

1 Frequently Asked Questions about the Implementation Council

What is One Care?

The Executive Office of Health and Human Services (EOHHS) is the state agency responsible for the Massachusetts Medicaid program, which is known as MassHealth. EOHHS has developed a program, called One Care, to integrate the delivery and financing of Medicare and Medicaid services for adults ages 21 through 64 who are eligible for both Medicare and Medicaid (Dual Eligibles). The purpose of One Care is to improve quality of care and reduce health disparities, improve health and functional outcomes, and contain health care costs for Dual Eligibles.

What is the Implementation Council?

The Implementation Council (Council) is a working committee convened by EOHHS to operate during the One Care Demonstration period. The Council plays a key role in monitoring access to health care and compliance with the Americans with Disabilities Act (ADA), tracking quality of services, providing support and input to EOHHS, and promoting accountability and transparency. It began meeting in February 2013 and current members will serve through December 2016. As a result, EOHHS is now seeking to select new Council members whose terms will begin in or around February 2017 and continue through December 31, 2019; however, EOHHS in its sole discretion may terminate the terms of Council members sooner if the Demonstration ends prior to December 31, 2019. EOHHS has sole discretion to extend the contracts for Council members for up to an additional 2 years for any increment of time. Current Council members, members who previously served on the Council, and new applicants may apply for this new term.

How many members are on the Implementation Council?

EOHHS seeks to select up to 21 individuals to serve on the Council.

Who are the Implementation Council members?

Council members represent the diverse communities affected by One Care. At least half of all Council members are MassHealth members with disabilities or family members or guardians of MassHealth members with disabilities. Membership also includes advocates and peers from community-based organizations, consumer advocacy organizations, service providers, trade organizations, and unions.

What does the Implementation Council do?

The roles and responsibilities may include advising EOHHS; soliciting input from stakeholders; examining quality in One Care; reviewing issues raised through the grievances and appeals process and One Care Ombudsman reports; examining access to services (medical, behavioral health, and long-term services and supports); and participating in the development of public education and outreach campaigns.

Council leadership will be determined on a yearly basis by the Council. The Council will select a consumer representative to serve as its chair. The chair(s) develops agendas; facilitates the meeting; ensures Council development of a work plan; and ensures completion of work plan deliverables and the annual report.

EOHHS supports the Council by providing administrative support to coordinate meetings; accommodations and logistics; producing meeting materials; and supporting the consumer chair, as requested. EOHHS staff attends all meetings to exchange information with the Council. The meetings are open to the public. The Council is also required to prepare an annual report of its activities for submission to the Assistant Secretary for MassHealth and the Secretary of EOHHS.

How often do they meet?

EOHHS anticipates that the Council will meet monthly or bimonthly through December 2019, unless EOHHS terminates the terms of members of the Council sooner, as described above. The Council will develop its own meeting schedule. For reference, the 2013-2016 Council held meetings on a near-monthly basis, with additional ad hoc subcommittee and workgroup meetings.

What supports are available to Implementation Council members?

Supports, including special accommodations and optional relevant trainings, will be available for Implementation Council members who need them.

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Will members of the Implementation Council be paid?

Stipends and travel reimbursements will be available for MassHealth members with disabilities and family members or guardians of MassHealth members with disabilities who are not paid by a community-based or consumer advocacy organization, provider/trade association, union or another organization/affiliate to represent them. Receipt of a stipend is optional and the amount may be reduced upon request of the Implementation Council member.

Stipends will be \$50 per meeting and \$25 for pre-meeting preparation and related training work, including preparing and reviewing meeting materials, participating in Council trainings and orientation activities, and participating in Council planning activities when applicable. Travel will be reimbursed at \$0.54 per mile (updated annually), plus reimbursement for the cost of tolls and parking or the cost of transportation. If requested, options for pre-paid transportation will be explored. Stipends may also be available to support additional outreach work. Stipends for outreach work will be \$20 per hour, and all activities must be pre-approved by EOHHS.

What commitment is required from Implementation Council members?

