

# Annual One Care Implementation Council (IC) Town Hall Meeting

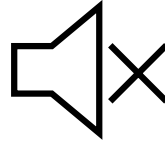
June 13, 2023

# Your Role as Participants



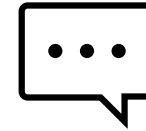
## Raise Hand

Use the “raise hand” feature to hold your place “in line” to speak when there is a lot of discussion



## Mute

Use the “mute” feature to avoid echoes and background noise when you are not speaking



## Chat

Use the “chat” feature to send messages to the group for all to see

# Annual Town Hall Overview

Dennis Heaphy, IC Chair

- We want to hear from you! You will have many opportunities to share including:
  - Answering our Polling Questions
  - Putting comments in the Chat box
  - Raising your hand and sharing your story
  - Submitting comments and stories to [OneCare@mass.gov](mailto:OneCare@mass.gov)
  - Si, se habla espanol y portugues
- Each person will have 2 minutes to share today

# Polling Question 1 (Everyone)

- Why did you join the One Care Town Hall today?  
(Select all that apply)
  - To learn more about One Care
  - To share about my experiences with One Care
  - To decide if I want to join One Care
  - To listen / hear from One Care Enrollees

# What is One Care?

Crystal Evans, IC Vice-Chair

- **One Care** is a way to get your MassHealth and Medicare benefits together.
- Current One Care plans include: **Commonwealth Care Alliance (CCA)**, **Tufts Health Unify (THU)** and **UnitedHealthcare (UHC)**.
- With One Care, you have one plan, one card, a care coordinator and a care team that works together on all your care needs.
- One Care **offers additional services** you can't get when your MassHealth and Medicare benefits are separate.
- One Care was **created** to be a better, easier way for you to get medical, LTSS, recovery, and other services to help you live a **healthier life in the community**.

## Polling Question 2 (One Care Members)

- Did you have a positive experience enrolling in / joining One Care?
  - Yes
  - No

## Polling Question 3 (One Care Members)

- Did you know all One Care members have a care coordinator that should be working with them?
  - Yes
  - No

# What is the Implementation Council?

Crystal Evans, IC Vice-Chair

The IC was created through advocacy by disability advocates and started meeting in 2013. The Council plays a key role in:

- getting **input from stakeholders** like you
- monitoring compliance with the **Americans with Disabilities Act (ADA)**
- ensuring **access** to services
- working with **My Ombudsman** to identify complaints and concerns
- educating One Care enrollees about **complaint and appeal rights**
- **tracking quality** of One Care services
- providing support and **input to MassHealth**
- **promoting accountability** and transparency

Email questions about joining the IC to: [IC\\_OneCare@umassmed.edu](mailto:IC_OneCare@umassmed.edu)

# Town Hall Impact

Dennis Heaphy, IC Chair

- Your stories are important and will impact the future of One Care policy
- Your experiences will help shape the Implementation Council's workplan and focus areas for the next year
- Information shared during the 2021 Town Hall contributed to the Care Model Focus Initiative (CMFI) areas of focus:
  - Person-Centered Care
  - Care Team Roles and Composition
  - Assessment Process/Timing
  - Individualized Care Plans (ICTs)
  - Care Coordination
  - Member Experience and Satisfaction
  - Member Protections
  - Communications To and From One Care Enrollees
  - Health Equity
  - Care Model Key Performance Indicators (KPIs)

# One Care Town Hall Goals

Dennis Heaphy, Implementation Council Chair

Our Goal is to hear from One Care Enrollees about your experiences including with the following:

- MassHealth Redeterminations
- Care Coordination
- Care Planning / Setting Goals
- Accessing Services and Supports

