

## Meeting Minutes January 14, 2019 – One Care Implementation Council Meeting

**Meeting Location:** The Boston Society of Architects – 290 Congress St., Boston, MA

**Date:** January 14, 2019 10:00 AM – 12:00 PM

**Council Member attendees:** Crystal Evans, Dennis Heaphy, Paul Styczko, Jeff Keilson, Sara Willig, David Matteodo, Alicia (Kestrell) Verlager (via Zoom), Darrell Wright, Francesca Abby (via Zoom), Henri McGill, Elizabeth Jasse, Chris White.

**Key Stakeholders and Support Staff attendees:** Whitney Moyer (MassHealth), Corri Altman Moore (MassHealth), Jennifer Baron (CMS), Maggie Carey (UMMS), Daniel Cohen (MassHealth), John Ruiz (CCA), Sean Macaluso (UMMS), Roseanne Mitrano (MassHealth), Holly Robinson (CMS), Heather Friedman (Tufts), Danielle Westermann (Tufts), Maryanne Frangules (MOAR).

**Unable to attend:** Suzann Bedrosian, Cathleen Connell, Dan McHale

**Handouts:** *Agenda; Draft minutes from October 8, 2019 IC meeting, One Care IC Round-Robin Discussion from December 10, 2019 – Highlights, MassHealth One Care: Implementation Council Meeting 1/14/20, MOAR - Recovery Coach Requirements and Compensation, MOAR IC Presentation, Work Without Limits Putting Abilities to Work*

[Documents available online](#)

## Executive Summary and Action Items:

### Welcome / review December 8<sup>th</sup> meeting minutes

Paul Styczko, Implementation Council (IC) Vice Co-Chair, opened the meeting. The Vice Co-Chair asked the Council to approve a measure to approve the minutes from the December 2019 meeting via email at a later point.

### MassHealth Updates

Corri Altman Moore, Director of Integrated Care at MassHealth, updated the Council of the selection of new plans for contract negotiations to serve as One Care plans. Corri then gave an update of the timeline for entry of the plans into One Care and thanked the IC members who participated in the procurement process.

### Skilled Nursing Facility (SNF) Task Force Update

Dennis Heaphy, Implementation Council Chair, updated the group as to the status of the Skilled Nursing Facility Task Force chaired by EOHHS Secretary Mary Lou Sudders,

### Massachusetts Organization of Addiction Recovery (MOAR) Presentation

Maryanne Frangules, Executive Director, Massachusetts Organization for Addiction Recovery, and Implementation Council Member Darrell Wright presented on personnel roles and performance review around staffing for those with substance use disorder.

### Introduction to Work Without Limits

Paul Styczko, Implementation Council Vice Co-Chair, informed the Council that Work Without Limits, an organization that works to increase the employment of people with disabilities, will present at the February 11, 2020 Council meeting.

### Public Input

IC Vice Co-Chair Crystal Evans invited members of the public to speak.

## Meeting Minutes:

### Welcome / review December 10<sup>th</sup> meeting minutes

Paul Styczko, Implementation Council (IC) Vice Co-Chair, opened the meeting. The Vice Co-Chair informed the Council that the minutes from the December 2019 meeting would be sent out to be approved over email in the coming week.

### MassHealth Updates

Corri Altman Moore, Director of Integrated Care at MassHealth, updated the Council of the selection of new entities plans for contract negotiations to serve as One Care plans. Corri then gave an update of the timeline for integration entry of the plans into One Care and thanked the members of their participation as well as other IC members who participated in of the procurement process.

### Round Robin Discussion on MassHealth Updates

Council Chair then instructed members of the Council to discuss their thoughts on the updates given by MassHealth.

### Questions / Comments:

- IC member asked how familiar the plans are with the rate structure, and the level of confidence MassHealth has that the rates will not interfere with the plans joining One Care going forward.
  - MassHealth representative informed the Council that the question from the IC member was referring to the previous round of procurement, when several plans withdrew before contract signing due to the rate methodology. MassHealth representative stated that changes around the methodology and financial reports from the plans reflect a different standing with the plans from the past, and that there is extensive communication with the plans.
- IC member asked if the Implementation Council would be involved in the next phase of procurement.
  - MassHealth representative said they expect many ways in which the Council will be involved in the process going forward, including engagement from consumer reviewers through contract negotiations as well as broad feedback from the Council on operationalizing the plans.
  - Mass Health representative added that when the Memorandum of Understanding (MOU) has been finalized MassHealth will do a presentation to give the Council a better understanding.
- IC member asked if there was an understanding of what the total population would be once the new plans started in 2021.
  - MassHealth representative declined to share numbers as they will be more accurate once the contract is signed.

- IC member stated that they would like to see One Care spread geographically around the state and asked if in the roll-out there were specific geographic priorities.
  - MassHealth representative informed the member that every county in the state will be reached on day one of the rollout (except for Nantucket and Dukes County) but by year two, all counties will be covered.
- IC member asked if the launch of the new plans will be simultaneous across the entire state.
  - MassHealth representative stated that the plan roll out will occur simultaneously - on the same day.
- IC Chair followed up on the comment regarding enrollment and the role of the Council by saying that discussions will be at a high level about what is going well in the process and what can be improved.
- Chair asked if MassHealth will have the capacity to oversee national plans to One Care. Chair also asked if they will be able to maintain the integrity of the model which requires the inclusion of the person-centered model of care created in Massachusetts.
  - MassHealth representative replied that they value their ability to have locally accountable individuals and stated that despite plans being national they will look for local teams that are accountable for the core functions within One Care.
- IC member congratulated everyone for their work in the procurement process and suggested that there should be continuing access to information about services and plan specifics online, not just on paper, in order to increase accessibility.
- IC Chair thanked all of those involved in the process.
- IC member also expressed concern over national plans being in the process if they do not have strong local oversight in their duties to meet the needs of enrollees.
- IC member reiterated that strong consumer engagement that the Council has established should be paramount in the process going forward.
- IC Chair closed the round robin discussion by thanking the plans who submitted proposals and acknowledged the amount of work that goes into that process.

