

Statewide Town Hall Listening Session for One Care Members

Hosted by the One Care Implementation Council

1:00 PM – 3:00 PM, December 8, 2017

Locations and Facilitators

HOST SITE: UMass Center, One Beacon Street, Boston, MA

Facilitators: Mike Festa, AARP and Dennis Heaphy, One Care Implementation Council Chair

Health Policy Commission, 50 Milk Street, Boston, MA

Facilitator: Bill Henning, Boston Center for Independent Living (BCIL)

Worcester Public Library, 3 Salem Square, Worcester, MA

Facilitator: June Sauvageau, Northeast Independent Living Program (NLIP)

UMass Center, 1500 Main Street, Springfield, MA

Facilitator: Jim Kruidenier, Stavros Independent Living Center

Attendance details:

Attendees	Boston – UMass Place, One Beacon: HOST	Boston – Health Policy Commission	Worcester Public Library	UMass Center Springfield	Totals
CCA Members	4	3	1	0	8
Tufts Members	1	2	14	0	17
Providers/ILC's	1	3	6	0	10
OCO	1	1	1	1	4
Mass Health	3	1	1	0	5
CCA Plan	1	2	1	1	5
Tufts Plan	0	2	0	0	2
Other (Advocates, PCA, etc.)	2	6	8	0	16
Total Attendees	13	20	32	2	67 Total
Total Member Attendees	5	5	15	0	25

Source: Sign in Sheets at Events

Goal and Approach

The goal of the meeting was to learn from members about their experiences on One Care through face-to-face discussions, at four locations through-out the state of Massachusetts.

The Key Areas for Member Input: Sample questions posted and/or asked at the sites

Opening question	Are you able to get the care and services you need?
Care team	Do you have a team of providers who take care of you? How does that work for you?
Care planning	Do you participate in care planning? Do you meet with Long-Term Services and Supports Coordinator?
Communication Access	Are you able to communicate with your providers? How?
Services Access	Durable Medical Equipment Recovery Coaching Peer specialists

Note: Members of Commonwealth Care Alliance plans (CCA), refer to their Care Coordinators as “Care Partners.” To provide consistency through-out this report, Care Partners will be referred to as Care Coordinators.

Common Themes Across All Sites:

1. Members at all sites were pleased with the range of services / coverage available through One Care. Services mentioned include:
 - o durable medical equipment, comprehensive dental coverage, transportation, care coordination, ancillary services such as physical therapy, the mobile integrated health program through CCA, and the variety of services that the LTS Coordinator and Care Coordinator assist with.
2. Members at all sites found the assistance of the Care Coordinator to be helpful.

Areas for Future Discussion:

1. At all sites, some expressed a **lack of continuity with their LTS Coordinator and/or Care Coordinator**. Issues included:
 - o High turn-over in the position of LTS Coordinator and Care Coordinator.
 - 7 members spoke of this directly – 4 in Worcester, 2 in Boston at One Beacon Street, and 1 in Boston at HPC.
 - o LTS Coordinator closes cases without members’ knowledge.
 - 5 members in Worcester spoke of this directly. 5 members in Worcester also raised their hands to indicate that they had worked with a LTS Coordinator.

2. At all sites, most members **lacked knowledge about the role of the One Care Ombudsman (OCO)** including: how to contact the OCO and what the role of the OCO is.
 - When asked if members knew about the OCO the response was: 0 members in Boston at HPC, 1 member in Boston at One Beacon. In Worcester 1 member spoke directly of not knowing the role of the OCO.
3. At two sites, some members were **not aware of the variety of supports available through the Integrated Care Team.**
 - Members at two sites were not aware they had access to roles such as: LTS Coordinator, Recovery Coach and Certified Peer Specialist and had not heard information about the independent living philosophy.
 - 4 members spoke of this directly – 2 in Worcester, and 2 in Boston at HPC.
 - Members were also not aware they had a choice about whether their LTS Coordinator comes from (an Aging Service Access Point, Independent Living Center, or Recovery Center).
 - 1 Member spoke of this directly in Worcester.
4. At two sites, some members found the **transportation offered through the plans to be difficult to utilize effectively.**
 - Issues reported include: inaccessible vehicles, transportation not showing up, coming on the wrong day or at the wrong time and difficulty arranging transportation for early morning appointments or on short notice.
 - 4 members spoke of this directly – 2 in Worcester, 2 in Boston at HPC
 - When Worcester members spoke of this the facilitator observed agreement from the other participants in the room.
5. At two sites, at least two members were able to **resolve issues** (such as finding out who their Primary Care Physician is) at the end of the Listening Session by connecting with one of the following: Plan Representatives for CCA and Tufts Health Plan, the OCO, and/or LTS Coordinators.
 - At least 1 member in Boston at HPC and at least 1 member in Worcester were able to resolve issues on site.
6. Despite outreach efforts, no One Care members were present at the **Springfield location**. Ways to increase participation through broader outreach, providing transportation and childcare, and offering alternative means of participation will be explored before future sessions.

Summary of Discussions by Site: For each site that hosted a listening session, we included the top themes identified by the facilitators as well as a sample of the member comments made during the town hall event.

Host Site: UMass Center, One Beacon Street, Boston, MA

Facilitator: Mike Festa (AARP) & Dennis Heaphy (One Care Implementation Council)

In Attendance: 5 One Care Members (4 CCA, 1 Tufts)

Themes:

- PCA Services / Homemaking have had significant positive impact on members
- There can be long waits for services
- Members are concerned that services are going to be capped
- Coordinators need to determine how to gear services to meet the needs of people with autism
- Many did not know that the OCO was a resource available to them
- Some members had never heard of, or did not fully understand, how LTS Coordinators function, and the benefits they can offer One Care members.