# Enrollee Conversations

# Topic 1: MassHealth Redeterminations

# Resources exist to help you with your renewal



RESOURCE	DESCRIPTION
1 MassHealth Enrollment Centers (MECs)	<ul style="list-style-type: none"><li>MassHealth Enrollment Centers (MECs) provide members with <b>phone, virtual, or in-person assistance</b> with their applications from MassHealth staff</li><li><u><a href="https://www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative">We recommend that members schedule an appointment ahead of time at www.mass.gov/info-details/schedule-an-appointment-with-a-masshealth-representative.</a></u> <u><a href="#">Appointments can be via</a></u> phone, virtual, or in-person</li><li><u><a href="https://www.mass.gov/service-details/masshealth-enrollment-centers-mecs">There are 6 MECs across the State – find your nearest one online at https://www.mass.gov/service-details/masshealth-enrollment-centers-mecs</a></u></li></ul>
2 Certified Application Counselors or Navigators	<ul style="list-style-type: none"><li>Certified Application Counselors (CACs) and Navigators are a community-based resource <b>to help members apply for and renew health insurance benefits.</b> They are trained by MassHealth but are not MassHealth staff</li><li>People who need help to keep their MassHealth coverage and people who are no longer eligible for MassHealth can get help from CACs and Navigators</li><li>Help from CACs and Navigators is <b>free but may require an appointment.</b> You can also go online to find their nearest organization at <u><a href="https://my.mahealthconnector.org/enrollment-assisters">https://my.mahealthconnector.org/enrollment-assisters</a></u></li></ul>
3 MassHealth Customer Service Center	<ul style="list-style-type: none"><li>If you have questions about your MassHealth renewal, you can call the MassHealth Customer Service center.</li><li><b>Phone number: (800) 841-2900; TDD/TTY: 711</b></li><li>Hours: Monday-Friday 8am-5pm. Assistance is available in English, Spanish, Portuguese, Mandarin, Vietnamese, Arabic, Haitian Creole, and many other languages</li></ul>

# Topic 1: MassHealth Redeterminations

- Do you have any questions for MassHealth or the One Care Plans about your redeterminations?
- Have you heard of anyone having any trouble with redeterminations that you want to ask about?

# Topic 2: Care Coordination

## Polling Question 4 (One Care Members)

- Do you have a trusting relationship with your care coordinator / care partner / care manager?
  - Yes
  - No

# Polling Question 5 (One Care Members)

- Does your care coordinator / partner / manager do in-person visits (if you want them to)?
  - Yes
  - Sometimes
  - No

# Topic 2: Care Coordination

- Do you know your care coordinator/ partner/ manager? Do you have a trusting relationship with them?
- Is your care coordinator someone you can rely on when you have problems with service authorizations or are having a problem with your provider?
- Does your care coordinator help you with
  - coordinating your medical appointments including finding a provider and getting transportation when necessary
  - obtaining food services and/or assisting with housing
  - mental health and substance use disorder (SUD) services  
Examples include: Certified Peer Specialists, Recovery Coaches, etc.
  - find resources for modifications to your home to make it more accessible?
- Are you being seen at home / in person by your care coordinator as much as you want?
- Do you have a Long Term Supports Coordinator (LTS-C)? How often do you see them? What do they help with?

# Topic 3: Care Planning Process

# Polling Question 6 (One Care Members)

- Do you ever feel isolated or lonely?
  - Yes
  - No

# Polling Question 7 (One Care Members)

- Does your One Care plan help you access community resources and events?

Examples: job training, social activities, neighborhood events, garden club

- Yes
- No

# Topic 3: Care Planning Process

- Does your care plan address life goals beyond medical health?
- Does your care plan include goals such as engagement in the community, picking up hobbies, working or volunteering?
- Did you participate in creating your care plan? Did you LTS-C contribute? Did you bring other supports to help you create your care goals?
- Does your care plan include your mental health, substance use disorder, and other wellness goals? Do you have someone on your care team to help you with your recovery goals?

# Polling Question 8 (One Care Members)

- Did you know that there are **flexible benefits** offered in One Care?
  - Yes
  - No

**Flexible Benefits** are person-specific services requested by a member to help them meet Care Plan Goals, including non-medical goals, and ***may not*** meet traditional Medical Necessity Guidelines.

Examples of flexible benefits: paying for recreational events, adaptive equipment to engage in online video games, extra PCA hours for a member to travel to spend time with their family, kenneling a pet for you to get surgery.

# Topic 4: Access to Services and Supports

## Polling Question 9 (One Care Members)

- Right now, are you getting all the mental health and substance use disorder (SUD) supports that you need?

Examples: recovery coaches, therapists, support groups and other resources, or your care coordinator works with your DMH coordinator or homeless shelter social worker

- Yes
- No
- Does not apply

## Polling Question 10 (One Care Members)

- Right now, are you getting all the Long Term Services and Supports (LTSS) that you need?

