



*The Commonwealth of Massachusetts
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**Integrating Medicare and Medicaid
for Dual Eligible Individuals**

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Grievances, Appeals, and Ombudsman Role Workgroup

Thursday, March 15, 2012
2:00 pm – 4:00 pm
1 Ashburton Place, 11th Floor, Matta Conference Room
Boston, MA

Introductions

Workgroup Objectives

ICO Appeals and Grievances

1. Review of MA's proposal language
2. Internal Appeals
 - a. Current MassHealth and Medicare managed care rules
 - b. Discussion of unified requirements for ICOs
 - Timeframes for filing and resolving appeals
 - Continuation of benefits pending appeal
 - Documentation of appeal rights for beneficiaries
 - Other
3. External Appeals
 - a. MassHealth Board of Hearings and Medicare Independent Review Entity
 - b. Discussion of unified process for the Demonstration
4. Internal Grievances
 - a. Current MassHealth and Medicare managed care rules
 - b. Discussion of unified requirements for ICOs
5. External Grievances
 - a. Current MassHealth process
 - b. Discussion of process for the Demonstration

Ombudsman Role

1. Review of MA's proposal language
2. Discussion

Advisory Body to Monitor Implementation

1. Review of MA's proposal language
2. Discussion

Next Steps

Visit us at www.mass.gov/masshealth/duals
Email us at Duals@state.ma.us