Member Comments During Listening Session

- A One Care member sits on CCA's Community Advisory Council (CAC) but did not know about the OCO. Member suggested that it might be a good idea to have a more formal relationship between the CAC, the OCO and the Implementation Council.
- Two members noted that they did not know about One Care, or the plan benefits prior to joining. Both expressed they would have enrolled sooner if they had understood what One Care was.
- Many of the members noted they really appreciate their Care Coordinators through CCA. These members state the Care Coordinator assists with more than medical care coordination. Members offered these examples:
 - coordination of LTSS services (homemaker, personal care attendant (PCA), and Autism wraparound services);
 - help accessing diabetes classes; and
 - assistance with other community referrals.
 - One member recently lost her LTS Coordinator and is waiting to be assigned to a new one. Member reported in the meantime her Care Coordinator is filling in this role.
- The Care Coordinators also serve an advocacy role for some CCA members. Examples include:
 - helping one member get a year's worth of refills on an antibiotic to treat chronic UTI's;
 - assisting with a "no heat" call when the heat was broken in the member's building; and
 - helping create a list of medical concerns for the member to bring to their next medical

appointment.

- Two members were pleased with One Care's progress in providing effective services to members who have autism. Both members expressed frustrations along the way but also noted that the services they get today are personally tailored to their needs, and are services not commonly paid for by MassHealth.
- Member with mobility impairments noted that the laundry at her residence was moved to an area that was not accessible. The LTS Coordinator told the member that they would provide laundry service. The member reported that "I cried because I didn't know there was a program that could help me with laundry service. I was so grateful."
- Member noted frustration with having to pay out of pocket for a service.

Health Policy Commission, 50 Milk Street, Boston, MA

Facilitator: Bill Henning (BCIL)

In Attendance: 5 One Care Members (3 CCA, 2 Tufts)

Themes:

- Quality of services is high
- Members are happy with the variety of services offered by CCA
- Coordination of care can be difficult including:
 - Transportation
 - High-turn over in Care Coordinator and LTS Coordinator positions leaving members unsure of who is helping with their Care Plan
- Members lack knowledge about supports available to them including:
 - LTS Coordinator
 - OCO
 - Recovery Specialists and Peer Specialists
- Program materials can be difficult to understand and cumbersome to read

Member Comments during the Listening Session:

- CCA member was very happy with the standard of care and the ability to be admitted to Boston Medical Center and followed by a CCA team.
- Two members have a hard time getting prescriptions filled because of restrictions on what generic brands are covered – which have created delays in care.
- Member would like more information on the medications she is prescribed.
- Member expressed frustration that an out-of-state third-party determines what medications CCA approves – and felt it was disconnected from her local care team.
- Member noted that being assigned some PCAs who did not speak English making delivery of personal care uncomfortable.
- Member reported that the LTS Coordinator from South Shore Elder Services helped her get

insurance approval for a ceiling lift, helped her family access SNAP benefits, and helps her access social services on an ongoing basis. Member also reported that she has been able to change members of her care team. For example, the member was having trouble communicating with her nurse practitioner, so she was given a new one.

- Member reported that she doesn't know who her current Care Coordinator is, so she doesn't know who to call for assistance. Member also doesn't know her LTS Coordinator well. Member reported that her LTS coordinator felt like "a distant relative that you don't have anything to say to." Member also stated she is still having to pay for her trauma therapy out-of-pocket despite several attempts by her therapist to get the treatment covered.

Worcester Public Library, 3 Salem Square, Worcester, MA

Facilitator: June Sauvageau

In Attendance: 15 One Care Members (1 CCA, 14 Tufts)

Themes:

- Access to Durable Medical Equipment and Dental coverage has been very positive
- LTS Coordinators stop and start / Lack of consistency of care
- Members were not aware of the Integrated Care Team/ Planning process
- Consumer Advisory Council members for Tufts would like to collaborate with the IC more and also needs new members
- Members lack knowledge about numerous programs/supports such as the Recovery Coach, Peer Specialist and LTS Coordinator
- Members are not aware of the appeal process.

Member Comments During Listening Session:

- Member reported that she receives many forms in the mail that overwhelm her. She didn't return some and lost services including MassHealth and had to miss her physical. Member is now on One Care and has her services again. Facilitator explained that in the future an LTS Coordinator could help her fill out forms.
- Member stated that she has trouble filling out forms as well and had an LTS Coordinator helping her when she first started One Care but then didn't hear from anyone again for nearly three years.
- Member was excited to learn that root canal was covered by One Care.
- Member was frustrated that dental implants were not covered by One Care and didn't understand why full dental coverage wasn't available to members.
- Tufts member stated he is getting great health care including dental and that he is very grateful.
- Member of Tufts says "it is great not to have to pay for scripts."
- Member said that her family was planning on putting her into long-term care. Member credits One Care with "saving her" from that.
- Member said that she has good communication with her Care Coordinator, they text and speak by phone, but that her issue is that the Care Coordinator keeps changing. Member

states she has had four Care Coordinators since enrolling.

- Member needs a new cushion for wheelchair due to pressure sores, but it is being denied. Member is afraid that One Care might revert to MassHealth rules. Member appealed but not sure what to do next.
 - This began a discussion between members, the facilitator June and others about the appeal process both within the One Care Plan through Tufts as well as the appeal process with MassHealth.
 - Another member who is involved with the Tufts Consumer Advisory Council (CAC) joined in the conversation to say that the OCO will work with members on the phone to help with the appeals process. Member had just learned about the appeal and grievance process at the previous CAC meeting.