Examples: homemaking services, Personal Care Attendant (PCA) hours, and laundry assistance

- Yes
- No
- Does not apply

# Polling Question 11 (One Care Members)

- Did you know that with One Care you should not pay a copay for prescription medications, including many over the counter medications?
  - Yes
  - No

## Prescription Drug Coverage:

- **No copay** for prescription drugs including pharmacy products that are covered by MassHealth and may not be covered under Medicare Part D and drugs excluded from Medicare Part D, including:
  - over-the-counter drugs and
  - prescription vitamins and minerals as specified in the MassHealth Drug List

# Topic 4: Access to services and supports

- Has your access to providers and vendors changed since becoming a One Care member? If yes, how has it changed?
- Do you have access to all the mental health and SUD supports you need?
- Are you getting the LTSS services you need? Are you able to find workers (such as PCAs) to fill the services?
- Have you accessed flexible benefits?
  - For example, if you need your pet to be kenneled to get surgery; paying admissions fee for you and a peer specialist to attend a social event

# Polling Question 12 (One Care Members)

Would you recommend One Care to a friend or family member?

- Yes
- No

My Ombudsman

# Polling Question 13 (One Care Members)

- Did you know you have a right to services from My Ombudsman, a confidential service to answer questions, address complaints, and assist you with access to services?
  - Yes
  - No



# My Ombudsman

MassHealth Health Plans

- My Ombudsman works with you, your healthcare providers, and your MassHealth health plan, including **One Care**, to help you access the benefits and services covered by your plan.
  - We **answer questions** about MassHealth health plan covered benefits, services, and member rights
  - If you need help with a **specific issue**, we help you figure out your choices and next steps

## CONTACT US

- **Phone:** 855-781-9898
- **Videophone:** 339-224-6831 (for Deaf and Hard of Hearing)
- **Email:** [info@myombudsman.org](mailto:info@myombudsman.org)
- **Web:** [www.myombudsman.org](http://www.myombudsman.org)
- Hablamos Español - Nou pale Kreyol – and we use an interpreter phone service for many other languages as needed including ASL

# Implementation Council Procurement



# Implementation Council Recruitment and Procurement

CMFI determined that promotion of health equity in One Care benefits from diversity within the Implementation Council; MassHealth intends to promote Implementation Council diversity by stimulating recruitment and refining the procurement process to make it easier for interested persons to apply.

## Objectives

- Improve diversity of Implementation Council through effective, widespread recruiting
- Develop “recurring” procurement structure and encourage diverse responses

## Scope

- Identify and prioritize mechanisms to be applied toward Implementation Council recruitment
- Refresh Implementation Council website to more effectively communicate IC mission, role, and importance to individuals eligible to serve on the Implementation Council
- Create new materials to promote the Implementation Council
- Identify methods to simplify the application process
- Propose a way forward to optimize procurement to increase Implementation Council diversity