### Skilled Nursing Facility (SNF) Task Force Update

Dennis Heaphy, Implementation Council Chairman, updated the group as to the status of the Skilled Nursing Facility Task Force chaired by EOHHS Secretary Mary Lou Sudders, which the Chair attended as a consumer.

### Questions / Comments:

- IC Chair expressed concerns that the Task Force is not sufficiently considering quality of care in their assessment of the Nursing Facility industry in Massachusetts.
- IC Chair asked for formal endorsement by the Implementation Council to write a letter (subject to editing by the full Council) stating concerns about Nursing Facility Task Force. Additionally, Chair will ask that the Nursing Facility Task Force consider quality, get

assurances that dollars are invested in long term services and support, and that the model of care is “front loaded.”

- IC member shared perspective from a negative experience they had in a Skilled Nursing Facility in which poor care led them to be hospitalized to the point they were put in a coma. IC member added that these facilities are the only choice for some who have complex needs, and that “small” issues in care can be a matter of life and death.
- IC member confirmed they had heard similar examples of poor care provided to homeless consumers and added that there is a stigma for patients who experience homelessness that results in less attentive care.
- IC member added that the Council should consider that Skilled Nursing Facilities are important after discharge from Geriatric Psychiatry Units facilities.
- IC member stated they will support anything that promises to emphasize quality. Member also said workforce and rates of reimbursement should be included.
- IC Chair informed the Council that Tennessee has a value-based purchasing model that also considers workforce competency, adequate payments, and advancement. Chair told the Council all their comments and concerns will be considered and included in the letter.
- IC member expressed concerns about how the Task Force will tackle independent living and shared their experience of a Nursing Facility requiring two adults at home when they were discharged. This was impossible since the member lives alone and does not have this option.
- IC member stated that it is crucial for staffing levels to be addressed by the State going forward.
- IC member said that communication and training should be uniform across all staff within a single Nursing Facility.
- IC Chair asked for a motion to approve creation of a letter on the Skilled Nursing Task Facility to EOHHS.
  - **IC member made motion.**
  - **Motion was seconded and approved by all Council members.**

#### [Massachusetts Organization of Addiction Recovery \(MOAR\) Presentation](#)

Maryanne Frangules, Executive Director, Massachusetts Organization for Addiction Recovery, and Implementation Council Member Darrell Wright presented *MOAR Presentation* on personnel roles and performance review around staffing for those with substance use disorder (SUD).

#### [Questions / Comments:](#)

- MOAR representative asked MassHealth whether One Care would be willing to provide or contract for its members with substance use disorder who are at risk of a relapse.
  - MassHealth representative clarified that within the current contract, MassHealth requires One Care plans to contract with recovery support coaches.
- IC member asked MOAR presenter why they believed it was important to have personnel with lived experience in SUD roles at MOAR.

- MOAR representative replied that having a personal experience aids in the understanding of necessary boundaries, provides knowledge about ethics required to work within the situation, and adds a unique identification in the dynamics of the relationship.
- IC member observed that the application fee for recovery coaches is one and a half times that of any other type of professional in Massachusetts, which is unacceptable.
- IC member brought to attention the difficulty of finding skilled professionals to fill the recovery coach role.
- IC member requested that in the future, plans provide some information or a follow up presentation as to how recovery coaches are utilized now within One Care.
- IC member strongly complimented the lived experience aspect of recovery coaching.
- CMS representative thanked the MOAR presenters for their participation and asked about the important intersection between recovery coaches and members of the family of those that battle with substance use disorder.
  - MOAR representative replied that as a recovery coach, they deal specifically with the individual who is suffering for substance use disorder.
  - They added that it is not to say that family specialists and recovery coaches within the family cannot be established in the future.
- MassHealth representative thanked the MOAR presenters, following up that they would like to hear more from the Implantation Council as to the recommendations for One Care that were included in the presentation.
  - IC Chair replied that there is much to discuss around the presentation and where One Care can play a role, but the intention is to continue that dialogue at the next month's meeting.
- MassHealth representative shared perspective as former employee of the Department of Public Health, and their experience in which populations with high mortality rates have a form of 'clinical supervision' in which access to a social worker is paid for by an employer. MassHealth representative asked MOAR representatives for their thoughts around this practice.
  - MOAR representative replied they were not familiar with the practice, but stated they felt it is certainly worthy of exploration and possibly mandate.
- Tufts representative shared interest in continuing the conversation around supervision and ensuring the right structure is in place in terms of caseload and scope of practice.

### Work Without Limits

Paul Styczko, Implementation Council Vice Co-Chair, informed the Council that Work Without Limits, an organization that works to increase the employment of people with disabilities, will be joining the Council to present in the February 2020 Council meeting.

## Public Input

Crystal Evans, Implementation Council Vice Co-Chair, invited members of the public to speak.

- Member of the public provided feedback as to an ongoing issue that they are having with one of the plans within One Care and My Ombudsman.

## Upcoming Meetings:

### **Tuesday January 28, 2020**

10 am – 12 pm

IC Member Zoom Conference Call

Dial in phone option

### **Tuesday February 11, 2020**

Monthly IC Meeting

10 am – 12 pm

Boston Society of Architects (BSA)

290 Congress Street

Suite 200 – Pearl Street Conference Room

Boston, MA 02210

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