Title Slide

**One Care Implementation Council   
Sept 2018 - June 2019   
*Work Plan so far…   
December 11, 2018***

Slide 1

**One Care Mission Statement**

It is the responsibility of the One Care Implementation Council to help ensure the quality of services and unique features of One Care are maintained while the program grows to scale.

*Note: The word “DRAFT” appears as a footer on slides 1-11.*

Slide 2

**Equity Areas of Focus**

1. Reducing disparities in health and wellness
2. Sustainability of One Care
3. Quality of Care
4. Communication Access for One Care members who are deaf or hard of hearing

Slide 3

**What is equity?**

Equity is advancing population health by reducing disparities.

Slide 4

**Sustainability of One Care**

**Goals (2018-2019 Work Plan):**

* Support the Sustainability of One Care
* Communicate Council concerns and recommendations about Duals 2.0

**Activities:**

* Dec 2017 State-wide Tele Town Hall;
* Mar 2018 Listening session;
* June 2018 Open /Duals 2.0 Meeting with MassHealth and CMS;
* July 2018 IC-sponsored meeting to review Duals 2.0;
* Nov 2018 Tele-conference call with CMS on Duals 2.0 feedback.

Slide 5

**Sustainability of One Care**

**Next Steps:**

* Follow-up memo to CMS and continue conversation/communication through the Duals 2.0 development process;
* Create strategies to maintain **person-centeredness** in enrollment;
* Obtain “**opt-out**” data;
* Discuss how MassHealth and Plans can provide education to members about enrollment;
* Design strategies for member engagement in care planning;
* Define *Medical Necessity;*
* Request that MassHealth and Plans create a consumer facing dashboard.

Slide 6

* What worked well?
* What can be changed?
* Strategies moving forward?

Slide 7

**Quality of Care**

**Goals (2018-2019 Work Plan)**:

* Integration of LTS Coordinators
* Women’s Health policies
* Nutrition priorities
* DME access
* Behavioral Health supports

**Activities:**

* Presentations to IC (LTS Coordinator, women’s health, loneliness, nutrition);
* Passed motions on communication access/nutrition/women’s health;
* Established work groups.

Slide 8

**Quality of Care**

**Next Steps**:

* Identify best practices for 1) the LTS Coordinator role and 2) communication with One Care members;
* Review data on how members are accessing LTS Coordinators;
* Develop women’s health policies, practices, and procedures;
* Identify best practices for procuring DME and encourage alternative payment methods for DME;
* Increase access to behavioral health.

Slide 9

* What worked well?
* What can be changed?
* Strategies moving forward?

Slide 10

**Communication Access**

**Goals (2018-2019 Work Plan):**

* Develop recommendations on how to strengthen Communication Access for members who are deaf or hard of hearing

**Accomplishments:**

* DEAF Inc, MassHealth and the Plans presentations;
* The Council passed motions on communication access.

Slide 11

**Communication Access**

**Next Steps:**

* Communication Access work group
  + - Define the role of the Communication Access Coordinator;
    - Determine annual costs;
    - Propose language to include in future MassHealth contract with Plans.
* Plan outreach to Spanish-speaking communities

Slide 12

* What worked well?
* What can be changed?
* Strategies moving forward?