

One Care Implementation Council
Sept 2018 - June 2019

Work Plan so far...

December 11, 2018

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.

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

What is equity?

Equity is advancing population health by reducing disparities.

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.

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.

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

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.

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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.

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

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.

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

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