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One Care Members *Tele-Town Hall Listening Session #2*March 27, 2018  
Sponsored by:   
One Care Implementation Council

Feb. 13, 2018

Slide 2

What are the goals for this Tele-Town Hall?

Hear about members’ lived experiences with One Care

Slide 3

How can IC members help advertise?

* Use the flyer!!
* Send it to your contacts and include an introduction too
* Twitter before and during meeting?

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Suggested introduction for email to your contacts:   
For people who have not heard of the One Care Implementation Council, it is the group selected to provide a consumer voice in the development of One Care.

We want to know things like:

* What do you like about One Care?
* Are there things you are struggling with in One Care?
* Are you getting behavioral health services?
* Are you using long-term services?
* Do you have access to a care coordinator?

Do not be discounted; let your voice be heard.  Join in on the toll free call on **Tuesday March 27 from 1:00-2:00**.  The number is **1-877-300-1240**.

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How can IC members help with this meeting?

* Attend on the phone
* Remember that this is a forum for One Care members to speak up

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Brief Welcome

We will review:

* + How to tell your story
  + How to ask for help
  + Polling questions throughout
  + Stories will be shared (briefly), one by one
  + Callers can leave a message anytime

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Tele-Town Hall Goals

* Briefly, educate members about the IC, the OCO and plans’ CACs
* Hear about members’ lived experiences

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Polling question #1:

Please let us know if you are a:

* Member of Tufts Unify
* Member of Commonwealth Care Alliance (CCA)

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Polling Question #2:

* 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?

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Polling question #3:

* Are you aware that your plan has a Consumer Advisory Committee?

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Questions?