

Slide 1:

One Care Implementation Council Town Hall Meeting

December 14, 2021

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Agenda (Dennis Heaphy, Implementation Council Chair)

- Housekeeping
 - Access / how to share stories
 - Ground rules (5 minutes)
- Goals (1 minute)
- MassHealth (2 minutes)
- Review of One Care and the Implementation Council (2 minutes)
- Enrollee conversations (90 minutes)
- My Ombudsman (2 minutes)
- Next steps
- Additional resources

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Ground Rules– slide 1

- Today's meeting will be recorded (including chat questions) so people who could not attend today will have a chance to hear your stories
- We want you to share your story, but please be careful not to share too many details about your health information

- Everyone is currently muted; when we call on you to speak, we will allow you to unmute and speak
- The CHAT function is open for you to submit your comments or questions or to ask technical questions only.

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Ground Rules – slide 2

- We have 7 polls today. You are not required to answer the questions, but it is fun, and it is a good way for us to understand who is here today
- For most of the polls, we ask that only One Care members (who have CCA or Tufts Unify) answer the polls, but for the poll that asks ***who is here today*** we would like all participants to vote
- If you want to share a story today, please use the “raised hand” feature or simply raise your hand
- Each person gets 2 minutes to share their experience

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Ground Rules – slide 3

We may not get to everyone today but there are lots of ways for you to share your story:

- You can call MyOmbudsman at 855-781- 9898 or send them an email at info@myombudsman.org
- You can also send an email to Dennis Heaphy at dheaphy@dpcma.org or to the One Care mailbox at OneCare@mass.gov

- You can also choose to share at a future Implementation Council Town Hall meeting or Disability Advocates Advancing Our Healthcare Rights (DAAHR) forum. For more information contact: Colin Killick ckillick@dpcma.org or Bill Henning bhenning@bostoncil.org
- *You can share your story even if you do not want to share your name*

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Goals of today's Town Hall (Dennis Heaphy, IC Chair)

To better understand One Care enrollees' experiences, with a focus on:

- Care Coordinators and Care Planning
- Complaints and Grievances and Appeals
- Access to Services and Supports

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Poll Question #1 (One Care members only)

Where are you from in Massachusetts?

- Western Mass
- Central Mass
- Metro Boston
- Northeastern Mass
- Southeast Mass including Cape & Islands

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Poll question # 2 (everyone)

Who is here today?

- I am a One Care member (CCA or Tufts Unify)
- I work for a One Care plan
- I am a State Agency representative
- I am an advocate
- Other

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MassHealth

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What is One Care? (Crystal Evans, IC Co Vice-Chair)

- **One Care** is a way to get your MassHealth and Medicare benefits together.
- With One Care, you have one plan, one card, and **a care team** with members **you choose** and a **member of your care team to help you coordinate all your care.**
- One Care **offers services you can't get** when your MassHealth and Medicare benefits are separate.
- One Care was **created to** be a better, easier way for you to get medical, LTSS,
- recovery, and other services to **help you live a healthier life in the community.**

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What is the Implementation Council? (Paul Styczko IC Co Vice-Chair)

The Implementation Council began meeting in February 2013 through advocacy efforts led by Disability Advocates Advancing our Healthcare Rights – or DAAHR. The Council plays a key role in:

- getting input from stakeholders like you,
- monitoring compliance with the Americans with Disabilities Act (ADA),
- working closely with My Ombudsman about concerns and complaints,
- making sure people understand about their rights about complaints and appeals,
- tracking quality and access to services (medical, behavioral health, long-term services and supports and social needs) in One Care,
- providing support and input to MassHealth,
- promoting accountability and transparency.

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Enrollee conversations (Leena Sharma, Community Catalyst)

People are welcome to share whatever they would like today. But we want to move the conversation along. As we stated earlier, we want to hear from people with experiences with:

1. Care coordination
2. Responses to complaints

3. Care planning
4. Access to services and supports

We will start with a poll question to prompt you to share your stories.

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Poll question #3 (One Care members only)

Do you have a trusting relationship with a member of your care team who you can reach out to when you need something?

- Yes
- No

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1. Care coordination:

Today, we would like to learn about your experiences working with your care team, so these questions may help you tell your story:

- Do you know the members of your care team?
- Are you able to communicate with members of your care team by text, or email or phone?
- Do people in your care team communicate with you or your specialists about your needs?
- Does a member of your care team help you with coordinating your medical appointments or getting transportation?
- Do members of your care team talk with your dentist?

Does your care coordinator help with:

- getting food, housing, or transportation or
- finding resources for modifications to your home to make it more accessible?

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Poll question # 4

Have you ever complained about any kind of problem you are having with One Care (CCA or Tufts) or a decision made about your services?

- Yes
- No

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2. Complaints

Has a member of your care team helped you change a denial or modification of a service?

Have you complained to a member of your care team about communication problems or reduced services or denial of services?

