# Slide 1: My Ombudsman 2nd Quarter - 3rd Quarter 2019 Presentation for the One Care Implementation Council

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# Slide 2: 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.

# Slide 3: Inquiries and Complaints April 1, 2019-September 30, 2019

# Slide 4: 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.

# Slide 5: 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.

# Slide 6: 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.

# Slide 7: 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.”

# Slide 8: 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.

# Slide 9: How to contact My Ombudsman

* Hot Line (855) 781-9898
* Videophone (339) 224-6831
* *Email us at 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