

# One Care: Implementation Council Meeting

Executive Office of Health & Human Services

MassHealth Demonstration  
to Integrate Care for Dual Eligibles

November 10, 2020 10:00 AM – 12:00 PM

Virtual Meeting via Zoom



# One Care Three-way Contract – Care Coordination (Section 2.5.3.)

- The One Care Plan shall:
  - Offer Care Coordination to all Enrollees –
    - Through a Care Coordinator (provider-based clinician or other trained professional) **OR** a Clinical Care Manager for medical/BH services
    - Through an LTS Coordinator for LTSS
  - Establish written qualifications for a Care Coordinator
  - Be responsible for appropriate training for the Care Coordinator and verifying that the training or any certifications remain current
  - Have policies in place to address non-compliance with training by the Care Coordinators
- The Care Coordinator shall be responsible for the following:
  - Act as the single point of contact for a Member to the One Care Plan and the ICT;
  - Serve as a point-person to obtain or share information about a Member with other ICT members or with Providers as needed;
  - Participate in Comprehensive Assessments for care planning;
  - Facilitating and supporting bi-directional communication with Providers who are responsible for the Member’s services; and
  - Monitoring the provision of services, including outcomes, assessing appropriate changes or additions to services, and making necessary referrals, as needed, for the Member



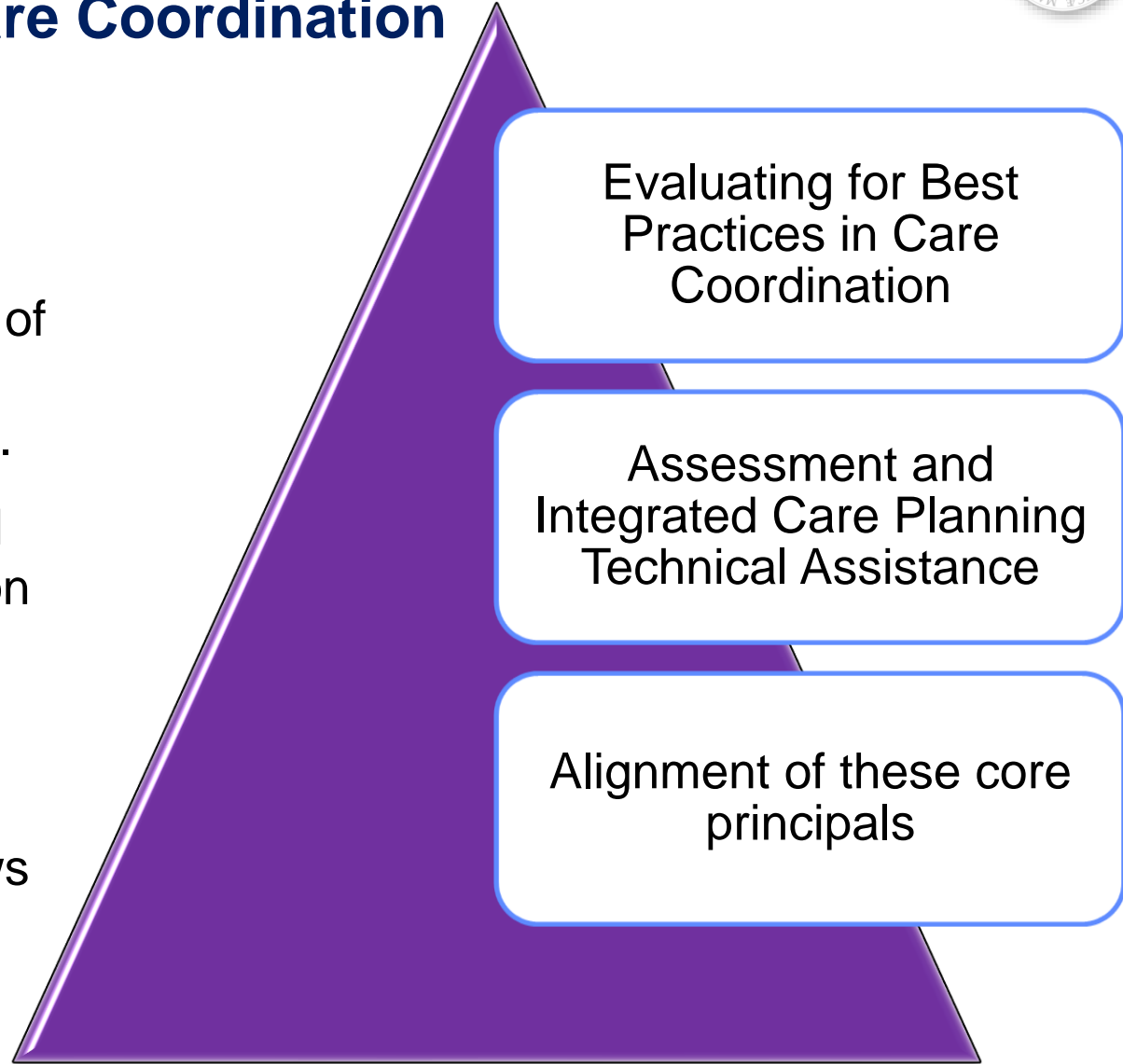
## One Care Integrated Care Team (Section 2.5.2.4)

- Plans must also recruit, select, train, manage, and employ or contract with appropriate and qualified personnel, including PCPs, Behavioral Health Clinicians, and Care Coordinators, and contract with LTS Coordinators, and maintain staffing levels necessary to perform their responsibilities under the Contract;
  - Document that all members have participated in the required trainings;
    - Person-centered planning processes,
    - Cultural competence,
    - Accessibility and accommodations,
    - Independent living and recovery, and
    - Wellness principles
  - Ensure that the ICT is accessible to the Member, including by providing alternatives to office visits, including, as appropriate, home visits, email, and telephone contact.



