

## Meeting Minutes June 9, 2020 – One Care Implementation Council Meeting

**Meeting Location:** Zoom

**Date:** June 9, 2020 10:00 AM – 12:00 PM

**Council Member attendees:** Francesca Abby, Suzann Bedrosian, Crystal Evans, Dennis Heaphy, Elizabeth Jasse, Jeff Keilson, David Matteodo, Dan McHale, Paul Styczko, Kestrell Verlager, Sara Willig, Chris White, Darrell Wright.

**Key Stakeholders and Support Staff attendees:** Corri Altman Moore (MassHealth), Jennifer Baron (CMS), Maggie Carey (UMass), Daniel Cohen (MassHealth), Hilary Deignan (UMMS), Sean Macaluso (UMMS), Jennifer Morazes (My Ombudsman), Henri McGill (MassHealth), Jessica Podesva (BCIL), Prakrity Silwal-Karki (MassHealth).

**Unable to attend:** Cathleen Connell

**Handouts:** *Agenda; Draft minutes from May 12, 2020; IC meeting My Ombudsman Presentation to IC June 9; MassHealth Presentation Implementation Council Meeting June 9, 2020; June 9, 2020 IC Round-Robin questions*

[Documents available online](#)

## Executive Summary and Action Items:

### Welcome / review May 12<sup>th</sup> meeting minutes

Paul Styczko, Implementation Council (IC) Vice Co-Chair, opened the meeting. The Vice Co-Chair asked for a motion to approve the minutes from the May 2020 meeting. The motion was seconded and carried.

### MassHealth Updates

Corri Altman Moore, Director of Integrated Care for MassHealth, presented *MassHealth Presentation Implementation Council Meeting June 9, 2020*.

### My Ombudsman Updates

Jennifer Morazes, Director of My Ombudsman, presented *4th Quarter 2019 – 1st Quarter 2020 Presentation for the One Care Implementation Council*.

### Feedback from May 20th DAAHR Forum/Round-Robin

Jessica Podesva, Community Organizer at the Boston Center for Independent Living (BCIL), presented an overview of the themes raised at the recent Disability Advocates for Advancing Healthcare Rights (DAAHR) forum led by the Disability Policy Consortium (DPC) and BCIL.

### Public Input

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

## Meeting Minutes:

### Welcome / review May 12<sup>th</sup> meeting minutes

Paul Styczko, Implementation Council (IC) Vice Co-Chair, opened the meeting. The Vice Co-Chair asked for a motion to approve the minutes from the May 2020 meeting. The motion was seconded and carried.

### MassHealth Updates

Corri Altman Moore, Director of Integrated Care for MassHealth, presented *MassHealth Presentation Implementation Council Meeting June 9, 2020* updating the Council on developments at MassHealth.

#### Questions / Comments:

- IC member shared that when they had their recent annual telehealth visit with their primary care provider the provider on the call was not the member's long-term provider. IC member was concerned about sharing personal information with someone who they were confident was not their physician.
  - IC Chair asked if the provider asked the member how they were doing during COVID-19 and whether their care needs had changed.
  - IC member replied that the provider did not ask these questions.
- IC member expressed concern about their fellow Council member having to share personal medical information with someone they do not know. IC member added that they want the Council to be an advocate for those missing out on the advancements in telehealth due to the digital divide.
- IC member asked MassHealth if they envision the state approving telehealth for people in day-habilitation programs and other adult day health programs now that it is clear the majority of people are not going to be able to return to these programs in the near future.
  - MassHealth stated that MassHealth does not plan to do anything to limit member access to healthcare services during the pandemic. Representative added that part of their interest in soliciting feedback around services is to help shape policy going forward.
  - IC member stated they worry about people getting lost in the process and not having contact.
  - MassHealth stated that this is a fear of theirs as well and something they are continuing to work on.
- IC member asked if the state has instructed plans to put proactive measures in place to reduce the risk of a "second surge" of COVID-19 and to address the potential complications that could arise with a difficult flu season in the fall and winter.
  - MassHealth stated they believed this will be addressed through the framework of care provided by plans and welcomed the plans to join the conversation in response to this question.
- IC member replied their (provider) office is in the complicated process of developing a plan for a gradual reopening. Member stated that through this process they are realizing the enormity of the scale of decisions having to be made to reopen addressing – issues ranging

from procuring PPE to limiting the number of people in spaces which all need to be answered to open safely. IC member stated they would like to hear how the plans are preparing for this transition.

