

## Meeting Minutes July 14, 2020 – One Care Implementation Council Meeting

**Meeting Location:** Zoom

**Date:** July 14, 2020 10:00 AM – 12:00 PM

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

**Key Stakeholders and Support Staff attendees:** Corri Altman Moore (MassHealth), Leslie Diaz (My Ombudsman), Jennifer Baron (CMS), Laura Black (CCA), Dolores Burke (Tufts), Maggie Carey (UMMS), Daniel Cohen (MassHealth), Hilary Deignan (UMMS), Sophie Hansen (CCA), Kobe Hernandez (CCA), Henri McGill (MassHealth), Prakrity Silwal-Karki (MassHealth), Bea Thibedeau (Tufts), Danielle Westermann (Tufts).

**Unable to attend:** Cathleen Connell

**Presentations/Discussions:** Agenda, June 9<sup>th</sup> IC meeting minutes, *MassHealth Presentation Implementation Council Meeting, July 14*; Tufts Health Unify presentation *Addressing Social Determinants of Health in Response to COVID-19, July 2020*; and CCA's *SDOH Response During COVID-19, Presentation to One Care Implementation Council, July 14, 2020*.

[Documents available online](#)

## Executive Summary and Action Items:

### Welcome / review June 9th meeting minutes

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

### MassHealth Updates

Daniel Cohen, Deputy Director of Integrated Care for MassHealth, presented *MassHealth Presentation Implementation Council Meeting, July 14* updating the Council on Reopening Massachusetts, Telehealth Services, Reopening of Day Programs, and the Commonwealth Stop the Spread strategic COVID testing sites that are open through August 15<sup>th</sup> in Chelsea, Everett, Fall River, Lawrence, Lynn, Marlborough, and New Bedford.

### Updates from Tufts Unify and CCA

Tufts Health Unify (Tufts) and Commonwealth Care Alliance (CCA) provided overviews on what each plan is doing to address One Care member's social determinants of health (SDOH) needs during the pandemic.

Dolores Burke, Senior Manager of Case Management at Tufts Health Unify, presented *Addressing Social Determinants of Health in Response to COVID-19, July 2020*. Kobe Hernandez, Director of the Health Outreach Worker (HOW) program at CCA, presented *CCA's SDOH Response During COVID-19, Presentation to One Care Implementation Council, July 14, 2020*.

### Round Robin Discussion

Dennis Heaphy, IC Chair, facilitated the Round Robin discussion.

Round Robin Questions:

1. What are your **initial reactions** to the MassHealth and plan presentations?
2. *for Consumers and Providers*: What do you think is **most important for plans to provide members** now, during the pandemic "new normal"?

### For follow-up:

- IC Chair asked if there has been an increase in psychiatric hospitalizations and / or emergency department visits during this time.

## Meeting Minutes:

### Welcome / review June 9<sup>th</sup> meeting minutes

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### Questions / Comments:

- IC Member stated they would like a COVID antibody test and asked if that was something CCA can help with.
  - MassHealth stressed that the science is still not clear on how to interpret the antibody tests.
  - CCA stated that Governor Baker is working to expand COVID testing and suggested the IC Member speak to their Care Manager about testing.
- IC Member stated that in order to be able to communicate with providers they need providers to wear PPE that does not cover the providers face and mouth.
  - CCA asked how telehealth communications that include the provider and an interpreter have been working for member?
  - IC Chair asked member how CCA has communicated with them and how often?