# One Care Plan - Readiness Review Highlights for Assessments and Care Coordination

- MassHealth will be providing Technical Assistance (TA) to selected entities as part of Readiness Review for 2022 contract readiness.
- Readiness Reviews and TA will include a focus on these key areas.
- MassHealth is also looking at near-term options for closer reviews to ensure care coordination currently meets contractual requirements.





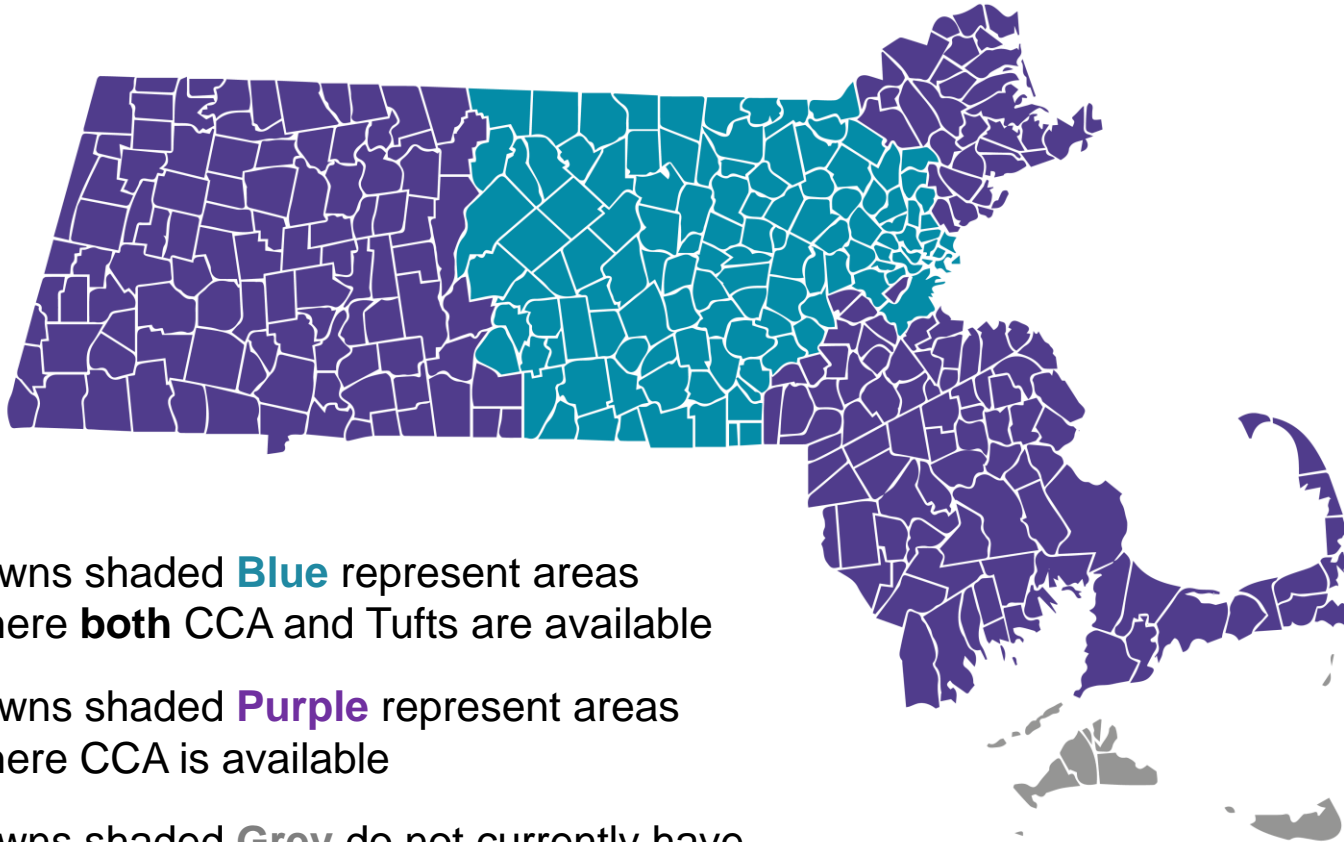
# Service Area Expansion

- MassHealth and CMS have approved One Care service area expansions for Commonwealth Care Alliance's One Care plan for 2021
- **Commonwealth Care Alliance will expand coverage to Berkshire County**
  - Residents of Berkshire County have not had access to a One Care plan
  - We will be sending a “Welcome” mailing to all eligible residents in Berkshire County letting them know that One Care has arrived in their region
  - First effective enrollment date: January 1, 2021
- **Commonwealth Care Alliance will also expand to fully cover Plymouth County**
  - Effective January 1, 2021, all residents of Plymouth County will have access to a One Care Plan
  - We will be sending a “Welcome” mailing to all eligible residents in Plymouth County that CCA is available to provide One Care throughout the county

# Service Area Expansion continued



- With these expansions, One Care will be universally available on the mainland of Massachusetts and there will not be partial counties in One Care.



- Towns shaded **Blue** represent areas where **both** CCA and Tufts are available
- Towns shaded **Purple** represent areas where CCA is available
- Towns shaded **Grey** do not currently have One Care coverage



# One Care

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EMAIL US

[OneCare@state.ma.us](mailto:OneCare@state.ma.us)