



My Ombudsman

MassHealth Health Plans

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Our Mission



My Ombudsman is operated by an independent non-profit program (the Disability Policy Consortium). At My Ombudsman, we empower individuals, including their families and caregivers, to exercise their rights and access the services provided by MassHealth and its managed care plans.

We ensure that individuals can exercise their rights and access the benefits they have as a MassHealth member.

Overview



- Review of Quarter 1 data for One Care plans
 - Inquiries and Complaints received January 1, 2021 – March 31, 2021
 - Individuals Assisted
 - Examples of common complaints
- Outreach data
- Questions and comments

One Care Health Plan Inquiries

Quarter 1: January 1, 2021 – March 31, 2021



Inquiry Subject	Number of Inquiries
Benefits/Access	3
Care Coordination/Care Manager	3
LTSS	2
General Information	2
DME	1
Enrollment/Disenrollment	1
Pharmacy/Medication	1
Physician/Hospital	1
Transportation	1
TOTAL INQUIRIES*	15

*This number represents a total of 15 inquiries received from 15 unique individuals

One Care Health Plan Complaints

Quarter 1: January 1, 2021 – March 31, 2021



Complaint Subject	Number of Complaints
DME	13
Benefits/Access	10
Care Coordination/Care Manager	10
Claim/Payment	9
Pharmacy/Medication	6
LTSS	5
Behavioral Health	4
Physician/Hospital	4
Transportation	3
TOTAL INQUIRIES*	69**

*This number represents a total of 69 complaints received from 57 unique individuals

**Total includes complaints fewer than 2 each, not included in this table: Appeals/Grievance Process, CLAS/Accessibility, and Enrollment/Disenrollment complaints

One Care Individuals Assisted



- Quarter 1
 - 15 individuals submitted 15 inquiries
 - 57 individuals submitted 69 complaints
- 22 out of the 72 individuals were first-time users of MYO services

Commonalities in Top Q1 Complaints



Among the DME, Care Coordination, and Benefits/Access complaints

- Members needed support finding in-network providers or vendors
- Some vendors were not responding to requests or questions from member/care team in a timely fashion
- Members weren't kept up to date on the status of their requests for DME or LTSS
- Members needed guidance on how to proceed with the appeals process

In most of these cases, My Ombudsman was able to connect members to their care teams for additional support. In situations where care teams were unable to help further, MYO contacted the health plan to request their intervention and assistance.

Outreach



How Members Heard About My Ombudsman (>10% or > 3 individuals)

Quarter 1	Percent of Individuals
Plan Customer Service	30%
Care Team Member	15%
MassHealth CSC	12%

Member Feedback



- *“I’d say I think that your people fought for it [a resolution to the issue]. I don’t think it was entirely within your control to get things approved but you fought for it.”*
- *“I appreciated everything your department did. I didn’t achieve what we sought but it wasn’t the ombudsman’s fault.”*
- *“Your staff was outstanding. I was very satisfied.”*

Member Highlights



- A One Care member was prescribed DME that required in-home installation. The member's landlord and local housing authority stated that in-home installations were not possible due to the pandemic unless there was proof of medical necessity. MYO connected the member's Care Partner to the Director of the housing authority to provide proof of medical necessity. The member was then able to have their DME installed.
- A One Care member called MYO because their home hospital bed was broken, and they had not heard back from their care team about how to resolve the issue. MYO contacted the care team and asked them to reach out to the member. MYO also asked the plan liaison to reach out to the care team. The care team called the member the same day, and the bed was repaired 24 hours later.

Contact Us



- **Phone:** 855-781-9898
- **Videophone:** 339-224-6831
- **Email:** info@myombudsman.org
- **Web:** www.myombudsman.org
- Nosotros hablamos Español
- Nós Falamos Português
- 我们说中文
- We use ASL
- We use an interpreter phone service for many other languages as needed



Thank you!

Questions or comments?