Members will serve through December 2019. Members are expected to participate in initial Council start-up activities and trainings, be available to devote the time needed to perform the roles and responsibilities of the Council, review all meeting materials in advance of meetings, attend and participate in all meetings, participate in the development of work plan deliverables, and provide advice and guidance to EOHHS. Members should possess strong analytic skills, critical reading skills, and good interpersonal and communication skills. In addition, members must be residents of Massachusetts and not be employed by a One Care plan or serving in a volunteer capacity for such organization. The Secretary of EOHHS may remove members who are not meeting their obligations or who are not qualified, and may reopen the procurement to appoint new members as needed, including if a member is removed or resigns.

How can I apply?

Interested individuals are required to complete a nomination form and provide a letter of reference. Self-nominations are permitted. Nominations to the Implementation Council must be submitted electronically (preferred) or received by EOHHS by mail no later than January 10, 2017 at 5:00 PM. Any responses received after the deadline will not be accepted. The form is available online at www.mass.gov/masshealth/duals under Related Information, or on the Commonwealth of Massachusetts procurement site, COMMBUYS (www.commbuys.com). [Directions for accessing the documents through COMMBUYS: (1) Scroll down to the bottom of the COMMBUYS home page and click on "Contract and Bid search." (2) On the next page click on Bids. (3) On the Advanced Search page enter the keyword Implementation in the Bid Description field; from the dropdown menu in the Organization field select 1039-Executive Office of Health and Human Services; click on "find it." (4) The link for the relevant documents should be at or very near the top of the list. Click on that link.] Email gerry.sobkowicz@state.ma.us or call Geraldine Sobkowicz at 617-573-1714 if you need the form mailed to you or would like to request a reasonable accommodation, such as the information in an alternative format.

Please note that applicants selected to participate on the Council will be required to sign contracts that include the following forms as required by the Commonwealth: Standard Contract Form; Commonwealth Terms & Conditions Form; and W-9 Form (Request for Verification of Taxation Reporting Information). *Applicants are not required to submit these forms with their nomination form.*

What is the selection process?

EOHHS will convene a team of state agency staff familiar with One Care to evaluate all completed applications. The evaluation team will recommend members to the Assistant Secretary for MassHealth and Secretary of EOHHS based on the selection criteria listed below. The Secretary of EOHHS or her designee will make the final decisions on the appointment of Council members. EOHHS reserves the right to contact applicants or their references during the evaluation process to request written or oral clarification of his or her submission or otherwise discuss the response.

What are the selection criteria?

Submitted applications will be evaluated on:

- the strength, clarity, appropriateness and comprehensiveness of the applicant's response;
- demonstrated understanding of the goals, roles and responsibilities of the Implementation Council;
- the applicant's qualifications, including stated interest, knowledge, skills and experience;
- the applicant's geographic location;
- the applicant's status as an individual or organizational representative; and
- the applicant's letter of reference.

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At least half of all Implementation Council members must be MassHealth members with disabilities or family members or guardians of MassHealth members with disabilities. It is the goal of the evaluation team to select a panel of members that includes, at a minimum, the following individuals or affiliations:

- At least one representative from each One Care population:
 - o Adults with physical disabilities,
 - o Adults with intellectual/developmental disabilities,
 - o Adults with serious mental illness,
 - o Adults with substance use disorders,
 - o Adults with disabilities with multiple chronic illnesses or functional and cognitive limitations, and
 - o Adults with disabilities who are homeless or have been homeless;
- Representatives from community-based or consumer advocacy organizations serving each of the One Care populations (approximately six representatives);
- Provider or trade association representatives (approximately three representatives) for each of the following One Care service types:
 - o medical,
 - o behavioral health, and
 - o long-term services and supports; and
- One union representative.

In addition, EOHHS may select a panel of members that includes a diversity of experiences with One Care, including One Care members, applicants with knowledge of or experience with One Care, applicants with experience serving on the One Care Implementation Council, and applicants with no prior experience serving on the One Care Implementation Council.

For information about the current Implementation Council, please see the website at www.mass.gov/masshealth/duals

Public Records Notice

Please be aware that any information contained within a submitted nomination form, including voluntary self-identification as a recipient of MassHealth or Medicare coverage, may be made public. All responses and information submitted in response to this nomination form are subject to the Massachusetts Public Records Law, M.G.L. c. 66, § 10, and M.G.L. c. 4, § 7, subsection 26.