

One Care Implementation Council Meeting
The Boston Society of Architects – 290 Congress St.
Boston, MA
March 12, 2019 10:00 am – 12:00 pm

Council Member attendees: Francesca Abbey, Suzann Bedrosian (by phone), Cathleen Connell, Crystal Evans, Dennis Heaphy (Chair), Elizabeth Jasse (by phone), Jeffrey Keilson, Henri McGill, Paul Styczko, Kestrell Verlager, Chris White, Sara Willig and Darrell Wright

Key Stakeholders and Support Staff attendees: Corri Altman Moore (MassHealth), Jennifer Baron (CMS), Maggie Carey (UMMS), Amanda Cassel Kraft (MassHealth), Andrew Falacci (UMMS), Raymond Gomez (Tufts Unify), Josh Krintzman (CCA), Roseanne Mitrano (MassHealth), Jennifer Morazes (My Ombudsman).

Handouts: Agenda; Draft minutes from February 12th IC meeting, MassHealth Presentation, Implementation Council Continuity of Care Discussion presentation, DPC Independent Living/Recovery presentation.

Documents will be available online at <https://www.mass.gov/service-details/one-care-implementation-council>

Executive Summary and Action Items:

MassHealth presented updates to the new procurement for One Care Duals Demonstration 2.0 and outlined the requirements for the consumer review portion of the procurement:

Action steps:

- MassHealth asked Council Members to look out for a survey at the end of March that will ask about Implementation Council consumer members' interest in reviewing the bids as well as any accommodation requests for this process.
- MassHealth plans to invite consumer Implementation Council members to participate as reviewers in distinct parts of the procurement.

The Council Chair presented on Continuity of Care:

Action steps:

- Council leadership will hold a call with the Plans and MassHealth to discuss the types of data the Council would like the Plans to present on continuity of care at the April IC meeting.

Disability Policy Consortium Research Project on Independent Living and Recovery:

Action steps:

- The Disability Policy Consortium has received funding from Brandeis University to undertake a research project focused on a plan to strengthen the One Care independent living philosophy and recovery principles care model;
- The IC passed a motion to formally endorse the project.

Meeting Minutes:

1) Welcome/Review of Agenda/Introductions/Meeting Minutes

Paul Styczko, Implementation Council Member, opened the meeting. He reminded participants to state their name before speaking in order to help people on the phone and people with vision impairments. With no comments, the February 12th meeting minutes were approved as they are.

2) MassHealth Presentation:

Corri Altman Moore, MassHealth Director of Policy, provided an update on the One Care Plan Request for Responses (RFR) released February 11th, 2019 and outlined the process for the consumer review portion of the procurement:

- The consumer review portion will ask participants to review Section 10 of the responses and consult with the MassHealth Program Management Team (PMT);
- MassHealth will be reaching out to the Council in late March with a survey to gather information on who would like to participate in the review process. The survey will also ask individuals about their accommodation needs and their best practices on creating and reviewing accessible documents. MassHealth said they would like the survey to be completed two weeks following receipt.

Discussion / Questions

- Council Member asked if MassHealth would be able to provide an audio option for the consumer review process.
 - MassHealth asked the Member to connect with someone from MassHealth about the specific request.
- The Chair encouraged members with available time to participate in the review process.
- Council Member asked MassHealth to provide the bid review as an accessible document.
- MassHealth asked Members to contact the MassHealth office with any concerns, accommodation requests or potential conflicts of interest regarding the consumer bid review process.
- Council Member asked about the possibility of having a Google document available for members of the review team to take group notes.
 - MassHealth asked to talk about this suggestion off-line;
 - MassHealth also explained that the review process is extensive and utilizes standardized language to rate each bid response.

3) Implementation Council Continuity of Care Presentation:

Dennis Heaphy, IC Chair, presented on the gaps in continuity of care in One Care. The presentation included a series of questions posed to the Plans on procedures for ensuring continuity of care and the collection of population data related to continuity of care. The Chair requested the Plans prepare responses to be presented at the next IC meeting in April.