- IC Chair asked IC member if they provide PPE to the people that they serve through their case management and residential services.
- IC member replied that they have prioritized getting PPE first to those living in residential / group living spaces, with the goal of expanding this to more members as resources become available.
- IC member expressed that they hope that telemedicine continues to be available for members. Telemedicine has reduced the number of appointment “no shows.”
- IC member stated that communication tools like Zoom and video conference that show a person’s face and mouth are beneficial to those in the deaf community and that they hope these tools continue to be used more regularly.
- IC member stated that One Care members are required to use a secure patient portal to access telemedicine calls with their specialist, which can be a difficult additional step.
  - IC Chair suggested that the care coordinator could engage with the member on the process of accessing telemedicine through a patient portal.
- IC member stated that communicating with people in masks can be difficult for autistic people.
- IC member stated that telemedicine has been incredibly helpful for securing necessary medication. Member stated that using telemedicine in place of in-person visits in Boston (member lives in Western MA) has also saved them significant transportation costs and time.
- IC member expressed concern that people may be putting off necessary medical care out of fear because of COVID-19.
- IC Chair (referring to Slide 6 of the MassHealth presentation) stated telehealth should only be offered by providers that the member is already working with and have previously met in person. Otherwise this would not be person-centered care. IC Chair stated that the presentation did not provide a clear answer to how to address existing health conditions during COVID.
- IC Chair added that in reference to obtaining PPE and dealing with the One Care population is helpful, it does not get to the core of what the program could be and should be.

## My Ombudsman Updates

Jennifer Morazes, Director of My Ombudsman, presented *4th Quarter 2019 – 1st Quarter 2020 Presentation for the One Care Implementation Council*.

### Questions / Comments:

Round Robin Questions: (1) What did you hear from My Ombudsman that was helpful? (2) What information should the report contain that would be helpful?

- IC member stated it was beneficial for the Council to hear trends in My Ombudsman reports, especially regarding grievances related to PCA payments and care coordination for

dental procedures. IC member added that it would be helpful to have an additional column that gives more information about frequent complaints.

- IC member shared that many One Care members do not know about My Ombudsman and suggested there may be additional unresolved issues that are not being captured because members are not contacting My Ombudsman.
- IC member asked if it would be appropriate to contact My Ombudsman with the issue they mentioned earlier about having a telehealth appointment with someone who was not their known physician.
  - My Ombudsman representative replied that this would be an appropriate issue to bring to My Ombudsman who can help the member to file a complaint.
  - My Ombudsman representative stated that My Ombudsman is conducting a robust outreach effort to educate members about their services and can further discuss at another time.
- IC member suggested that further outreach and advertisement would be beneficial for One Care members and My Ombudsman.
- IC member stated they would like to know if One Care plans discuss the My Ombudsman program with enrollees during care planning meetings.
- IC member agreed with previous statements that further outreach on My Ombudsman services would be beneficial.
- IC member expressed surprise that My Ombudsman did not receive complaints about behavioral health services.
- IC member suggested My Ombudsman staff distribute magnets with their contact information.
- IC Chair stated that any reduction in PCA services is problematic for members and needs to be discussed further by the council.
  - MassHealth representative stated they shared this concern with the Chair and that they would analyze the data on this.

### Feedback from May 20th DAAHR Forum / Round Robin

Jessica Podesva, Community Organizer at the Boston Center for Independent Living (BCIL), presented an overview of the themes raised at the recent Disability Advocates for Advancing Healthcare Rights (DAAHR) forum led by the Disability Policy Consortium (DPC) and BCIL.

Themes included:

1. Care delays
2. Lack of connectivity with providers - to the detriment of people's health and well-being
3. Continued lack of access to DME
4. Lack of access to PPE
5. Isolation

### Questions / Comments:

- IC member stated they have had a tremendously difficult time meeting their basic medical needs and estimated they are currently only receiving 75% of their providers' requests for medications, medical supplies and other DME.

- IC member added that the pre-approval process has been very difficult and that they have seen medication preapprovals take two months - only to be denied through the appeal process.
  - MassHealth stated that they simplified the process for prior authorizations due to COVID and that they have heard feedback that those who only have MassHealth coverage have had an easier time getting medications than before the COVID rules were put in place.
  - IC member responded that they have heard from the parents of children with disabilities who are on MassHealth that the approval process and access to DME has been much easier during the pandemic.
  - MassHealth representative recommended that the IC member take their specific prior authorization issues to their plan manager and / or My Ombudsman.

### Public Input

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

- SHINE (Serving health Insurance Needs for Everyone) representative stated that they have a complaint tracking monitor system that can be used for entering complaints for Medicare and Medicaid services. SHINE stated they hope that My Ombudsman will utilize this system to better track complaints that are coming in. SHINE stated that they have talked to My Ombudsman in the past about doing this and that they will continue this conversation.

The meeting was adjourned.