

WORK PLAN FORMAT DRAFT FOR DISCUSSION Implementation Council

Overview:

As discussed at the last Implementation Council (Council) meeting, MassHealth has provided four goals (based on the Council Charter) for the Council to use as a framework for this year's workplan, and suggests that the Council consider these goals as a starting place to fill in activities and objectives. Per the Council's request, we have also included some ideas and suggestions for objectives and activities under each goal.

In addition, to help encourage active and diverse participation by Council members at each meeting and as part of each workplan goal and subcommittee, we suggest that a different Council member be responsible for each goal in the workplan as the "Council Leader" for each goal. These members could report back to the Council on progress either monthly, quarterly or at appropriate intervals throughout the year.

Please note that these are just ideas and suggestions, and the Council is free to accept or reject them as it deems appropriate.

Goal 1: Solicit and document input from stakeholders, particularly from MassHealth members and providers, on the implementation of One Care, including both challenges and successes; advise EOHHS on strategies to address the challenges and promote the successes that are reported to the Council.

MassHealth suggestions for consideration:

- Last year the Council brought to MassHealth's attention member confusion around passive enrollment and a member's Medicare Part D prescription drug coverage. The Council alerted us to the sequencing of notices from MassHealth and Medicare that was causing alarm for many of our members. MassHealth immediately raised this issue with CMS and developed additional information about what enrollment in One Care means for an individual's Part D coverage. CMS has also taken steps to update the Part D processes to address the confusion. Similar issues where MassHealth can work with CMS to address a process that's not integrated would be helpful to know about.
- Develop a documentation form that each member can use to track reports they receive from consumers within their community; the forms should include relevant information such as plan name, when reported, specifics of the issue, etc.
 - Implementation Council Members should have the opportunity to submit these forms prior to each Council meeting
 - Appoint an Council member to keep the forms and report back to the Council on what's being reported
 - Ensure that MassHealth receives specific and actionable information related to such reports
- These objectives might also include making efforts to solicit feedback from particular Council members in the event those voices are absent. For instance- if several meetings pass without any reporting from consumer members or from provider representatives, that would be something the Council leadership might want to explicitly solicit.
- Council members should have the opportunity to provide feedback about each meeting; for instance, a comment form where they can communicate anything they didn't have a chance to say at the meeting or any comments they had about the meeting process.

Council Leader for Goal 1:			
Objectives	Activities planned to achieve this objective	Responsible Individuals	Completed by (month & year)

Goal 2: Examine access to services (medical, behavioral health, and LTSS) and provide advice and assistance to MassHealth to address any identified access challenges.

MassHealth suggestions for consideration:

- Work with MassHealth to develop responsive objectives and activities to address issues as identified in the final Early Indicators Project (EIP) report
 - For example: create a subcommittee on Integrated Care Plans (ICPs) to develop an explanatory cover letter or other document about ICPs (including member rights when they disagree with their ICP)
- Identify strategies to strengthen and expand LTS-Coordinator workforce and capacity
- Respond to requests from MassHealth and the Ombudsman to assist in addressing issues raised through the Ombudsman's office.
- Through the Encounter data subcommittee:
 - Assist MassHealth in identifying specific questions for 1st round of encounter data analysis by MassHealth
 - Assist MassHealth in interpreting results from 1st round and identifying any additional responsive questions for further analysis
- Suggest concrete strategies on how to improve access.

Council Leader for Goal 2:			
Objectives	Activities planned to achieve this objective	Responsible Individuals	Completed by (month & year)

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Goal 3: Support MassHealth's efforts to ensure quality of care.

MassHealth suggestions for consideration

- Continue quarterly meetings of the quality subcommittee and periodically report subcommittee activities to the Implementation Council
 - Encourage member participation in One Care quality surveys
 - Provide feedback on findings from required quality measurement, quality improvement, and evaluation activities

Council Leader for Goal 3:

Objectives	Activities planned to achieve this objective	Responsible Individuals	Completed by (month & year)

Goal 4: Work with MassHealth in the development and implementation of public education and outreach strategies.

MassHealth suggestions for consideration:

- General outreach:
 - Divide this into two buckets: (1) outreach to potential enrollees and (2) outreach to potential providers (with a different Council member responsible for each)
 - Members should commit to doing 1-2 activities in their particular communities or within their affiliated provider groups;
 - This could include volunteering at events or activities with MassHealth staff
 - Identify communities where outreach is particularly needed and help develop strategies to reach these populations
 - Review MassHealth list of outreach activities and identify additional groups and events to which can outreach
- Provider-based outreach:
 - Provide feedback on webinars and other materials created for provider education and shared learning
 - Collaborate with MassHealth to expand One Care plan provider networks
- Development of outreach and educational materials
 - Provide feedback on new paid media campaign
 - Identify and assist in development of additional member or provider materials as needed
- Assist MassHealth in analyzing enrollment, disenrollment and opt-out data

Council Leader for Goal 4:			
Objectives	Activities planned to achieve this objective	Responsible Individuals	Completed by (month & year)