

Annual One Care Implementation Council (IC) Town Hall Meeting

June 11, 2024

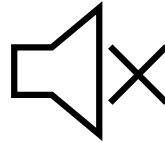


Your Role as Participants



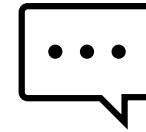
Raise Hand

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

Everyone will have about **two minutes** to share.

Welcome to the Town Hall!

Dennis Heaphy, IC Chair

Participate in today's discussion by:

- Answering our Polling Questions
- Commenting in the Chat box
- Raising your hand and sharing your story. Everyone will have about 2 minutes to share.
- Sending comments and stories to IC_OneCare@umassmed.edu



Facilitator Leslie Diaz

Leslie Diaz (she/her/ella) is the Director of HCFA's Helpline and Public Programs. She works together with the Senior Director to support the HelpLine team as they provide people across Massachusetts with health care coverage assistance.

Prior to this role, Leslie spent over five years at My Ombudsman, a program operated by the Disability Policy Consortium and funded by MassHealth.

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 my experiences with One Care
 - To decide if I want to join One Care
 - To listen / hear from One Care Members

What is One Care? (1 of 2)

Crystal Evans, IC Vice-Chair

- **One Care: MassHealth + Medicare.** One Care is a way to get your MassHealth and Medicare benefits together.
- With One Care, you have one plan, one card, a care coordinator and a care team that works together on all your care needs.
- Current One Care plans include:



Commonwealth Care Alliance
(CCA)



a Point32Health company

Tufts Health One Care
(THOC)



UnitedHealthcare
(UHC)

What is One Care? (2 of 2)

Crystal Evans, IC Vice-Chair

- One Care was created to be a better, easier way for you to get the services you need to help you live a **healthier life in the community:**
 - ✓Medical
 - ✓Long Term Services and Supports (LTSS)
 - ✓Recovery
 - ✓Behavioral Health
 - ✓Other services

Polling Question 2 (One Care Members)

- If you are a One Care Member, which One Care plan do you belong to?
 - Commonwealth Care Alliance (CCA)
 - Tufts Health One Care (THOC)
 - UnitedHealthcare (UHC)
 - I'm Not Sure

Who is the Implementation Council?

Crystal Evans, IC Vice-Chair

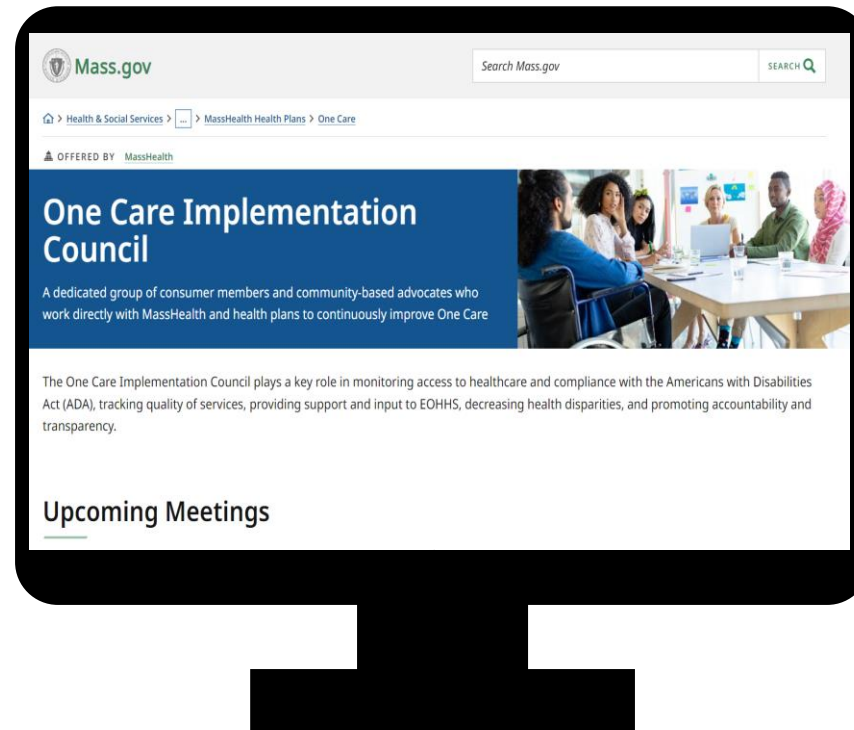
- The Implementation Council (IC) is a group of MassHealth health care consumers and community-based providers.
- The IC works with MassHealth and the One Care Plans to give feedback and share personal experiences about the quality of their health care.
- The Council:
 - **Listens to input** from stakeholders
 - Monitors **Americans with Disabilities Act (ADA)** compliance
 - Ensures **access** to care
 - Works with **My Ombudsman** to identify concerns
 - **Educates** One Care members about their **rights**
 - Tracks **quality** of One Care services
 - Promotes **accountability** and **transparency**