- Did this member of your care team tell you who to go to with your complaint or who to talk with about appealing the decision?

Did you ever speak to a member of your care team and ask for service, but were told "no we don't provide that" or "no you don't need that"?

- Did the care team member tell you this is not an official denial and that you have a right to a formal authorization process to try to get the service approved?

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Poll question # 5 (One Care members only)

Does your care plan include *nonmedical* goals such as spending more time in the community or making your house more accessible?

- Yes
- No

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3. Care planning process

We would like to hear about your experiences creating your care plan.

- Did you get to choose the people to include in your care planning process such as unpaid members like family members or friend or an LTS coordinator or certified peer specialists or recovery coach?
- Did you get to review your care plan before you signed it?

Does your care plan include such things as:

- spending time with friends or family in person?
- getting assistive technology such as a computer or tablet to help you connect with people?
- adaptive equipment that enables you to play sports or cook or learn a hobby?

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Polling question # 6 (One Care members only)

On your care team, do you have access to the providers you need? For example, behavioral health, LTSS, primary care, medical specialists, peer supports.

- Yes
- No

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4. Access to services and supports

- Do you have these when you need them?
- Are there providers who understand you and your culture?
- Are you able to see the behavioral health providers you already have relationships with?
- Did you get to choose the providers that meet your needs?
- Do you have a rare disease specialist who understands your medical needs?
- Do you have someone to help you get LTSS so you can engage in the community? (LTS-Coordinator)
- Do you have someone in your care team to help you with your recovery goals?
- Do you have a member of your care team that you trust and respect? And who trusts and respects you?

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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 - Falamos Português - Nou pale Kreyol – We use ASL – and we use an interpreter phone service for many other languages as needed

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Poll question #7 (One Care members only)

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

- Yes
- No

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Next steps – Dennis Heaphy, IC Chair

- Thank you for all the answers from the polling questions – it is valuable information
- And thank you for sharing your stories today
- The Implementation Council will work with MassHealth and the plans and provide a formal response to today's town hall meeting and we will host another meeting in the new year, but encourage people to:
 - reach out to My Ombudsman to share your questions, complaints and to appeal denials or reductions in services
 - send any questions you may have to the One Care email address or Dennis
 - attend next DAAHR form sometime in late winter
- If you have specific concerns that we were not able to address today, please reach out to your One Care plan and My Ombudsman.

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Additional Resources

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Commonwealth Care Alliance

- December Town Hall Follow-Up: Sophie Hansen, shansen@commonwealthcare.org
- Website: www.commonwealthcarealliance.org

- For Members:
<https://www.commonwealthcarealliance.org/ma/members/>
- Appeals & Grievances:
Agdepartment@commonwealthcare.org
<https://www.commonwealthcarealliance.org/ma/members/member-rights-and-responsibilities/complaints-and-grievances/>
- ADA Coordinator: Steve Belec,
sbelec@commonwealthcare.org

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Tufts Health Plan

Tufts Health Unify

- Contact follow-up person for questions or concerns raised by people specific to the December 14 meeting.
 - **Please reach out to your care manager directly with any questions or concerns**
 - **For broader Unify questions, reach out to Lisa Fulchino** – Email: Lisa_Fulchino@tufts-health.com
- Link to plan website
 - ChooseUnify.org
- Link to plan member portal
 - MyTuftsHealthPlan.com
- Link to internal complaints or appeals person
 - **Member Services** – Phone: (855) 393-3154 (TTY: 711)
 - [Member Services Contact Form](#)
- Link to plan ADA coordinator

- **ADA Coordinator** – Email: ADACompliance@tufts-health.com

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

- **Prompts Contact:** Deanna Simonds
deanna.simonds@uhc.com
- **Plan Website:**
www.uhccommunityplan.com/ma/medicaid/one-care
- **Member Portal:** www.myuhc.com
- **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

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How to find out more about One Care

Visit the One Care website: [One Care | Mass.gov](http://OneCare|Mass.gov)

or

SHINE provides free insurance plan counseling to help people make an informed choice about what plan might be right for them.

<https://www.mass.gov/health-insurance-counseling>

or

Call MassOptions at 1-800-243-4636 or TTY/ASCII 800-439-2370

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DAAHR – Disability Advocates Advancing Our Healthcare Rights

DAAHR advocated with MassHealth to create One Care because we hoped people would be treated as human beings, not just patients and offer to work side-by-side with the person to help them find doctors, make appointments, answer questions and help juggle all the confusing things in the healthcare system.

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Additional Opportunities to Share Experiences

- If you have an outstanding issue that you need help resolving, you can speak to My Ombudsman at 855-781-9898 or by email at info@myombudsman.org
- There will be additional opportunities to share experiences at future Implementation Council Town Hall meetings or through upcoming Disability Advocates Advance Healthcare Rights (DAAHR) forums. For more information contact: Colin Killick ckillick@dpcma.org or Bill Henning bhenning@bostoncil.org