

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

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

Date: Tuesday December 10, 2019 10:00 am – 12:00 pm

Council Member attendees: Francesca Abbey (by phone), Crystal Evans, Dennis Heaphy, Paul Styczko, Elizabeth Jasse, Jeff Keilson, Chris White, Sara Willig, Henri McGill, David Matteodo, Alicia (Kestrell) Verlager, Darrell Wright

Key Stakeholders and Support Staff attendees: Jennifer Baron (CMS), Laura Black (CCA), Maggie Carey (UMMS), Hilary Deignan (UMMS) by phone, Mary Anne Frangules (MOAR), Sean Macaluso (UMMS), Whitney Moyer (MassHealth), Roseanne Mitrano (MassHealth), Jennifer Morazes (My Ombudsman), Danielle Westermann (Tufts), Leah Smith (CCA), Bea Thibadeau (Tufts).

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

Handouts: *Agenda, Draft minutes from November 12, 2019 IC meeting, MassHealth December 2019 One Care Implementation Council Meeting, My Ombudsman Slides for Non-Medical Transportation December 10, 2019, One Care Implementation Council Round-Robin Discussion, MOAR Presentation*

[Documents available online](#)

Executive Summary and Action Items:

Welcome/ Review Nov 12 IC Meeting Minutes

Paul Styczko, Implementation Council member, opened the meeting.

MassHealth Updates

Whitney Moyer, Chief of MassHealth Long Term Services and Supports (LTSS) presented *December 2019 One Care Implementation Council Meeting* providing updates on the status of the legislatively mandated *Nursing Facility Task Force* chaired by Massachusetts Secretary of Health and Human Services Marylou Sudders; the status of the Nursing facility industry in Massachusetts; and provided a brief update on the de-enrollment processes and transition of care for the services provided to those leaving One Care and the SCO plan, in order to ensure that levels of service are maintained.

My Ombudsman

Jennifer Morazes, Director of My Ombudsman, presented *Slides for Non-Medical Transportation December 10, 2019*, following up on the My Ombudsman presentation from the November IC Meeting, providing case studies on non-medical transportation.

Dennis Heaphy, Council Chair, facilitated a discussion in reaction to the presentation given by the My Ombudsman representative.

Plan Presentations

Dennis Heaphy, Council Chair, facilitated a second discussion on members experiences with Care Coordination in their pursuit of non-medical transportation in One Care. Bea Thibadeau, Director of Care Management Public Plans at Tufts Health Plan, spoke about Care Coordination and non-medical transportation use for One Care members. Laura Black, Senior Vice President of Care Management and Clinical Service at Commonwealth Care Alliance (CCA), shared insight and data relevant to Care Coordination and non-medical transportation for One Care members.

MA Organization of Addiction Recovery (MOAR)

Darrell Wright, Implementation Council member, presented *MOAR Presentation* on work being done at the Massachusetts Organization of Addiction and Recovery and education services around substance use disorder. Mary Anne Frangules, Executive Director of the Massachusetts Organization of Addiction and Recovery Services, shared a brief history of MOAR and provided an overview of the services that they provide.

Public Comment:

Implementation member Crystal Evans opened the meeting to public comment.

Meeting Minutes

Welcome/ Review Nov 12 IC Meeting Minutes

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

MassHealth Updates

Whitney Moyer, Chief of MassHealth Long Term Services and Supports (LTSS) presented *December 2019 One Care Implementation Council Meeting* providing updates on the status of the legislatively mandated *Nursing Facility Task Force* chaired by Massachusetts Secretary of Health and Human Services Marylou Sudders; the status of the Nursing facility industry in Massachusetts; and provided a brief update on the de-enrollment processes and transition of care for the services provided to those leaving One Care and the SCO plan, in order to ensure that levels of service are maintained.

Questions / Comments:

- Council Chair asked for clarification on the definition of the term “over-bedded.”
 - MassHealth representative clarified that “over-bedded” indicates the facility has beds that are open.
- Council Chair asked MassHealth representative what will happen with more investment in nursing homes, and if there will be any impact on funding for home and community-based services.
 - MassHealth representative stated it is difficult to predict state funding levels, especially for legislatively mandated funding.
- Council Chair expressed concern that there is going to be conflict between the nursing home industry and independent living movement, putting services in competition. Council Chair reminded Council members that the next *Nursing Facility Task Force* meeting will be December 20, 2019 and urged members to attend.
- IC member expressed concern that the *Nursing Facility Task Force* does not include members that are directly affected by the Nursing Home Industry and instead only includes industry professionals.
- IC member asked whether MassHealth has considered that there are persons who need cueing or monitoring during transition of services.
 - MassHealth representative stated that they have considered this.

