

Plan Presentations and Round-Robin discussion on Care Coordination and Non-Medical Transportation in One Care

November 12, 2019

Ground rules for Round-Robin Discussion

- Discussion will center around personal experiences IC members have had with their care coordinator around the issue of **non-medical transportation**.
- One member at a time will speak.
- Crosstalk or interruptions are not permitted.
- If a member has a clarifying question, it is the discretion of the Co Vice-Chair to call on the member to ask the clarifying question; otherwise the member must wait until it is their time to speak.
- Each member will have 3-4 minutes to speak in each round.
- Each IC member has the option to “pass” when it is his or her time to speak.

Ground rules for Round-Robin Discussion *(continued)*

- The Co Vice-Chair will manage the discussion and call on each member to answer a question.
- The round-robin process will begin with members in the room and then go to members on the phone.
- A member of UMass staff will keep track of time.
- Once time is up for the IC member, the Co Vice-Chair will ask the next member to speak.

Discussion Overview

- We hope to have three round-robins. Each round-robin discussion will be managed by Paul Styczko who will call on each IC member one at a time:
 - Round Robin #1: several IC members wanted to share their experience with care coordination and accessing transportation
 - Round Robin #2: more experiences can be shared AND members should identify points from Plans' presentations that stood out
 - Round Robin #3: another round for members to identify points from Plans' presentations that stood out
- Each IC member will get **3-4 minutes** to speak at each round-robin.

Topics to focus on for Round Robin Discussion #1

Some IC members wanted to share their personal stories about working with One Care Plans to access transportation, both medical and non-medical.

Topics to focus on for Round Robin Discussion #2

- Additional personal experiences working with One Care plans to access transportation, both medical and non-medical.
- Identify points from the Plans' presentations that stood out around this issue.

Topics to focus on for Round Robin Discussion #3

Further opportunity for members to identify points from the Plans' presentations that stood out.