

Meeting Minutes September 10, 2019 – One Care Implementation Council Meeting

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

Date: September 10, 2019 10:00 AM – 12:00 PM

Council Member attendees: Crystal Evans, Dennis Heaphy (via Zoom), Paul Styczko, Elizabeth Jasse, Jeff Keilson, Chris White, Sara Willig, Alicia (Kestrell) Verlager

Key Stakeholders and Support Staff attendees: Corri Altman Moore (MassHealth), Jennifer Baron (CMS), Maggie Carey (UMMS), Hilary Deignan (UMMS), Sean Macaluso (UMMS), Roseanne Mitrano (MassHealth), Jennifer Morazes (My Ombudsman), Danielle Westermann (Tufts), Leah Smith (CCA), Lissette Victoriano (UMMS),

Unable to attend: Francesca Abbey, Suzann Bedrosian, Cathleen Connell, David Matteodo, Dan McHale, Darrell Wright

Handouts: Agenda; Draft minutes from July 9, 2019 IC meeting, EOHHS presentation, IC Follow-up Request to Plans, IC Planning Committee for Fall 2019

[Documents available online](#)

Executive Summary and Action Items:

MassHealth Updates

Corri Altman Moore, Director of Integrated Services at MassHealth, lead the presentation that included: *Update on New Integrated Care Unit at MassHealth, Status of Procurement for One Care Plans, and Other Updates.*

Leadership Elections for IC Chair and Co-Chair

Crystal Evans, Implementation Council Member, reiterated that Council elections for Chair and Vice Chair(s) would be held during the October 2019. The Council expects that the current leadership structure will continue, with one Chair and two Vice-Chairs who work together as leadership to set agendas, prepare deliverables, set the priorities of the Council as well as planning for anything else that may be necessary for the Council to continually be successful.

Action Items:

- The IC will be holding elections at the October 2019 meeting.

Next Steps with Plan Presentations

The Implementation Council presented a series of four key follow up questions created based off the discussion during the July 2019 meeting.

Action Items:

- The IC asked CCA and Tufts to respond to their questions in a follow-up presentation. They also asked for additional data metrics to supplement how the IC suggests the Plans implement care.
- UMMS will schedule calls for the Plans, MassHealth and the Implementation Council leadership to further discuss the data request and other presentation that the Plans will do for the October IC meeting.
- UMMS will schedule a call for MassHealth and the Implementation Council to clarify the data request being sent to the plans.
- The IC will send the Plans a specific request explaining what they are requesting the plans present at the October IC meeting.

IC Work Groups

Implementation Council Member, Paul Styczko, presented *One Care Implementation Council Planning Committee for Fall 2019*, an overview of the Implementation Council Planning Committee meeting September 3, 2019 over Zoom.

Meeting Minutes:

Welcome/ Meeting Minutes

Paul Styczko, Implementation Council Member, opened the meeting. Paul asked for a motion to approve the minutes from the July 2019 meeting. IC Council member Sara Willig made the motion, and IC Council member Chris White seconded. The motion carried unanimously.

MassHealth Updates

Corri Altman Moore, Director of Integrated Services at Mass Health, lead the presentation that included: *Update on New Integrated Care Unit at MassHealth, Status of Procurement for One Care Plans, and Other Updates.*

Questions / Comments:

- There were no follow up questions for MassHealth staff on the topics presented.

Leadership Elections for IC Chair and Co-Chair

Crystal Evans, Implementation Council Member, reiterated that Council elections for Chair and Vice Chair(s) would be held during the October 2019. The Council expects that the current leadership structure will continue, with one Chair and two Vice-Chairs who work together as leadership to set agendas, prepare deliverables, set the priorities of the Council as well as planning for anything else that may be necessary for the Council to continually be successful.

Questions / Comments

- Council Member asked for clarification on the election process, specifically how votes are to be cast.
 - In the previous elections a simple verbal vote or show of hands was used and that would be the plan for the October Council elections unless there was another preference among the council.

Next Steps with Plan Presentations

Jeff Keilson, of the Implementation Council presented on the specific questions and data requests the Council is looking to have the Plans answer during the October Council meeting. The presentation is titled *Implementation Case Study Follow-Up Request to Plans, Upholding the One Care Model.*

Jeff Keilson stated that the specific themes that the Plans should focus on for the October Council meeting have been narrowed down from the nineteen questions that were generated by the IC response to the presentations during the June IC meeting. Below are the four priorities the IC would like to focus on for the next Plan Presentation.

1. The IC still does not understand why there is so much variation in services provided by the care coordinator. For example, what factors determine the ratio of care coordinators to members? How are you determining the level of need for a care coordinator? Is it based on

cost, utilization of services or other factors? Do you look at social complexity? Some members may not need some services but due to social complexity, their needs are high. Where is person-centered care for each member?