Discussion / Questions:

- MassHealth explained there are two aspects of continuity of care – the required comprehensive care assessment of a new member within the first 90 days of being enrolled and the continued care once the member’s care plan has been constructed. MassHealth explained there are specific interruptions or changes which affect a member’s care plan. In such situations it is critical to protect the relationship members have with their providers to ensure the member continues to receive their same services.
- MassHealth also explained that the Plans have alternative means to make changes and provide continued care after the 90-day period even if the member had originally refused having a care manager.
- MassHealth asked the IC to clarify the data request (from the Plans) in an upcoming call with MassHealth.
- Council Member asked if there is an advocate for a member to call if the member is experiencing problems with a care plan:
 - MassHealth stated the member could call the *My Ombudsman* office. They said the office may not be able to resolve all aspects of the problem, but it would be able to help the member determine the best way to resolve the issue;
 - MassHealth also explained how the Plans work internally to handle issues with care services and recommended reaching out to the Plans directly;
 - Council Member stated how a member should not be responsible for advocating for their own care;
 - MassHealth explained sometimes a member needs to get involved to resolve an issue of not receiving care from a provider;
 - Council Member shared a story of trying to resolve a care issue through the *My Ombudsman* office. The Member said she was able to work with other individuals dealing with the same issue. However, the Member explained that others did not know about the office and stressed the need to advertise the role of the *My Ombudsman* office.
 - Council Member explained how MassHealth is trying to correct these situations as well as address continuity of care and churn in the Duals 2.0 demonstration.
- CCA Representative stated how they were preparing to give a presentation on care coordination at the April meeting, but will be able to present on continuity of care instead. The representative responded to the previous Member’s story with not getting care from a provider and explained how they do not want to have a member in the middle of a dispute between a provider and the Plan. They said the Plan should be responsible for correcting the situation.
- Tufts Representative stressed the importance of having a meeting with the Chair prior to the April presentations to discuss further details.
 - MassHealth supported having a phone conversation with the Plans and the IC Chair before the next IC meeting to discuss issues surrounding changes in care plans and data the IC is requesting on continuity of care.

4) Disability Policy Consortium (DPC) Research Project presentation:

- Dennis Heaphy, IC Chair, presented an ongoing Disability Policy Consortium (DPC) research project which focuses on strengthen the One Care independent living philosophy and recovery principles care models; the Chair said DPC has received funding from Brandeis University and will conduct the research under the umbrella of YESHealth over a five-year period (started Fall 2018).

Discussion/Questions:

- Council Member explained the need to look at the consumer as a whole person when assessing issues with provider services and then asked, “who do I go to as a consumer?”
 - MassHealth explained that the care coordinator can help members with providers not offering services as a whole.
- The Council Chair made a request of endorsement by the IC for the research project;
 - Council Member made a motion to endorse the project; the motion was carried, with the Chair abstaining.
- Council Member asked for clarification on the difference between the role of the LTS Coordinator (LTS-C) and the Certified Peer Specialist (CPS) in One Care;
 - MassHealth explained the LTS-Coordinator is only responsible for issues concerning long-term services, while the CPS handles issues dealing with the member’s community. They did acknowledge there are many overlaps in these roles;
 - Council Chair explained the reason behind this research is to assess the differences in the roles when there is an overlap;
 - Council Member commented how the LTS-Coordinator takes the lead when determining roles and care delivery for a member’s LTSS care and fills the role of assessing the member’s specific needs.
- CMS expressed enthusiasm for the research and would like to know what the outcomes are when the research is finished.

5) Public Comment:

The Council Chair recognized Donna Kymalainen (UMMS) for her long-time work supporting the One Care Implementation Council. Donna will be retiring on March 15th.

The meeting was adjourned. Future meetings include:

Tuesday April 9, 2019

10:00-12:00

Boston Society of Architects (BSA)

290 Congress Street

Suite 200 – Pearl Street Conference Room

Boston, MA 02210

Tuesday May 14, 2019

10:00-12:00

Boston Society of Architects (BSA)

290 Congress Street

Suite 200 – Pearl Street Conference Room

Boston, MA 02210

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