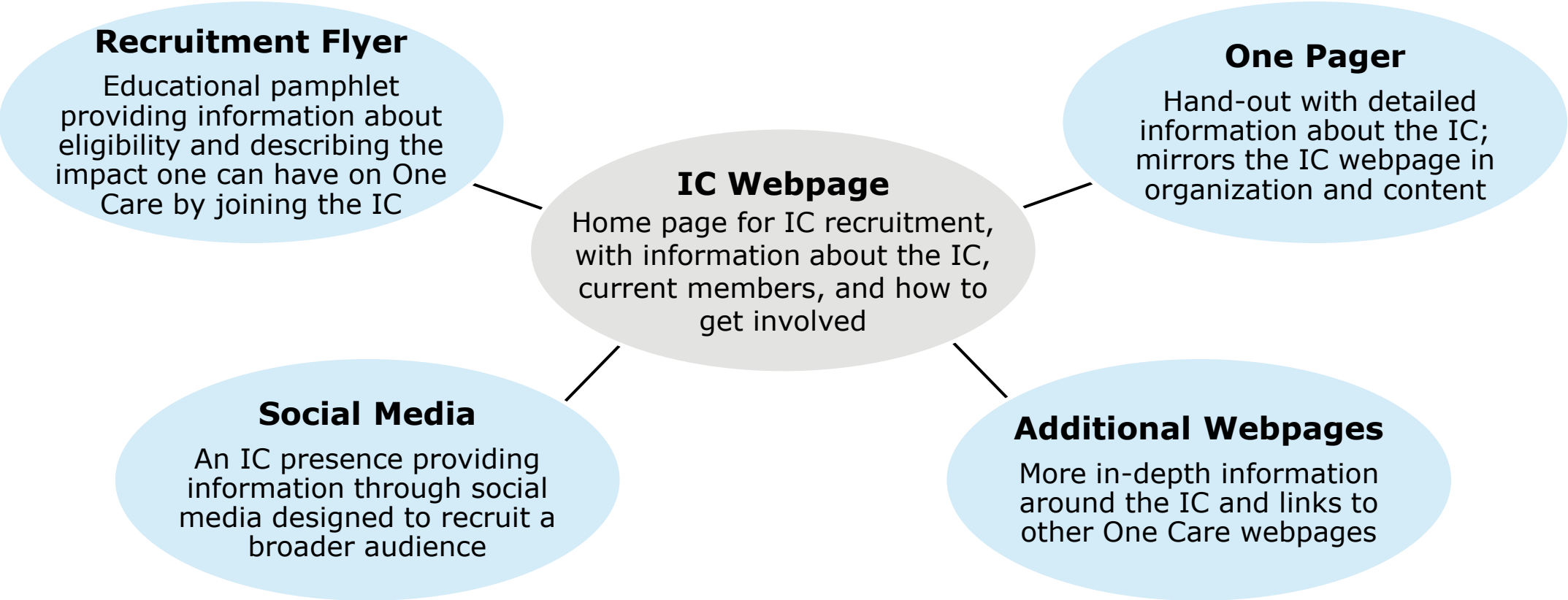
## CMFI Deliverable

- A tactical work plan with steps to ensure robust IC recruitment and roadmap for CY23 procurement



# Implementation Council Recruitment

MassHealth will promote Implementation Council recruitment through multiple mechanisms, but the Implementation Council webpage will remain the primary source of information about the procurement.



# Implementation Council Procurement



## Key Accomplishments

### Task One: Simplify procurement process

- MassHealth will reprocore the One Care Implementation Council members using alternative methods other than Commbuys with the goal of increasing applications through a more accessible application process
- The Integrated Care Team is currently developing the procurement “application” and will share updates in future Implementation Council Meetings

### Task Two: Rolling Enrollment

- Following the initial reprocorement, MassHealth will continue to accept One Care Implementation Council applications on a rolling basis to further augment and diversify the Implementation Council's membership

For additional information regarding the One Care Implementation Council procurement interested individuals can email the Implementation Council recruitment email [IC\\_OneCare@umassmed.edu](mailto:IC_OneCare@umassmed.edu) or the One Care mailbox at [OneCare@mass.gov](mailto:OneCare@mass.gov)

# Join the One Care Implementation Council

The Implementation Council is looking for new members.

If you are interested in joining the One Care Implementation Council or learning more about what the Council does, email [IC\\_OneCare@umassmed.edu](mailto:IC_OneCare@umassmed.edu)

# Additional Ways to Share Your Story

Crystal Evans, IC Vice Chair

- If you did not get to share your story today and you want to please email:
  - IC Chair Dennis Heaphy [dheaphy@dpcma.org](mailto:dheaphy@dpcma.org)
  - The One Care mailbox [OneCare@mass.gov](mailto:OneCare@mass.gov)
  - Or contact Colin Killick [ckillick@dpcma.org](mailto:ckillick@dpcma.org) or Bill Henning [bhenning@bostoncil.org](mailto:bhenning@bostoncil.org) for information about any future Disability Advocates Advance Healthcare Rights (DAAHR) forums
- If you have an outstanding issue that you need help resolving contact:
  - My Ombudsman at: 855-781- 9898 or by email [info@myombudsman.org](mailto:info@myombudsman.org)

# Additional Resources

# SHINE Program

Serving the Health Insurance Needs of Everyone

- SHINE provides **FREE** unbiased health insurance counseling information and assistance to:
  - Massachusetts residents with Medicare
  - their caregivers and
  - those approaching Medicare eligibility
- To Find a SHINE Counselor call MassOptions at **1-800-243-4636** or **TTY/ASCII 800-439-2370** or email [\*\*SHINE@state.ma.us\*\*](mailto:SHINE@state.ma.us)

# Attention MassHealth Members

If you have MassHealth, you need to take steps now to keep your health coverage this year. MassHealth wants to help you and your family stay covered.