NEW Implementation Council Webpage

Crystal Evans, IC Vice-Chair

For more information about the IC, including the upcoming meetings schedule, please visit the new webpage at:

<https://www.mass.gov/one-care-implementation-council>



Town Hall Impact

Dennis Heaphy, IC Chair

- Your stories are important and will impact the future of One Care policy.
- Topics from past Town Halls have contributed to priorities such as:
 - Council Work Plan Focus Areas including the Care Coordination Role and Communication Access
 - Simplifying Service Denial Notices
 - Care Model Focus Initiative (CMFI) areas of focus including the creation of the Long Term Supports Coordinator (LTS-C) work group

One Care Member Conversations

Share Your Thoughts on One Care

- What is great about One Care?
- What parts of One Care are the most important to keep? Why?
- Is there anything you want to learn more about?



One Care

MassHealth+Medicare
Bringing your care together

You and Your Care Team



Polling Question 3 (One Care Members)

- Does your **care coordinator** work with you to:

(Select all that apply)

- Find **providers**
- Address **appeals and grievances**
- Get **services**
- None of these

Polling Question 4 (One Care Members)

- Do you have a **trusting relationship** with your **care coordinator**?
 - Yes
 - No

Share Your Thoughts on Care Coordination and Care Planning

- What does your **care coordinator** help with?
- Do you have a Long Term Supports Coordinator (**LTS-C**)?
- Did you participate in creating your **care plan**?
- Have you ever received a **flexible benefit**?



Polling Question 5 (One Care Members)

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

Examples: job training, social activities, neighborhood events, sporting events

- Yes
- No
- I'm not sure

Polling Question 6 (One Care Members)

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

Examples: Some examples of LTSS are homemaking services, DME, laundry assistance, food services, transportation, and PCA hours

- Yes
- No
- Does not apply

Share your Thoughts on Access to Services

- Do you have access to all the **Long Term Services and Supports (LTSS)** that you need?

Polling Question 7 (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

Share your Thoughts on Access to Services

- Do you have access to all the **mental health and substance use disorder (SUD)** services and supports you need?

Share Your Thoughts on One Care

- Do you have **access to** all the **services and supports** you need?
- What do you **wish One Care offered** that it does not?
- Is there anything you **want to learn** more about?



One Care
MassHealth+Medicare
Bringing your care together

Polling Question 8 (One Care Members)

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

- Yes
- No

Resources



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
- **Web:** www.myombudsman.org
- Hablamos Español - Nou pale Kreyol – and we use an interpreter phone service for many other languages as needed including ASL

Commonwealth Care Alliance



CCA – Key Contact Information

- **CCA Website:**
 - 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
- **ADA Coordinator:**
 - Mark Dwinnells, Medicaid Compliance Officer, ADA Compliance Officer
 - Email: MDwinnells@commonwealthcare.org
 - Phone: 617-571-3282
- **2024 Implementation Council Town Hall Questions:**
 - Heather Friedmann, CCA One Care Contract Director
 - Email: hfriedmann@commonwealthcare.org

Tufts Health One Care

- Contact follow-up person for questions or concerns specific to the June 11 IC Annual Town Hall
 - **Please reach out to your care manager directly with any questions or concerns**
 - **For broader Tufts Health One Care questions, reach out to Tali Goldstein to be connected with the right individual to assist you** (email: tali.goldstein@point32health.org)
- Tufts Health One Care website
 - TuftsHealthOneCare.org
- Tufts Health One Care member portal
 - MyTuftsHealthPlan.com
- Tufts Health One Care complaints and appeals
 - **Member services** – phone: (855) 393-3154 (TTY: 711)
 - [Member Services Contact Form](#)
- Tufts Health One Care ADA coordinator
 - **ADA coordinator** – email: ADACompliance@point32health.org



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

- **Follow-Up Questions Contact:** Michelle Goan, Health Services Director michelle_goan@uhc.com
- **Plan Website:** www.uhccommunityplan.com/ma/medicaid/one-care
- **Member Portal:** www.myuhc.com
- **Redeterminations:** uhcma_eligibility_retention@uhc.com
 - Team consists of 5 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

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)

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 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.
 - Contact Colin Killick ckillick@dpcma.org or Bill Henning bhenning@bostoncil.org for information about any future Disability Advocates Advance Healthcare Rights (DAAHR) forums

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 or scan the code.



Act now. Stay covered.

Thank you for joining the IC's Town Hall!

Dennis Heaphy, IC Chair

- If you did not get to share your story today and you want to please email IC_OneCare@umassmed.edu
- If you have questions about your health plan, email OneCare@mass.gov
- If you have an outstanding issue that you need help resolving contact My Ombudsman at 855-781-9898, info@myombudsman.org
- All other questions or comments can be sent to IC Chair Dennis Heaphy dheaphy@dpcma.org

CMS Star Ratings Conversation

11:30 - 12:00