# **Slide 1:**

One Care Members   
*Town Hall Listening Session*December 8, 2017  
Sponsored by:   
One Care Implementation Council

November 14, 2017

**Slide 2:**

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

**Slide 3:**

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

**Slide 4:**

*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)

**Slide 5:**

*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

# **Slide 6:**

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?

**Slide 7:**

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

**Slide 8:**

Content for December 8th presentation

**Slide 9:**

Introductions

Welcome by Mike Festa from AARP

* + Explanation of logistics
  + Goals
  + Ground rules
  + Who is here?
  + Content

**Slide 10:**

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!!)*

# **Slide 11:**

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

**Slide 12:**

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”

**Slide 13:**

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.

**Slide 14:**

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

**Slide 15:**

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

# **Slide 16:**

Polling Questions – DRAFT

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

**Slide 17:**

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.

**Slide 18:**

Polling Questions – DRAFT

* Did you know that you have the right to contact and work with the One Care Ombudsman (OCO)?
* If you contacted the OCO, were you satisfied with the results?

**Slide 19:**

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

**Slide 20:**

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/>

# **Slide 21:**

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?

**Slide 22:**

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.

**Slide 23:**

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](mailto:jruiz@commonwealthcare.org)

**Tufts Health Unify**

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

**Slide 24:**

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

**Slide 25:**

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](mailto:onecare@state.ma.us)

# **Slide 26:**

One Care plans

**Commonwealth Care Alliance**

[**www.commonwealthonecare.org**](http://www.commonwealthonecare.org/)

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

**Tufts Health Unify**

[**www.ChooseUnify.com**](http://www.chooseunify.com/)

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

**Slide 27:**

Consumer Advisory Committees – CACs

**Commonwealth Care Alliance**

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

**Tufts Health Unify**

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

**Slide 28:**

How to Contact the One Care Ombudsman

* **Call:** [855.781.9898](tel:8557819898) (MassRelay dial 711)
* **Email:** [help@onecareombuds.org](mailto:help@onecareombuds.org)
* **Website:** <https://onecareombuds.org/>
* **Address:** 11 Dartmouth Street Suite 301Malden, 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