

To My Ombudsman:

The IC is seeking to identify trends within the One Care system that may lead to delays in care or denial in member service requests.

The IC would like to better understand how My Ombudsman addresses One Care member issues. Please describe your process for addressing member issues with the below scenarios.

When presenting on the scenarios please include the following:

- What are the presenting issues the caller has identified?
- What does My Ombudsman identify as the primary cause(s) leading to the presenting issue(s)?
- Does My Ombudsman have access to all One Care member information needed to understand the member care plan and goals?

Scenario 1:

Ann attempts to find out if a specific assistive technology (e.g., a tablet that will be used for tele-health, prescription management and addressing isolation) is covered by her One Care plan but, over a period of many months, her care manager fails to return phone calls and/or provide answers to her questions. Ann's former care manager was reassigned months ago, but Ann was not informed of the change. She does not know who her care manager is, or how to find out. She asked a family member to help her with an online search to get answers about what is covered but could not locate that information.

Ann's family member calls My Ombudsman to ask for help – what does My Ombudsman do?

Scenario 2:

Bob is informed on Wednesday that he is being released from the hospital on Friday, but hospital discharge planners are denying his request to go home with increased home care services and, instead, are making plans to move him to a temporary care facility against his will. Bob knows he has a right to choose home care, but his request is being denied. The thought of going to a care facility is negatively impacting his mental health (triggering a PTSD episode). He does not understand why his care plan is not assisting him with the discharge planning process. On Thursday, he reaches out to his care manager, but she is on vacation. It is now Friday morning. Bob needs a rapid response from his care plan but has not heard back from the on-call care manager.

Bob calls My Ombudsman to avoid discharge into a care facility. What does My Ombudsman do?