**You need to  
renew your  
coverage  
this year.**

**Take three steps to  
renew your coverage:**

-  **1. Call to update your  
contact info**
-  **2. Check your mail**
-  **3. Respond to MassHealth**



To get help, call 800-841-2900, visit [www.masshealthrenew.org](http://www.masshealthrenew.org) or scan the code.



**Act now. Stay covered.**

# Commonwealth Care Alliance



## CCA – Key Contact Information

- **CCA Website:**
  - [www.commonwealthcarealliance.org](http://www.commonwealthcarealliance.org)
    - For Members: <https://www.commonwealthcarealliance.org/ma/members/>
- **Appeals & Grievances:**
  - <https://www.commonwealthcarealliance.org/ma/members/member-rights-and-responsibilities/complaints-and-grievances/>
    - Email: [Agdepartment@commonwealthcare.org](mailto:Agdepartment@commonwealthcare.org)
- **ADA Coordinator:**
  - Mark Dwinells, ADA Compliance Officer
    - Email: [MDwinells@commonwealthcare.org](mailto:MDwinells@commonwealthcare.org)
    - Phone: 617-571-3282
- **2023 Implementation Council Town Hall Questions:**
  - Steven Belec, CCA One Care Contract Director
    - Email: [sbelec@commonwealthcare.org](mailto:sbelec@commonwealthcare.org)

# Tufts Health Unify

- Contact follow-up person for questions or concerns specific to the June 13 Town Hall.
  - **Please reach out to your care manager directly with any questions or concerns**
  - **For broader Unify questions, reach out to Lisa Fulchino to be connected with the right individual to assist you** – Email: [lisa.fulchino@point32health.org](mailto:lisa.fulchino@point32health.org)
- Tufts Health Unify website
  - [ChooseUnify.org](https://ChooseUnify.org)
- Tufts Health Unify member portal
  - [MyTuftsHealthPlan.com](https://MyTuftsHealthPlan.com)
- Tufts Health Unify complaints and appeals
  - **Member Services** – Phone: (855) 393-3154 (TTY: 711)
  - [Member Services Contact Form](#)
- Tufts Health Unify ADA coordinator
  - **ADA Coordinator** – Email: [ADACompliance@point32health.org](mailto:ADACompliance@point32health.org)



# UnitedHealthcare Connected® for One Care (Medicare-Medicaid Plan)

- **Follow-Up Questions Contact:** Deanna Simonds [deanna.simonds@uhc.com](mailto:deanna.simonds@uhc.com)
- **Plan Website:** [www.uhccommunityplan.com/ma/medicaid/one-care](http://www.uhccommunityplan.com/ma/medicaid/one-care)
- **Member Portal:** [www.myuhc.com](http://www.myuhc.com)
- **Redeterminations:** [uhcma\\_eligibility\\_retention@uhc.com](mailto:uhcma_eligibility_retention@uhc.com)
  - Team consists of 7 Eligibility & Retention Specialists and 1 Supervisor
  - We speak 7 languages
  - Conduct in person, virtual, and telephonic appointments
- **Appeals and Complaints:** An appeal may be filed by calling the Member Engagement Center at 1-866-633-4454, TTY 711, 8 am – 8 pm local time, 7 days a week, writing directly to us, calling us or submitting a form electronically.
- **Accessibility and Accommodations Compliance Officer:** Kyle Dobbins [kyle.dobbins@uhc.com](mailto:kyle.dobbins@uhc.com)

# Disability Advocates Advancing our Healthcare Rights (DAAHR)

- DAAHR is a **coalition of over 30 disability, elder, and health care organizations**, with the Boston Center for Independent Living (BCIL) and Disability Policy Consortium (DPC) serving as co-chairs.
- DAAHR's mission is to **promote policies that improve health care access** and better **outcomes** for people with disabilities.
- DAAHR was formed in 2012, and much of the coalition's work has focused on **shaping One Care**.
- DAAHR strengthens the consumer voice, ensuring that people with disabilities have a **primary role in decisions** about the healthcare systems that impact their lives.