



One Care Members
Town Hall Listening Session
December 8, 2017

Sponsored by:
One Care Implementation Council

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November 14, 2017

What are the goals for the Member Town Hall?

1. Educate members about the IC
2. Provide information about the OCO
3. Hear about members' lived experiences with One Care to inform IC priorities

Member participation options

- Attend by phone
- Attend in person
 - **UMass Center at One Beacon St, Boston**
 - **Health Policy Comm (HPC) 50 Milk St, Boston**
 - **Worcester Public Library, Worcester**
 - **UMass Center at Springfield, Springfield**

Proposed Logistics for December 8

- Who is managing the meeting?
 - **Mike Festa** will be the main facilitator, based in Boston
 - **June Sauvageau** will facilitate in Worcester
 - **Jim Kruidenier** will facilitate in Springfield
 - **June Sauvageau Cowen** will help out in Worcester
 - **Bill Henning** will help out in Boston
 - **Justin Brown** will help out as needed in Boston or Worcester
- **Mike** will introduce some of the **IC members**
- **Plans are** welcome to send a representative to each site to listen
- A few **providers** may be on the phone but they are listening only
- Listening session is to guide IC priorities; member-specific problems will be referred to the appropriate people (representatives from the plans, OCO)

Proposed agenda:

12:00 – 12:30 members arrive; ice-breakers at each site

12:30 open the phone connection

12:30 – 12:45 Introductions, logistics, ground rules and goals

12:45 – 1:15 Slide presentation

1:15 – 2:00 Comments from members on phone

2:00 – 3:00 Comments from members at each site

How can IC members help advertise?

- Use cover note and invitation we send you to help with outreach
- Help us determine (TODAY!) which organizations IC members will contact directly
- Twitter before and during meeting?

How can IC members help with this meeting?

- Attend - it is important that we have IC member attendance in the town hall as active listeners
- Remember that this is a forum for One Care members to speak up
- Our goals and concerns are already well-known, so Implementation Council members should take the opportunity to listen

Content for December 8th presentation

Introductions

Welcome by Mike Festa from AARP

- Explanation of logistics
- Goals
- Ground rules
- Who is here?
- Content

Logistics

- Phone
- Internet at 3 Sites
- Questions and comments from phone participants and participants at each location
- We will be asking "polling" questions of people at the 3 sites. These are simple yes/no questions that can provide us with some basic information about what you know about different aspects of One Care.

(This is our first try so please be patient!!)

Town Hall Goals

1. Educate members about the IC
2. Provide information about the OCO
3. Hear about members' lived experiences to better represent One Care members

Town Hall Ground Rules

One Care members participating today are being asked to:

- Keep comments brief - no more than three minutes. At three minutes the moderator will move the conversation forward.
- Share information to help the Implementation Council develop priorities:
 - Care team
 - Care planning
 - Communication access
 - Certified Peer Specialists, Recovery Coaches
 - Ombudsman program - the “OCO”

Town Hall Ground Rules

(continued)

- ▶ While the focus of this Town Hall topics are outlined, we want to hear about concerns important to you. This might include access to prescription medications, Durable Medical Equipment, out-of-network providers, etc.
- ▶ However, if you have personal complaints or issues that you want addressed, please bring these directly to your plan or the OCO. If you are at a physical location, you may be able to speak with a representative from a plan or the OCO at the end of today's meeting.
- ▶ We will be providing contact information for both the OCO and the plans at the end of the Town Hall meeting.

Who is here?

When you speak let us know if you are a:

- One Care member
- Guardian
- PCA
- Other
- member of Tufts Unify or Commonwealth Care Alliance

Overview

- We will provide a brief overview of the:
 - One Care Implementation Council
 - One Care Ombudsman (OCO) program
 - health plan consumer advisory committees
 - care team and care planning
 - reasonable accommodations

Polling Questions - DRAFT

- Are you aware that there is a consumer led One Care Implementation Council?

What is the One Care Implementation Council?

The Implementation Council:

- A committee convened by EOHHS
- Plays a key role in:
 - monitoring access to health care and compliance with the Americans with Disabilities Act (ADA),
 - tracking quality of services,
 - providing support and input to EOHHS, and
 - promoting accountability and transparency.

Polling Questions - DRAFT

- Did you know that there is a One Care Ombudsman (OCO)?
- If you contacted the OCO, were you satisfied with the results?

The One Care Ombudsman (OCO)

Works to identify potential systemic issues and suggest recommendations for improvement



Helps members find resolutions to problems

A neutral entity independent from the One Care plans

What is the One Care Ombudsman and what does it do?

The One Care Ombudsman (OCO) is an independent office that helps address concerns or conflicts that may interfere with a member's:

- Enrollment in One Care, or
- Access to One Care health benefits and services.

More information about the OCO may be found on their website at: <https://onecareombuds.org/>

Polling questions - DRAFT

- ▶ Are you aware that your plan has a Consumer Advisory Committee?
- ▶ Do you know how to contact your plan's Consumer Advisory Committee?

Consumer Advisory Committees

- ▶ Commonwealth Care Alliance and Tufts Unify each has its own Consumer Advisory Council or Committee (CAC).
- ▶ CACs are composed of plan members and provide important information directly to their plan about the care they receive.

Consumer Advisory Committees

To learn more about your plan's CAC, please contact:

Commonwealth Care Alliance

One Care Consumer Advisory Committee (CAC):
John Ruiz at (617) 426-0600 ext. 1854 or
jruiz@commonwealthcare.org

Tufts Health Unify

Consumer Advisory Council (CAC): 855-393-3154
(TTY: 888-391-5535) or info@tufts-health.com

Comment topic areas

- What do you think works best about One Care?
- What could be improved?
- What do you think the Implementation Council should focus on?
- How can the Council communicate more effectively, educate and involve One Care members in its work?
- Other comments

One Care information

- Visit the One Care website:
<https://www.mass.gov/one-care>
- We encourage you to communicate with the Implementation Council via email at
onecare@state.ma.us

One Care plans

Commonwealth Care Alliance

www.commonwealthonecare.org

- ▶ Customer Service Line: 1-866-610-2273
- ▶ TTY: Call 711

Tufts Health Unify

www.ChooseUnify.com

- ▶ Customer Service Line: 1-855-393-3154
- ▶ TTY: 1-888-391-5535

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How to Contact the One Care Ombudsman

- **Call:** [855.781.9898](tel:855.781.9898) (MassRelay dial 711)
- **Email:** help@onecareombuds.org
- **Website:** <https://onecareombuds.org/>
- **Address:** 11 Dartmouth Street Suite 301 Malden, Ma 02148
- **Hours of Operation:** Monday – Friday: 9:00 am to 4:00 pm
- **Walk In hours:** Mondays: 1:00 pm-4:00 pm &
Thursdays: 9:00 am-12:00 pm