



## **My Ombudsman**

4th Quarter 2019 – 1st Quarter 2020 Presentation  
for the One Care Implementation Council  
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Jennifer Lynne Morazes, PhD  
Director-My Ombudsman



# Mission

**My Ombudsman** is operated by an independent non-profit organization (the Disability Policy Consortium (DPC)) and empowers individuals, including their families and caregivers, to access their services provided by MassHealth and its managed care plans.



# **Inquiries and Complaints**

## **October 1, 2019-March 30, 2020**

# One Care Health Plan Inquiries

## October 1, 2019-December 31, 2019

TOTAL INQUIRIES	15*
<b>Inquiry Topics</b>	
Transportation	4
Enrollment/Disenrollment	2
General Information	2
Physician/Hospital	2
Appeals/Grievances	1
Behavioral Health	1
Benefits Access	1
LTSS	1
Pharmacy/Medication	1
<b>TOTAL</b>	<b>15</b>

\*This number represents the total number of inquiries received. One individual may have more than one inquiry. For this quarter, 14 individuals made a total of 15 inquiries.

# One Care Health Plan Inquiries January 1, 2020-March 31, 2020

TOTAL INQUIRIES	15*
<b>Inquiry Topics</b>	
Appeals/Grievances	5
Other	3
Enrollment/Disenrollment	2
Benefits Access	1
Care Coordinator	1
CLAS/Accessibility	1
Transportation	1
General Information	1
<b>TOTAL</b>	<b>15</b>

\*This number represents the total number of inquiries received. One individual may have more than one inquiry. For this quarter, 13 individuals made a total of 15 inquiries.

# One Care Health Plan Complaints October 1, 2019-December 31, 2019

TOTAL COMPLAINTS	87*
<b>Complaint Topics</b>	
Appeals/Grievance Process	18
Transportation	12
Care Coordinator	11
Benefits Access	9
Pharmacy/Medication	9
LTSS	8
Physician/Hospital	8
DME	5
Claims/Payment	3
Home Health Agency	3
Other (subjects with 2 or fewer complaints)	1
<b>TOTAL</b>	<b>87</b>

\*During this period, there were a total of 87 complaints made by 62 individuals.

## One Care Health Plan Complaints January 1, 2020-March 31, 2020

TOTAL COMPLAINTS	107*
<b>Complaint Topics</b>	
LTSS	16
Appeals/Grievances	13
Transportation	13
Benefits Access	12
Care Coordinator	10
Claims/Payments	10
DME	8
Pharmacy/Medication	6
Physician/Hospital	6
Enrollment/Disenrollment	5
Other (subjects with 4 or fewer complaints)	8
<b>TOTAL</b>	<b>107</b>

\*During this period, there were a total of 107 complaints made by 76 individuals.

In February 2020, My Ombudsman had a high of 96 cases opened across all plans since My Ombudsman began in July 2018.

# Evaluating Ombudsman Services and Outreach

## Results from My Ombudsman Member\* Satisfaction Follow-Up Surveys\*:

Members who rated our ability to understand their problem well to very well.	97%
Members who indicated they felt respected by Ombudsman staff	94%
Overall member satisfaction: members who were satisfied to very satisfied.	78%

## How Individuals\*\* Heard About My Ombudsman:

CCA Plan Staff Member	11.1%
Care Team Member	7.4%
Health Care Provider	3.4%
Outreach Event	3.4%

\*64 individuals were called. 53% (34 individuals) agreed to participate in the survey.



# Member Feedback About My Ombudsman Services

- “You guys are the only people that cared about me. You guys are the only people that helped me. I was having a problem with insurance and they wouldn’t approve my medication.”
- "It was all the difference when your office spoke to the plan. They straightened out the problem. I was making calls and I was so confused, and when I called your office everyone was so helpful. Your concern and respect for me was beyond my expectations.
- "You guys were very responsive and very helpful in following up. Our issue wouldn't have been resolved without your help."

## **COVID-19 Case Examples\***

**Some dental cases are on hold because providers are only available for emergencies.**

**Care Coordinator changes have been not allowed during the pandemic.**

**Early refill policy not followed for medications.**

**Members in need of more PCA hours due to the pandemic.**

\*My Ombudsman has had 20 COVID-related cases across all plans. This slide contains isolated examples and not trends or patterns.



## How to contact My Ombudsman

- Hot Line (855) 781-9898
- Videophone (339) 224-6831
- *Email us at [info@myombudsman.org](mailto:info@myombudsman.org)*
- [www.myombudsman.org](http://www.myombudsman.org)

We speak Spanish and Cantonese.  
We use ASL.

Address:

11 Dartmouth Street, Suite #301  
Malden, MA 02148

- Office Hours: Monday – Friday, 9am-4pm
- Walk in hours: Mondays: 1pm-4pm; Thursdays: 9am-12pm