

| Priority: Establish Council priority areas and tasks for 2014. | | | | | | |
|---|--|--|------------|----------|---|----------|
| Desired Outcome: Successfully fulfill Implementation Council charge and council member priorities. | | | | | | |
| # | Major Objectives | Key Tasks | Start Date | Due Date | Responsible Party | Complete |
| 1 | Develop 2014 Workplan | Hear priority areas for Council input from MassHealth. | Feb-14 | Mar-14 | Implementation Council members & Priorities Workgroup | X |
| 2 | | Gather feedback from all Council members on Council priorities for the coming year. | Feb-14 | Mar-14 | Chair and Council staff | X |
| 3 | | Establish a working group to develop a workplan based on Council priorities. | Feb-14 | Apr-14 | Chair and Workgroup members | X |
| 4 | | Develop a budget to present to MassHealth to complete the activities in the workplan. | Apr-14 | Aug-14 | Chair and Workgroup members | |
| 5 | | Seek Council approval of 2014 Workplan at May 2014 Implementation Council meeting. | Apr-14 | May-14 | Implementation Council Members | |
| 6 | | Review and revise workplan on quarterly basis. | Aug-14 | Jun-15 | Implementation Council Members | |
| 7 | | Determine Implementation Council member interest and willingness to participate in workplan activities and ongoing Council activities. If needed, determine process for adding new Council members. | Oct-14 | Nov-14 | Implementation Council Members | |
| Priority: Provide input on auto-assignment and broader roll-out | | | | | | |
| Desired Outcome: MassHealth uses data and indicators recommended by Implementation to inform and shape future rounds of auto-assignment. | | | | | | |
| # | Major Objectives | Key Tasks | Start Date | Due Date | Responsible Party | Complete |
| 8 | Recommend indicators to measure success of auto-assignment roll out and preparedness for future phases of auto-assignment. | Hear from MassHealth about the current indicators or criteria used for determining One Care plan capacity for auto-assignment enrollments. | Apr-14 | May-14 | Implementation Council and MassHealth | |
| 9 | | Review EIP Survey data to determine the effectiveness of MassHealth notices and informational documents in reaching enrollees and providing them with the information needed to make enrollment decisions. | May-14 | Apr-15 | EIP Work Group | |
| 10 | | Establish indicators to measure plan and provider competency with working with One Care eligible populations, including complying with the ADA; identify data source. | Sep-14 | Jan-15 | Implementation Council Members and Quality Work Group (continuation of EIP) | |
| 11 | | Establish indicators to measure plan and provider capacity; identify data source. | Sep-14 | Jan-15 | Implementation Council Members and Quality Work Group (continuation of EIP) | |
| 12 | | Determine how auto-assignment is effecting homeless populations by collecting anecdotal data and identifying additional data sources. | Jul-14 | Aug-14 | Implementation Council Members | |
| 13 | | Determine how auto-assignment is effecting non-English speaking and English as a Second Language populations, including Latinos and Deaf individuals. | Sep-14 | Mar-15 | Implementation Council members and Quality Work Group (continuation of EIP) | |
| 14 | | Recommend interventions to address identified issues. | Jan-15 | Ongoing | Implementation Council Members and Quality Work Group (continuation of EIP) | |