2. The IC is not clear on their responsibilities or to what degree the care coordinator acts as an advocate for the member;
3. Determination of need at times appears to be arbitrary, rather than person-centered. It seems that access to non-medical transportation is decided by people and systems *outside* the member's care team;
4. The IC is unable to access data that shows utilization, duration and determination of who accesses an LTS-Coordinator or Certified Peer Specialists.

Questions / Comments:

- Implementation Council member wanted to know, in terms of rate, how much on average the pay is for social and medical appointment rides. Implementation Council member also wanted to know how the transportation vendors are vetted and whether the drivers are supervised.
- Implementation Council member addressed the fact that there are fewer providers in the western part of the State, which has led to fewer choices. Adding to this problem is that there are less transportation options in Western Massachusetts.
- Plan representative asked when the data requests that were presented in the slide deck will be due.
 - The Council will make specific requests for pieces of the data in the slide deck over the next 6 months.
- MassHealth suggested they will work with the Council to clarify the data requests and to make sure the data being requested is the right data.
- Plan representative stated that to accomplish what the Council is asking, the plans should provide care coordination definitions and explain care team roles.
 - Council member stated that would only be necessary to the extent that it will clarify the care coordinator role from the LTS-C role or to explain why a coast load is higher for a particular care coordinator than for others.
- MassHealth suggested that the Plan responses could focus on how they are meeting the contract requirements for Care Coordination and LTS-Cs.
- Council Member stated that it was fine to use the contract language as a starting place but that the Council is most interested in the person-centered, specific ways that these topics impact One Care Members.
- MassHealth explained to the Plans that the data requests in the presentation would be refined and clarified during calls prior to the October Meeting when the results are presented.
- Council Member stated that the Council wants to have an honest conversation about non-medical transportation. Member acknowledged that transportation can be very challenging

to find but the Council would like to hear what steps are being taken currently to meet that need.

- Council Member asked why the LTS-C role is consistently so hard to define

IC Work Groups

Implementation Council Member, Paul Styczko, presented *One Care Implementation Council Planning Committee for Fall 2019*, an overview of the Implementation Council Planning Committee meeting September 3, 2019 via Zoom. This meeting included members of the Implementation Council and will be held on a monthly basis going forward if possible. The priority for the October meeting was agreed upon to be Care Coordination.

Within Care Coordination specific interests included flexibility of dollars, determination of medical necessity by the care coordinator, utilization management, ability to authorize services, and transportation (both medical and nonmedical).

Questions / Comments

- Implementation Council member questioned whether there will be investigation of how transportation is being currently decided, and if this is the catalyst for the transportation conversation.
- Implementation Council member stated that there is a lack of options for follow-up care to prevent rehospitalization for those with mental health diagnoses. Council member stated that Western Massachusetts has a lack of care providers that treat people with Dual Diagnoses with modalities other than Cognitive Behavioral therapy. People with dual diagnoses who need treatment outside of cognitive behavioral therapy therefore, have to drive to Boston for treatment.
- Implementation Council member asked if an appropriate caseload size for care coordinators / care managers has been identified. Determining the caseload size for a care coordinator and locating a large enough workforce are big concerns in care coordination.
 - Implementation Council member added that in the October meeting he would like the plans to discuss what is working and what is not working around care coordinators.
- Implementation Council member also wanted to ask about caseload size for care coordinators, but felt it was addressed in the previous question.
- Implementation Council member asked whether if in remote areas telemedicine was an availability.
 - MassHealth stated that MassHealth has had the flexibility to provide telemedicine for a long time. Additionally, MassHealth issued two bulletins in January around telemedicine, one around establishing requirements for providers that have direct contracts with MassHealth, and the other applicable to their Managed Care Organizations that include One Care. It required MCOs to cover telehealth access that had put into the system for behavioral health.
 - Implementation Council member added that Children's Hospital in Boston uses Amazon Alexa for some follow up care after hospitalization.

Public Input

Implementation Member Crystal Evans opened the meeting to public comment.

Questions / Comments

- Member of the public asked MassHealth if they have been collecting the data that the Implementation Council has requested for the October meeting. She stated that it sounds like the Council wants to take a qualitative and a quantitative look at how One Care plans are really working on the ground. She questioned if the plans have been maintaining this data and asked why the Council had to request this data (and give a reason for why they want it) in order to see the data. Member asked how the plans feel about this request.
 - Tufts Plan representative said that at first glance this request does sound like it is related to data that Tufts does collect and stated that they want to be good partners with the Council and see the inquiry as a fair way to assess the program.
 - CCA Plan representative stated that she understands that the Council is responsible to improve One Care and would be happy to talk about the specifics of the data request in a future call.

The meeting was adjourned early.

Upcoming Meetings:

Tuesday October 8, 2019

10:00-12:00

Boston Society of Architects (BSA)

290 Congress Street

Suite 200 – Pearl Street Conference Room

Boston, MA 02210

Tuesday November 12, 2019

10:00-12:00

Boston Society of Architects (BSA)

290 Congress Street

Suite 200 – Pearl Street Conference Room

Boston, MA 02210