

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 was reproposed in 2017. EOHHS is seeking to select new Council members to fill vacancies, whose terms will 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may terminate the terms of Council members sooner if the Demonstration ends prior to December 31, 2019, and is not superseded by new Demonstration authority. EOHHS has sole discretion to extend the contracts for Council members for up to an additional 2 years for any increment of time. Individuals who previously served on the Council and new applicants may apply for this new term.

How many members are on the Implementation Council?

The Implementation Council was reproposed in 2017, with 13 members. Due to resignations, EOHHS seeks to select approximately 2-4 MassHealth members with disabilities or family members or guardians of MassHealth members with disabilities to serve on the Council. EOHHS may also select 1-2 additional individuals from community-based organizations, consumer advocacy organizations, service providers, trade associations, and unions, so long as at least half of the Council members (including any newly selected members) are MassHealth members with disabilities or family members or guardians of MassHealth members with disabilities.

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 associations, and unions.

What does the Implementation Council do?

The roles and responsibilities may include advising EOHHS on One Care, the Duals Demonstration 2.0, and related dual eligible matters; soliciting input from stakeholders on those topics; examining quality in One Care; reviewing issues raised through the grievances and appeals process and *My Ombudsman* reports on One Care; examining access to services (medical, behavioral health, and long-term services and supports) in One Care; and participating in the development of public education and outreach campaigns related to One Care. In addition, EOHHS may request Council consumer representative assistance with reviewing and advising EOHHS on responses to the anticipated procurement for One Care plans; compensation for this activity is described below.

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 and Director of MassHealth and the Secretary of EOHHS.

How often and where 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, since it began in 2013, the Council has held meetings on a near-monthly basis,

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with additional ad hoc subcommittee and workgroup meetings. The current Council members had in 2017 agreed to meet on the second Tuesday of the month from 10:00 a.m. to 12:00 p.m., in Boston. However, Council members may choose to review or change their meeting dates, times, and locations to better match the schedules of their members.

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.

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. Stipends for consultation on the One Care procurement expected in late 2018 are as follows:

- \$20 per hour of reviewing responses for up to 8 hours each (up to \$160 per response),
- \$50 per meeting for up to 2 meetings among consumer readers (approximately 2 hours per meeting), and
- \$25 per hour of meeting time with EOHHS for up to 6 hours (up to \$150).
- Travel for such consultation will be reimbursed as described above.

What commitment is required from Implementation Council members?

Members will serve through December 2019. Members are expected to participate in Council 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, including the ability to work constructively with EOHHS. 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. Aside from individuals serving on the Implementation Council as representatives from community-based or consumer advocacy organizations, provider or trade association representatives, members may not directly or indirectly have an employment or contractual relationship with a One Care plan through which the One Care member renders services to the plan. EOHHS reserves the right to remove from the Implementation Council any member that has a direct or indirect employment or contractual relationship with *My Ombudsman* or any entity that applies to become a One Care plan pursuant to any current or future procurement, excluding non-financial participation on a consumer advisory committee. 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.

Do individuals who apply as MassHealth members with disabilities have to be enrolled in One Care?

No. Individuals who wish to apply as consumer members must be MassHealth members with disabilities or family members or guardians of MassHealth members with disabilities. They do not need to be enrolled in, or eligible for, One Care.

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), faxed, or received by EOHHS by mail no later than **November 16, 2018, at 5:00 PM**. The form is available online at www.mass.gov/one-care under "Implementation Council," in "Notice of Opportunity to Join the One Care Implementation Council", or on the Commonwealth of Massachusetts procurement site, COMMBUYS

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(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 & 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 Melissa Morrison at Melissa.Morrison@State.MA.US or call at (617) 573-1611 if you need the form mailed to you or would like to request a reasonable accommodation, such as the information in an alternative format. All requests for accommodations must be received by the deadline described above.

Please note that applicants selected to participate on the Council will be required to sign contracts with the University of Massachusetts, acting as fiscal intermediary for EOHHS, 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 and Director of 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.

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 consider individual diversity in selecting a panel of members that includes a range 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. EOHHS may also give preference to individuals who have experience with behavioral health delivery systems.

For information about the current Implementation Council, please see the website at <https://www.mass.gov/service-details/one-care-implementation-council>.

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At this time, EOHHS is only accepting applications from MassHealth members with disabilities or family members or guardians of MassHealth members with disabilities.

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.