| Priority: Participate in decision-making regarding the development and implementation of the IL-LTSS Coordinator. | | | | | | |
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| Desired Outcome: Members experience better access to LTSS under One Care with the assistance of competent and accessible IL-LTSS Coordinators. | | | | | | |
| # | Major Objectives | Key Tasks | Start Date | Due Date | Responsible Party | Complete |
| 15 | Ensure success of the IL-LTSS Coordinator role. | Participate in IL-LTSS Coordinator Stakeholder Group and provide regular updates to the Council on IL-LTSS Coordinator rollout and barriers. | Mar-14 | Ongoing | Implementation Council Representatives | |
| 16 | | Invite stakeholders, including consumers and IL-LTSS Coordinators, to provide anecdotal evidence of the IL-LTSS Coordinator roll out at a Council meeting and to submit information via email. | July 14 | Jun-15 | Implementation Council members and stakeholders | |
| 17 | | Develop indicators to measure consumer experience with IL-LTSS Coordinators. | Jun-14 | Sep-14 | EIP Work Group | |
| Priority: Monitor the overall performance of the Demonstration, including the ability of plans to meet the unmet needs on One Care enrollees. | | | | | | |
| Desired Outcome: Implementation Council is used as an active workgroup to hear concerns regarding the roll out of One Care and address issues raised throughout the demonstration. | | | | | | |
| # | Major Objectives | Key Tasks | Start Date | Due Date | Responsible Party | Complete |
| 18 | Ensure consumers have user-friendly access to information on One Care online. | Provide feedback to MassHealth on Council member experiences reviewing the user-friendliness of the One Care plan websites and affiliated sites (i.e. the MassHealth One Care website, Ombudsman site, and website with SHINE information). | May-14 | Jun-14 | Implementation Council members | |
| 19 | Request updates from One Care plans, One Care Ombudsman and SHINE. | Determine additional topics for One Care plan quarterly updates beginning in May 2014. Example topics include: financing, and successes and challenges. | Apr-14 | May-15 | Council members, plans, and MassHealth | |
| 20 | | Hear updates from One Care plans on topics determined by the Council. | May-14 | Jun-15 | | |
| 21 | | Hear updates from One Care Ombudsman on semi-annual basis on topics determined by the Council. | Apr-14 | Jan-15 | Implementation Council members | |
| 22 | | Hear updates from SHINE on semi-annual basis on topics determined by the Council. | Apr-14 | Jun-15 | Implementation Council members | |
| 23 | Collaborate with SHINE to ensure consumers have access to necessary information from SHINE Counselors and are aware of SHINE as a resource. | Hear an overview of the SHINE program to understand what information is available to SHINE counselors. | Apr-14 | Apr-14 | Implementation Council members and SHINE | |
| 24 | | Determine how best to partner with SHINE on outreach efforts made to hard to reach and minority populations. Provide recommendations, including data collection elements, if applicable. | Apr-14 | Sep-14 | Implementation Council members and SHINE | |

| 25 | | Determine what data on service utilization, quality, and ADA compliance will be available from MassHealth and on what timeline. | Apr-14 | May-14 | Implementation Council members and MassHealth | |
|---|--|---|------------|----------|---|----------|
| 26 | Measure effect of One Care financing on utilization of services. | Determine what data elements should be considered when monitoring the program and access to services. Examples include: use of acute hospital, psychiatric hospital, PCA, Day hab, home modifications, certified peer specialists, transportation. | Jun-14 | Sep-14 | Implementation Council members | |
| 27 | | Develop or recommend mechanism for measuring medical and LTSS quality of services and utilization of service by One Care plans over time. | Jan-15 | Jun-15 | Implementation Council members | |
| Priority: Provide input on outreach strategy to underserved populations. | | | | | | |
| Desired Outcome: | | | | | | |
| # | Major Objectives | Key Tasks | Start Date | Due Date | Responsible Party | Complete |
| 28 | Enhance One Care outreach efforts to broad and diverse populations. | Participate in outreach events with partner organizations targeting hard to reach and under-resourced populations. | May-14 | Ongoing | Implementation Council members | |
| 29 | | Host a tele-town hall with One Care stakeholders to provide information on the program and to hear from stakeholders about their One Care experiences and questions. | Jun-14 | Oct-14 | Implementation Council members | |
| 30 | | Hold semi-annual public hearings in different areas of the state to provide information on One Care and to hear from stakeholders about their One Care experiences and concerns. Activities could include tele-town hall component or could occur in conjunction with outreach efforts. | Sep-14 | Ongoing | Implementation Council members | |
| 31 | Build a cohort of the CHW workforce who are informed of and engaged in One Care. | Connect with Community Health Worker (CHW) representatives to provide information on One Care and learn how CHWs fit into One Care service delivery and outreach. | Jan-14 | Ongoing | Implementation Council members | |
| 32 | | Enhance relationships between CHWs, ILCs and RLCs. Ex. Host forum that identifies next steps and measurable outcomes, develop 2-3 pilots. | Aug-14 | TBD | Implementation Council members | |