My Ombudsman

Jennifer Morazes, Director of My Ombudsman, presented *Slides for Non-Medical Transportation December 10, 2019*, following up on the My Ombudsman presentation from the November IC Meeting, providing case studies on non-medical transportation.

Dennis Heaphy, Council Chair, facilitated a discussion in reaction to the presentation given by the My Ombudsman representative, with reference to their own experiences with the non-medical transportation process in One Care. Council member Henri McGill took notes on the discussion.

Questions / Comments:

- Council Chair inquired whether transportation to a day program listed on *Slide 4* of the presentation was considered medical or non-medical transportation.
 - My Ombudsman representative responded that the Plans in that case study considered the transportation to be non-medical.
- IC member stated that One Care members they have spoken to do not have confidence in the non-medical transportation system, and therefore do not use it. Member continued that lack of transportation can lead to isolation and mental health challenges. Member also addressed the case study from *Slide 12* from the Ombudsman presentation that inquired about transportation to care for a service animal. IC member noted that his own service animal is crucial for his independence and therefore caring for the service animal should meet the Plan definition for medical necessity and therefore transportation – medical or non-medical – should be provided for caring for the service dog. Member asked My Ombudsman to alert the Council on the outcome of that case.
- IC member stated a service animal is imperative to a person’s mental and physical health. Member also stated when they schedule transportation services through Tufts they have felt a great disconnect with the transportation service. This has occurred regardless of whether her Care Coordinator was involved in arranging transportation.
- IC member asked if an enrollee of One Care, who is the parent of three minor children with disabilities, can use nonmedical rides through One Care to transport her and her children to meeting that relates to her child’s medical care (for example an Individualized Education Plan (IEP) meeting).
 - MassHealth representative answered that in general, social and non-medical transportation is allowable under One Care.
- IC member wanted to know if there was a certain number of children allowed to accompany a One Care member while getting transportation through One Care.
 - MassHealth representative stated that determining how to provide transportation to One Care members with children should be able to be done but that it might take a little extra time to set up these rides so safety can be considered.
- Council Chair restated that this is a two-part question and asked for clarification as to whether an IEP is considered non-medical transportation. Additionally, he asked for clarification as to whether bringing a child on a ride alongside them is covered because the parent is not able to leave them at home.
- IC member added they have been asking this question about children accompanying members alongside them on rides for a while and have yet to receive an answer

- IC member followed with a question of what the process is in the case where the parent is physically able to drive themselves at times - but at times is not able to drive due to the impacts of chronic pain.
 - MassHealth representative added that there may be legal issues associated with noncovered members being transported, such as the children of One Care members, and that the transportation vendor may choose not to transport anyone not covered under the plan.
- IC member stated that they are surprised that many of the “Requests for Transportation” are given non-medical classifications on *Slide 4* of the presentation, especially chiropractor. Member stated a chiropractor can help people who have chronic pain so it is not clear why a ride to a chiropractor would not be considered medical transportation.
- IC member asked if there was a limit to how many non-medical rides a member is allowed. Member also asked for clarification on locations / destinations that non-medical transportation will not take One Care members.
 - MassHealth representative clarified that the One Care contract does not specify how many non-medical trips are allowable. Each plan makes their own determinations. The limitations on rides are not created by One Care policy, but through individual decisions made by the Plans.
- IC member asked for further clarification on the categories of transportation provided by plans and would like clarification on the definitions of “non-medical,” “emergency,” and “non-emergency” medical transportation.
- IC member expressed that the number of complaints My Ombudsman is receiving is likely the “tip of the iceberg,” and that after a failure in the transportation system members will often give up on the system’s viability entirely.
- IC member agreed that many members become disillusioned with the transportation system and will not spend further time to lodge an official complaint with My Ombudsman. Member further stated that there is low awareness about My Ombudsman.
- Member expressed shock that Case Study Four on *Slide 12* of the My Ombudsman presentation, a study in which a member was denied a ride to the vet for their service animal, was considered non-medical. Member stated that under the Americans with Disabilities Act, this would be recognized as a medical need.
- Council Chair expressed concern on how Plans are determining transportation benefits. Chair stated that non-medical transportation should be used to help One Care members achieve their independent living goals.

Plan Presentations

Dennis Heaphy, Council Chair, facilitated a second discussion on members experiences with Care Coordination in their pursuit of non-medical transportation in One Care. Council member Henri McGill took notes on the discussion.

Tufts Presentation

Bea Thibadeau, Director of Care Management Public Plans at Tufts Health Plan, spoke about Care Coordination and non-medical transportation use for One Care members.

