

Implementation Council Work Plan Leads Planning Call - Goal 1

Council Member Attendees: Dennis Heaphy, Jeff Keilson, and David Matteodo

Goal 1: Identify and, when possible, address challenges experienced by One Care stakeholders and promote successes that can be implemented by MassHealth, the One Care Plans, and One Care Ombudsman.

Objective 1.1: Work with One Care plan representatives to collectively identify at least one policy or implementation topic for deeper discussion per quarter to provide feedback, and to identify topics for presentation to the larger Council.

- The leads discussed several presentation topics of interest to the Council including:
 - Hospitalizations and Transitions
 - # of readmissions
 - # of transitions to and from hospital settings
 - # of voluntary and involuntary hospitalizations
 - Has there been a reduction in length of stays?
 - What is the LOS for people who self-commit vs. those who do not?
 - What is the follow-up to care/time to first appointment
 - Behavioral Health
 - How are One Care plans using Peer Specialists?
 - How are the new CCA respite homes doing? Are they successful at diverting enrollees to less restrictive settings for services?
 - Long Term Services and Supports
 - What is the comparison of spending for acute and facility services vs. long term services and supports?
 - What proportion of the total budget is facility-based care? What proportion of the total budget is home and community-based care?
 - What services are being offered by One Care plans as part of the flexible service model?
 - Are the services successful at lowering acute care and facility based service utilization?

- How are plans coding and reporting these services?
- Diversionary services
 - How are diversions for medical and psychiatric hospitals being tracked and reported?
 - What are plans doing to divert enrollees from hospitalizations and where are they diverted to?
- Primary Care
 - Has primary care been expanded with One Care?
 - Are enrollees seeing their PCPs more?
 - Has the quality of PCP in delivering care to individuals with disabilities been enhanced? Especially enrollees with ID/DD and Severe Mental Illness (SMI)
- Network Adequacy
 - What is the ratio of care coordinators and PCPs to enrollees by plan?
 - What challenges are One Care plans experiencing in the community service system in meeting enrollees' needs?
 - How does One Care plan network capacity affect medical care, peer services, LTSS, transportation and behavioral health?
- Next Steps
 - The Work Plans leads will share the suggested topics with Council members at the 11/13 Council meeting and request feedback.
 - After the 11/13 Council Meeting and before the holidays, the Goal 1 work plan leads would like to meet with MassHealth and One Care plan representatives to discuss the proposed topics and a strategy for future quarterly presentations by One Care plans to the Council.
 - Monday Nov. 23rd between 12-2pm was identified as a potential meeting time.

Objective 1.2 Hear from the One Care Ombudsman regularly and take action steps to address any systematic issues that become apparent through OCO data and their work with enrollees.

- A meeting is scheduled with the OCO for this week to discuss topics for a presentation at the 11/13 Council meeting.

Objective 1.3: Identify One Care challenges and successes from various consumer and provider perspectives for discussion with MassHealth and One Care plan representatives.

- Provider Feedback
 - The small number of One Care enrollees was a noted difficulty with gathering feedback from providers (small proportion of the individuals they serve)
 - It was noted that it would be interesting to compare the perspectives of large agencies that provide care coordination for enrollees in CCA and those large agencies that provide services only and not care coordination.
 - Feedback from these agencies could be gathered via a facilitated discussion with representatives from the agencies that do and do not provide care coordination services for CCA.
- Consumer feedback
 - The One Care plans Consumer Advisory Committees (CAC) were noted as venues to gather feedback from One Care members.
 - It was suggested that Council members could request time on the CAC's quarterly meeting agenda in order to engage CAC members in the Council effort to gather consumer feedback on One Care.
 - Implementation Council staff will look into the schedule of upcoming CAC meetings.