



One Care: Implementation Council Meeting

Executive Office of Health & Human Services

MassHealth Demonstration to
Integrate Care for Dual Eligibles

November 8, 2022, 10:00 AM – 12:00 PM

Virtual Meeting via Zoom



One Care Integrated Denial Notice Updates

- In April 2022, MassHealth and Implementation Council members edited the format and required information in the Integrated Denial Notice. The updates:
 - List **support resources and contact info** first (for Plan and My Ombudsman)
 - Include basic **documentation of request details** (date, who requested, what was asked for, including amount, length, etc.)
 - Improve **clarity and details of what is approved, denied, and changed** from original request (modifications)
 - Provide **more information about request to facilitate appeals and My Ombudsman support**
 - Provides information on **how or why** the requested service or item is **not supported by the member's needs**
 - Describe **change and reasons for changes to previously covered services/items**
 - What was previously approved
 - When it was approved and by whom
 - What has changed to justify request not being approved now
 - **Reference source documents used for decision (Medicare and Medicaid regulations, contract, etc.)**
 - Require that **additional standardized details be provided upon request** by member, MassHealth, CMS, and other assisting parties
- One Care plans will begin using the updated denial notice template on **January 1, 2023**



One Care Integrated Denial Notice Updates cont.

When a One Care plan approves something different from what was requested, the updated Integrated Denial Notice will include details of each part of the decision

- **[] Approved:**
 - Describe what the plan is approving
 - *(e.g., N/A, Acupuncture 2 times per week, Wheelchair, moving a sink to a more accessible location, etc.)*

- **[] Changed: We are giving you something different from what you asked for:**
 - Describe what was requested and what is approved
 - *(e.g., We are approving Acupuncture services for 3 months instead of a full year, or We are approving moving a toilet to the south wall instead of the east wall of bathroom, we approved 18 Acupuncture visits but are now reducing the visits to only allow 10)*

- **[] Denied:**
 - Describe what is denied
 - *(e.g.: N/A, We are not approving you to receive Acupuncture, we are not approving a grab bar.)*

*If partially approved, plan checks both “Approved” and “Denied” and also sends Approval Notice



How Integrated Denial Notice Relates to LTSS Denial Form & Audits

- Updates to the Integrated Denial Notice will be **member-facing**
 - Improve clarity
 - Provide supporting detail to member
 - Makes it easier for member/their representative to get more information to support appeals
 - Requires plans to provide standardized and detailed information to support their decisions

- New LTSS Denial Form & Audit Process (CMFI) will be **oversight entity-facing**
 - Standardize initial information gathering to support case escalations and resolutions
 - Improve transparency of decision making and internal plan coordination effectiveness to MassHealth and CMS
 - Improve health plan team cross-unit coordination, training, and collaboration
 - Highlight and reduce denials that would likely be overturned on appeal (make better authorization decisions)



One Care

MassHealth+Medicare
Bringing your care together

VISIT US ONLINE

www.mass.gov/one-care

EMAIL US

OneCare@mass.gov