- IC member stated that CCA has contacted them over email and over the phone with an interpreter. Member stated they have not been offered any communication from CCA over zoom or videophone where member was able to see both the provider and the interpreter.
- IC member stated that there are several issues related to food access beyond food insecurity such as the need for more workers available to do food preparation at people’s homes. Additionally, IC member stated that Instacart and Peapod do not allow you to pay for groceries with supplemental nutrition assistance program (SNAP) funds which can be a barrier for families who rely on food benefits to eat and can’t go to the grocery store for health and safety reasons.
  - CCA clarified that their food assessment differentiates between “food insecurity” and the need for assistance with “food preparation.”
  - CCA added that new legislation recently passed that allows people to use SNAP benefits to purchase groceries online. <https://www.mass.gov/snap-online-purchasing-program>
  - IC member stated that they have found that they cannot use SNAP when ordering Peapod online but they have been able to use it for Amazon Fresh orders.
- IC member asked if meals provided to One Care members with food insecurity are just for the One Care member or if food is provided for the full family.
  - Tufts stated that food is provided for the full family facing food insecurity.
  - MassHealth commented that this is one way that One Care can provide food for the full family due to the program structure – as this is not available in most food plans.
- IC member asked if the CCA transportation benefit allows children to be transported with their parents who are One Care members?
  - Tufts stated that historically children are able to use transportation to attend their parent’s essential appointments though with the increase use of telehealth appointments there has been less of a need for One Care members to leave their homes for these appointments. Tufts suggested that this is an issue that would need to be addressed individually and said that One Care members should talk to their care managers with these requests.
  - CCA stated that their transportation benefit allows a One Care member to have up to two people in the vehicle for any reason.
- IC member stated that the SNAP benefits have increased significantly because of COVID and that the increase has really benefited their nutrition, allowing them to buy fresh produce. Member is concerned with what will happen when that benefit returns to the previous rate and suggested it would be beneficial if the SNAP benefit continued at this new rate.
- IC member shared that Xfinity has a low income program for internet services but that they were told they were not eligible because they already have Xfinity services and to get the benefit they would have to quit Xfinity for 3 months. Member has not talked to their care manager about this.
  - Tufts stated that their community health workers can help members troubleshoot cable and internet issues.
  - CCA stated that they can help members evaluate internet access and offered to connect with the CCA member after the meeting to discuss this. CCA added that they also have other technologies that they offer members such as LifePod.

- IC member stated that you cannot get the low-income Xfinity internet essentials rate combined with cable or any other features.
- IC member stated that they would be interested in an equally in depth future presentation and conversation with the plans addressing concerns they have about the impact COVID has on members and what the plans think the future of One Care will look like in the “new normal.” Member stated that some examples of what might be addressed could include plans for incorporating preventative testing (as well as other gaps the plans have identified) and what plans are doing to prepare for the potential second surge of COVID cases.
- IC member asked whether members of the behavioral health (BH) / substance use disorder (SUD) community are systematically identified by One Care plans and if so, what kind of contact the plans have with these communities.
  - CCA stated that they do flag members with BH needs and have ongoing communication and engagement with these members through medication assisted treatment (MAT) providers and other provider contacts. CCA added that telehealth has been a useful tool for staying connected with members and ensuring that their care plans and goals are being followed.
  - MassHealth stated there has been an industry trend of increased use and engagement through telehealth for BH treatment including AA meetings and other peer support groups.
  - Tufts stated that they have also had a good response to peer support groups, AA meetings and BH appointments over telehealth and have had numerous members request that this remain an option for treatment after COVID – due to the convenience and social comfort that telehealth provides.
- IC Chair asked if there has been an increase in psychiatric hospitalizations and / or emergency department visits during this time.
  - MassHealth stated that they would also be interested in seeing these numbers.
- IC member asked if the plan transportation benefit provides car seats for minors.
  - CCA stated that generally families must provide their own car seat for transportation but that the care managers can help the family acquire a car seat through a local nonprofit or other resources.
- IC member asked if MassHealth could help her son get a plastic face shield instead of a mask – as the face shield seems like it would work better for her son who has autism.
  - IC Chair stated that generally a face shield cannot replace a mask for PPE as the face shield is not as effective as a mask, but that this might be a reasonable accommodation situation.
  - MassHealth said that they leave it to the plans to determine what PPE to provide members and reiterating that the face shield does not provide the protection that a mask provides so that anyone wearing just a face shield would need to maintain 6 feet of distance from others and practice other safety measures.
- IC member stated that there needs to be more awareness around what technology is available for members as well as understanding what technology members already have access to. Member continued that their technology needs can become costly, for example, to use a screen reader the person needs to have internet access.

- IC member asked if members could determine what format they would like to get notices and information in – for example large print, or through email instead of the mail? Member stated that they need to get communications through email to accommodate their screen reader, but that notices and communications continue to come through the mail despite numerous requests.
  - Tufts confirmed that that email is an option for getting communications from care managers and asked that member talk to plan after the meeting about this.
  - MassHealth clarified that some notices are required by law to be sent through the mail but that they can still also be sent through email.
- IC member stated that they would like some clarification of terms such as how the plans define as a “touch” for member outreach data.
- IC member stated that their high priorities right now are food insecurity and access to PPE. Member also stated that they would like to learn how to plan for regular life events and for emergencies such as the upcoming hurricane season during COVID.
- MassHealth encouraged all meeting attendees and One Care plans to watch the Assistive Technology online module featuring IC member Kestrell Verlager for more information on how technology can help One Care members.  
<https://onecarelearning.ehs.state.ma.us/mod/page/view.php?id=123>
- CMS stated that they would be interested in hearing continued discussions with the plans about lessons learned through the early response to COVID in all the plans they manage, including One Care.

The meeting was adjourned.