

Implementation Council - Consumer Meeting

August 22nd 2014 10:30 AM – 12:00 PM

Transportation Building – 10 Park Plaza

Boston, MA

Attendees: Suzann Bedrosian, Anne Fracht, Dennis Heaphy (Chair) (by phone), Denise Karuth (by phone), Vivian Nunez (by phone), Olivia Richard, Howard Trachtman (Co-Chair), Florette Willis (Co-Chair)

Handouts: Agenda, 2014 Workplan

Introductions

The Council chairs: Dennis Heaphy, Howard Trachtman and Florette Willis chaired the meeting and began by leading introductions. Meeting logistics including poor amplification of the conference phone limited the participation of some members at the meeting. A full review of meeting logistics including table configuration and amplification systems will be conducted in advance of any future meetings.

Background

Howard provided a background on the formation of the Implementation Council and the convening of the first Implementation Council Consumer Meeting.

- The Implementation Council was convened as working group to oversee the implementation of the Duals Demonstration. Stakeholders called on MassHealth to convene a group that would engage on issues and would not act solely as an advisory board.
- The Implementation Council Chairs recently reached out to all Council members to discuss engagement on the Council. As a result, the Chairs convened a meeting of the consumer representatives of the Council to discuss topics of concern to consumer members, opportunities for engagement on the Council and to review the 2014 Workplan.

Early Indicators

Olivia Richard provided an overview of the Early Indicators Project and the types of data currently being collected the Project members and why.

- The Early Indicators Project was noted as an early success of the Implementation Council. The Council expressed concern about the lack of data available around One Care participant experiences to adequately measure the early implementation of One

Care. As a result, the Council recommended that MassHealth work with the Council to collect data on enrollee experiences.

- The Early Indicators Project was convened in the Fall of 2013 and has facilitated four focus group and one survey and currently fielding a large second survey to gather data on the enrollees early experiences as members of One Care plans.

Engagement

Council members discussed engagement on the Council, including Council member expectations and current challenges to participation. Several Council members expressed commitment to the Implementation Council, however several suggestions were made regarding Council priorities and opportunities for improvement around Council operations.

- A Council member noted that requirements of Council members outlined in the Implementation Council Request for Response (RFR), the application process used by EOHHS select Council members, included participation in Council meetings and the ability to analyze information.
 - It was noted that the topic of Council composition would be discussed as a full Council at the next Council meeting in September.
- A Council member expressed concern regarding whether feedback provided at past Council meeting was heard and respected.
 - It was noted that the Implementation Council was convened to bring attention to issues and make recommendations to EOHHS/MassHealth, but that ultimately MassHealth and their federal partners, CMS, have a final say as to whether recommendations by the Council are accepted.

Meetings

- A member noted that Council meetings include standing or repetitive topics that take up a large portion of the meeting time. It was recommended that Council meetings be extended by a half hour to allow adequate time for discussion of topics.
- A member suggested that food be provided at meetings and that a five minute break be incorporated into Council agendas.

Communication

- It was suggested that the Council communicate more consistently over e-mail.
- Council members were reminded to allow time for ASL interpretation.
- It was noted that TTY phone numbers, used by MassHealth on One Care informational material, is out of date and not used by a majority of individuals who are deaf or hard of hearing. It was suggested that a Video Relay number be offered instead.
 - A comment was made that individuals who are deaf and blind likely still use TTY numbers.

Stipends

- It was noted that the stipends available to consumer members of the Council were a valuable option for members. Concern was expressed over the stipend amount, the turnaround time for reimbursements, and the limited recent opportunity to engage on subcommittee work.
 - It was noted that the Council budget includes full support, including stipends and transportation for up to 30 meetings per year.

Topics of Key Concern

- Outreach to minority and underserved populations continue to be a key concern among consumer members of the Council.
 - It was noted Council member would like to participate in One Care outreach opportunities but would need to receive a stipend in order to do so.
- It was noted that One Care enrollees need more access to information about One Care and that the Implementation Council should play a role in this outreach.
- It was noted that the “Real Lives” bill was recently passed by the Massachusetts legislature. The bill increases the control that individuals served by DDS have regarding their expenditures and key life decisions.

Proposed Actions:

- Convene a Subcommittee on Council Composition and Communication
 - Discuss and make recommendations on Implementation Council composition, Council functions and communication access within and between meetings
 - Review Council Accommodations and Support