- Transportation activity for Tufts members has been relatively steady with 10% of the One Care population using it. Going forward transportation use will be more closely tracked. Many One Care members are very connected to their communities and get transportation through friends, family, public transportation or they drive themselves.
- Tufts has created a transportation assessment to determine member transportation needs during the enrollment process. Member transportation needs will continue to be assessed regularly, thereafter.
- Tufts will continue to work on the transportation issue as it relates to social isolation and consider the entire environment of the member.
- Tufts recognizes member education of transportation services needs to be improved. To that end Tufts is creating a packet of materials explaining the transportation benefit to members.

CCA Presentation

Laura Black, Senior Vice President of Care Management and Clinical Service at Commonwealth Care Alliance (CCA), shared insight and data relevant to Care Coordination and non-medical transportation for One Care members.

- In response to the discussion during the November meeting, CCA analyzed the utilization of transportation benefits by One Care rating categories. Through that analysis they found that One Care members in the C3 B rating category (Community Tier 3 – Very High Community Need) utilize the transportation benefits most of all One Care enrollees, at a level of 42%.
- CCA is putting an emphasis on educating Care Coordinators about transportation benefits so that the Care Coordinator can better educate One Care members on these services.
- The current CCA One Care benefit offering 8 one-way trips per month is rooted in the data which said that members took 8 one-way trips a month on average. CCA is offering this benefit to make transportation more accessible for their members.

Questions / Comments

- IC member shared their experience with the primary care provider as a person in long-term recovery. Member has had the same primary care physician for twenty years, and the physician has helped the member get into recovery services, deal with issues with social security, and been an all-around strong partner. Member hopes that a Care Coordinator can provide members with a similarly strong relationship.
- IC member shared that they have a behavioral health outreach worker who arranges and approves transportation. Once the ride is set up, they receive text messages with the make and model of the car that will be providing the ride, as well as an estimated pick-up time. The pick-up times are almost never correct and sometimes the make and model of the car are not even correct. The member is also restricted from contacting the driver directly.
- IC member shared that they have had five Care Coordinators since joining One Care and not one has told them about non-medical transportation services. Member added that a majority of

the time when using medical transportation there have been issues. Member stated they once ended up hospitalized in the ICU after transportation to an urgent medical appointment did not show up.

- Member stated that it can be extremely difficult to get around without a vehicle in the winter because many municipalities do not take care of the sidewalks or enforce snow removal rules. This (late fall / winter) is the time of the year where rides become critical to care.
- Council Chair shared that not once in their annual review has a Care Coordinator inquired as to whether non-medical transportation was necessary for them.
- IC Member expressed complete dissatisfaction with the transportation offered through One Care and questioned why anyone would even attempt to use non-medical transportation. The Member stated it was concerning that according to the My Ombudsman presentation a ride to the grocery store for a person with diabetes would not be considered “medical transportation.” IC member stated that they have considered leaving the IC because of the difficulty in getting transportation to the meetings.
- IC member questioned why such a small percentage of members utilize non-medical transportation. Member would like to see a study or survey examining how many One Care members are aware of the transportation benefit, as well as how many members have stopped using the transportation benefit after a bad experience with it. IC member stated conversations with other One Care members reflect a lack of awareness of the benefit.
- IC member has heard stories about members who have had unsafe, speedy, or otherwise dangerous drivers. IC member who has visual impairment has personally had drivers who do not identify themselves when picking the member up, and who don’t help the member to the car when they arrive.
- IC member asked why members cannot use medical transportation through One Care / Tufts to access medical marijuana.
 - Plan representative from Tufts said that this is a more complex topic that would depend on the circumstances. They said medical marijuana may be allowable but that member education (in the form of FAQs) and connections with the care coordinator are important.

MA Organization of Addiction Recovery (MOAR)

Darrell Wright, Implementation Council member, representing MOAR, made a presentation on work being done at the Massachusetts Organization of Addiction and Recovery Services organization on substance use disorder. Mary Anne Frangules, Executive Director at MOAR, shared a brief history of MOAR and provided an overview of the services they provide.

Questions / Comments

- Council Chair thanked both members of the MOAR team for their contributions to the meeting and reminded those on the Council that MOAR will present further at the January 2020 Implementation Council meeting.

Public Comment:

Implementation member Crystal Evans opened the meeting to public comment.

- Member of the public stated that they have had an ongoing issue with their One Care plan that has not been resolved by My Ombudsman or the plan to the member's satisfaction.
- A member of the Boston Center for Independent Living (BCIL) shared a general concern over the state of transportation throughout all MassHealth programs. Member urged MassHealth to work collaboratively with the plans to address issues that are rooted in transportation.

Upcoming Meetings:

Tuesday, January 14, 2020

10:00 am - 12:00 pm

Boston Society of Architects (BSA)
290 Congress Street - Suite 200 (Pearl)
Boston, MA 02210

Tuesday, January 28, 2020

10:00 am - 12:00 pm

ZOOM conference call

Please see invite on your calendars for conference line information