

DRAFT Meeting Minutes May 14, 2019 – One Care Implementation Council Meeting

One Care Implementation Council Meeting
The Boston Society of Architects – 290 Congress St.
Boston, MA
May 14, 2019 10:00 am – 12:00 pm

Council Member attendees: Francesca Abbey, Suzann Bedrosian, Crystal Evans, Dennis Heaphy (Chair), Elizabeth Jasse, Jeffrey Keilson, Dan McHale, Henri McGill, Dale Mitchell, Paul Styczko, and Sara Willig, Darrell Wright

Key Stakeholders and Support Staff attendees: Corri Altman Moore (MassHealth), Jennifer Baron (CMS), Laura Black (CCA), Maggie Carey (UMMS), Hilary Deignan (UMMS), Andrew Falacci (UMMS), Raymond Gomez (Tufts Unify), Roseanne Mitrano (MassHealth), Jennifer Morazes (My Ombudsman)

Unable to attend: Cathleen Connell, David Matteodo, Kestrell Verlager, Chris White

Handouts: Agenda; Draft minutes from April 9, 2019, MassHealth presentation, IC presentation on the response to the Duals Demonstration 2.0, presentation on strengthening the IC, Outline of the Plan presentations for the June IC meeting

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

Executive Summary and Action Items:

MassHealth presented on the Duals Demonstration 2.0 consumer bid-review process and amendments to the One Care Three-way Contract

Action Items:

- Consumer Members were sent a survey the evening before the IC meeting with information on their participation in the consumer review group.

Council reviewed a set of recommendations for Duals Demonstration 2.0 Three-way Contract

Action Items:

- Recommendations were approved but will not include references to *Autism Speaks* in the document.

Council discussed ways to strengthen the IC, including voting on new leadership roles and choosing new work group initiatives

Action Items:

- Council will vote on new IC leadership roles in mid-summer
- Council selected new work group topics to start after September 2019, including:
 - Mental Health, including Autism
 - Race and Ethnicity
 - Women's Health (continued)
 - Communication Access (continued)

Council discussed the anticipated Plan presentations on continuity of care at the June 11th IC meeting

Action Items:

- Council will send the Plan representatives updated case studies to use in preparation for the presentations

Meeting Minutes:

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

Paul Styczko, Implementation Council Member, opened the meeting. He reminded participants to state their names before speaking to help people on the phone and people with vision impairments. With no comments, the April 9th Implementation Council meeting minutes were approved.

2. MassHealth Presentation:

Corri Altman Moore, MassHealth Director of Policy, provided an update from MassHealth which included details on the Duals Demonstration 2.0 consumer bid-review process and amendments to the One Care Three-way Contract

- Council member asked if the definition of traumatic brain injury (TBI) includes acquired brain injuries (ABI).
 - MassHealth clarified the contract amendment is specific to TBIs only
- Council Member asked if the contract amendments include language incorporating gender identity as part of sexual and reproductive health.
 - MassHealth confirmed the contract amendments incorporate gender identity as part of sexual and reproductive health and gender identity.
- Council Member asked when the consumer review group will be meeting.
 - MassHealth confirmed the meetings will occur in mid-June and July, with the consumer group also being invited to attend the oral presentations in late July.
 - MassHealth also explained the consumer review group participants are expected to read and review materials *before* the meetings.
- MassHealth expressed concern over the video recording of the meeting.
 - Council Chair explained the video is only for those who wish to view the meeting remotely via the Zoom meeting invite. The Chair explained the video is not intended to be shared beyond the meeting. The Chair said he will alert Council members before each meeting about the video feature, in case they prefer to not be included in the video for remote participants.

3. Council Recommendations for Duals Demonstration 2.0 Three-way Contract:

Council Member, Paul Styczko, presented the Implementation Council's response and list of recommendations for the Duals Demonstration 2.0, including a list of formal recommendations the Council has for MassHealth and CMS to review ahead of the contracting process.

- Council Member recommended using the term "persons with Autism" in place of the term "Autistic people."
 - A second Council Member disagreed and suggested keeping the term "Autistic people" because it better represents those individuals with Autism who are advocating for themselves. The Council Member continued to explain that, in her opinion, people-centered language is only preferred by parents and professionals and not by individuals.

