** | **64.8%** | **303** | **56.5%** |
|  No Reply | 235 | 15.3% | 152 | 15.3% | 83 | 15.5% |
|  Reached Answering Machine | 347 | 22.7% | 226 | 22.7% | 121 | 22.6% |
|  Wrong Telephone Number | 163 | 10.6% | 113 | 11.3% | 50 | 9.3% |
|  Busy | 28 | 1.8% | 19 | 1.9% | 9 | 1.7% |
|  Disconnected | 123 | 8.0% | 98 | 9.8% | 25 | 4.7% |
|  Bad Address and Wrong Telephone Number | 23 | 1.5% | 16 | 1.6% | 7 | 1.3% |
|  Respondent Not Available | 23 | 1.5% | 16 | 1.6% | 7 | 1.3% |
|  Reached Fax Machine | 6 | 0.4% | 5 | 0.5% | 1 | 0.2% |
|  **Ineligible:** | **21** | **1.4%** | **14** | **1.4%** | **7** | **1.3%** |
|  Respondent Unavailable During Survey Period | 6 | 0.4% | 3 | 0.3% | 3 | 0.6% |
|  Mental or Physical Incapacity | 9 | 0.6% | 6 | 0.6% | 3 | 0.6% |
|  Language Difficulty (other than Spanish) | 5 | 0.3% | 4 | 0.4% | 1 | 0.2% |
|  Deceased | 1 | 0.1% | 1 | 0.1% | 0 | 0.0% |
|  |  |  |  |  |  |  |
| **Response Rate** (Completed Interviews/(Total Sample-Ineligible Sample)) |  | **32.7%** |  | **30.3%** |  | **37.1%** |
|  |  |  |  |  |  |  |
| Total number of people with bad addresses\* | 73 | 4.8% | 53 | 5.3% | 20 | 3.7% |

\*Since people with a bad address could also be included in other disposition categories, these numbers are reported separately.