



My Ombudsman

2nd Quarter - 3rd Quarter 2019 Presentation
for the One Care Implementation Council
November 12, 2019

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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
April 1, 2019-September 30, 2019**

One Care Health Plan Inquiries

April 1, 2019-September 30, 2019

TOTAL INQUIRIES	90*
Inquiry Topics	
Transportation	16
General Information	12
Claims/Payments	11
Benefits Access	10
Appeals/Grievances	9
Enrollment/Disenrollment	6
Pharmacy/Medication	6
Care Coordinator	4
LTSS	4
Other (subjects with 2 or fewer inquiries)	12
TOTAL	90

*This number represents the total number of inquiries received. One individual may have more than one inquiry. For this quarter, 90 inquiries were made by 52 individuals.

One Care Health Plan Complaints

April 1, 2019-September 30, 2019

TOTAL COMPLAINTS	223*
Complaint Topics	
Appeals/Grievance Process	43
Transportation	36
LTSS	28
Care Coordination/Care Manager	25
Claim/Payment	23
Benefits/Access	19
DME	16
Pharmacy/Medication	10
Enrollment/Disenrollment	8
CLAS/Accessibility	5
Other (subjects with 2 or fewer complaints)	10
TOTAL	223

* This number represents the total number of complaints received. One individual may have more than one complaint. During this quarter, there were a total of 223 complaints made by 139 individuals.

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.	83%
Members who indicated they felt respected by Ombudsman staff	95%
Overall member satisfaction: members who were satisfied to very satisfied.	78%

How Individuals Heard About My Ombudsman**:

CCA Customer Service	19%
MassHealth Customer Service	6%
My Ombudsman Website	3%
Care Manager	3%
Health Provider	3%

*161 individuals were called. 11% (18 individuals) agreed to participate in the survey.

** Of the 223 members who had a complaint, 65% (145 individuals) answered this question. Included here are the most common responses, except that 19% of the respondents answered "Other," which is not reflected here.

Evaluating Ombudsman Services and Outreach

- “I felt very heard.”
- "Amazing, amazing. Perfect. All these words. The ombudsman is very helpful."
- “I was impressed...[they were] meticulous with [their] investigation and what [they] did to advocate for me and get things moving.”
- “I was surprised that when I talked to them, they resolved the problem right then.”
- “It was excellent, really. I'm so glad they were there.”

Findings from Targeted DeafBlind Community Outreach Events to Provide Education on MassHealth Plans and Member Rights*

Need communications via email/electronic format that can be read by a screen reader

Lack of MassHealth customer service staff who use tactile interpretation

General lack of understanding about MassHealth: need for effective outreach to these communities, preferably by other community members

Communications in simple format, Vlogs with large print transcripts

*In June 2019, My Ombudsman held four targeted outreach events for DeafBlind members throughout the state in Boston, Taunton, Worcester and Springfield. Twenty-five people participated.



How to contact My Ombudsman

- Hot Line (855) 781-9898
- Videophone (339) 224-6831
- *Email us at info@myombudsman.org*
- 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