- The Council Chair agreed to refrain from asking the advocacy organization, *Autism Speaks*, to participate in the work group the Council plans to construct.
- Council Member asked for clarification on the Council's recommendation to measure a Plan's performance by saying the rate of overturned appeals should not exceed 40%.
 - CMS clarified that if an appeal is overturned in favor of the members that would mean the service that was appealed is one the plans should have provided – and by denying the service the plan was not meeting its obligations to members.
 - Council Chair and CMS both specified how appeals won by the member should only be used for the measurement, at a rate of 40%.
- Council member thanked the Council leadership for taking the time to solicit different interests and views from Council Members during the drafting process of the recommendations.
- Council Member made a motion:
 - **To approve the recommendation list with the amendment to remove Autism Speaks from the document.** The motion carried, and the recommendation list became final.

4. Presentation on Strengthening the Implementation Council:

Implementation Council Chair, Dennis Heaphy, gave a presentation on ways to strengthen the Implementation Council over the next year. The presentation outlined the roles and responsibilities for both IC leadership and IC Members. The presentation also described the role of work groups in the IC and future work groups.

- Council Member, Francesca Abbey, asked to join the women's health work group
 - Women's health work group representative will include all Members on the latest correspondence from the group and will ask for new volunteers to join the group via email.
- MassHealth asked the IC to consider adding a men's health work group to complement the women's health group.
- IC Chair explained the work group topics will also include race and ethnicity.
- Council Member asked the Council to consider creating a work group on mental health, specifically on Autism, to address themes such as transportation to appointments and time requirements for family caretakers.
 - Council Member asked to participate on the Autism workgroup when it begins. The Council Member also volunteered to give a presentation on Autism.
 - Council Chair explained the Council will need to decide the direction of the work group later but asked both Sara Willig and Elizabeth Jasse to collaborate on the work group's mission and design and then communicate with Council leadership regarding the direction of the work group.
- Council Member stated how substance use disorders (SUD) are an important priority for the Council. The Council Member added how the issue of legalizing marijuana in Massachusetts

should also be a priority topic. The Council Member explained how the deaf and hard of hearing community specifically needs additional supports in dealing with SUD.

- My Ombudsman Representative explained how resolving SUD issues, especially in the deaf and hard of hearing community, is a priority for the My Ombudsman office.
- Council Member asked about the status of the communication access work group.
 - Another Council Member explained how there should be a work group devoted to language access, including work to make the One Care website accessible. The Council Member explained the website should either incorporate American Sign Language (ASL access), perhaps with video logs (Vlogs) or include information on how to access communication services through either a phone number or sign language resources. The Council Member specifically addressed the need to communicate about the role of the Long-Term Services Coordinator (LTS-C) in One Care.
- Council Chair thanked all Members for their ideas and contributions and explained how the Council plans to vote on Council leadership roles in mid-summer.
- CMS expressed enthusiasm for the potential work group themes discussed.
- Tufts Representative explained the Plan will prioritize initiatives based off the Council's direction.
 - CCA Representative agreed and added how the priorities of the potential IC work groups align with CCA's own priorities.

Discussion Period on Consumer Review Process for Duals Demonstration 2.0:

- Council Chair asked the Council to, with a show of hands, indicate participation in the consumer review portion of the Duals Demonstration 2.0 review process.
 - The majority of consumer IC members indicated an intention to participate.
- Council Member asked MassHealth if it would be possible to invite outside consumer to participate in the consumer review portion.
 - MassHealth indicated there is only budgeted resources for IC Consumer Members to participate.
 - MassHealth indicated its plan to hold two, 2-hour meetings for the consumer review group, but explained the group is able to decide how to construct the meeting/work time.

5. June IC Meeting Plan Presentations on Care Coordination:

- Council Chair asked for any questions on the Plan presentations expected at the June IC meeting.
 - CCA asked if there were new case studies for the Plans to use for the presentation.
 - Council Chair confirmed there are new case studies, which are set to be sent out shortly.

6. Public Comment:

- No public comment.

The meeting was adjourned; future meetings are planned for:

Tuesday June 11, 2019

10:00-12:00

Boston Society of Architects (BSA)

290 Congress Street

Suite 200 – Pearl Street Conference Room

Boston, MA 02210

Tuesday July 9, 2019

10:00-12:00

Boston Society of Architects (BSA)

290 Congress Street

Suite 200 – Pearl Street Conference Room

Boston, MA 02210