| Priority: Provide input on provider outreach and education/training | | | | | | |
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| Desired Outcome: | | | | | | |
| # | Major Objectives | Key Tasks | Start Date | Due Date | Responsible Party | Complete |
| 33 | Ensure providers are receiving adequate and appropriate information | Seek feedback from providers on MassHealth and One Care plan trainings. | Jun-14 | Mar-15 | Implementation Council members and Provider Strategy Work Group | |
| 34 | | Seek input from providers on current concerns regarding One Care Ex. Focus groups or survey of providers. | Aug-14 | Sep-14 | Implementation Council members and Provider Strategy Work Group | |
| 35 | | Provide input on provider outreach strategy and activities informed by feedback received directly from providers and consumers. | Sep-14 | Feb-14 | Implementation Council members and Provider Strategy Work Group | |
| Priority: Provide recommendations on enrollee privacy. | | | | | | |
| Desired Outcome: | | | | | | |
| # | Major Objectives | Key Tasks | Start Date | Due Date | Responsible Party | Complete |
| 36 | Ensure enrollee privacy is protected. | Determine what individual One Care plans are doing to ensure privacy and confidentiality. | Aug-14 | Sep-14 | Implementation Council members, MassHealth and One Care plans | |
| 37 | | Provide guidance on what data should be collected to measure how well One Care plans are protecting enrollee privacy. Ex. Collect consumer feedback. | Aug-14 | Oct-14 | Implementation Council members | |
| 38 | | Determine how consumers perceive maintenance of privacy and confidentiality by One Care plans | | | Quality Workgroup | |
| Prio Provide recommendations on independent monitoring and participate in ongoing quality monitoring and Early Indicators Project. | | | | | | |
| Desired Outcome: | | | | | | |
| # | Major Objectives | Key Tasks | Start Date | Due Date | Responsible Party | Complete |
| 39 | Ensure Implementation Council fulfillment of charge of playing a key role in monitoring access to health care. | Recommend a mechanism for the continuation of the Early Indicators Project workgroup, or similar workgroup, to track access to services and experiences of enrollees beyond the initial roll out of One Care. | Apr-14 | May-14 | Implementation Council members | |
| 40 | | Hear from MassHealth regarding the quality process and timeline; form a workgroup consistent with the timeline. | May-14 | Jun-14 | Implementation Council members and MassHealth | |

| # | Obj. | Key Tasks | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | | | |
|----|---|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|--|--|
| 1 | Develop 2014 Workplan | Hear priority areas for Council input from MassHealth. | | | | | | | | | | | | | | | | | | | | | |
| 2 | | Gather feedback from all Council members on Council priorities for the coming year. | | | | | | | | | | | | | | | | | | | | | |
| 3 | | Establish a working group to develop a workplan based on Council priorities. | | | | | | | | | | | | | | | | | | | | | |
| 4 | | Develop a budget to present to MassHealth to complete the activities in the workplan. | | | | | | | | | | | | | | | | | | | | | |
| 5 | | Seek Council approval of 2014 Workplan at May 2014 Implementation Council meeting. | | | | | | | | | | | | | | | | | | | | | |
| 6 | | Review and revise workplan on quarterly basis. | | | | | | | | | | | | | | | | | | | | | |
| 7 | | Determine Implementation Council member interest and willingness to participate in workplan activities and ongoing Council activities. If needed, determine process for adding new Council members. | | | | | | | | | | | | | | | | | | | | | |
| 8 | Auto-assignment indicators | Hear from MassHealth about the current indicators or criteria used for determining One Care plan capacity for auto-assignment enrollments. | | | | | | | | | | | | | | | | | | | | | |
| 9 | | Review EIP Survey data to determine the effectiveness of MassHealth notices and informational documents in reaching enrollees and providing them with the information needed to make enrollment decisions | | | | | | | | | | | | | | | | | | | | | |
| 10 | | Establish indicators to measure plan and provider competency with working with One Care eligible populations, including complying with the ADA; identify data source. | | | | | | | | | | | | | | | | | | | | | |
| 11 | | Establish indicators to measure plan and provider capacity; identify data source. | | | | | | | | | | | | | | | | | | | | | |
| 12 | | Determine how auto-assignment is effecting homeless populations by collecting anecdotal data and identifying additional data sources. | | | | | | | | | | | | | | | | | | | | | |
| 13 | | Determine how auto-assignment is effecting non-English speaking and English as a Second Language populations, including Latinos and Deaf individuals. | | | | | | | | | | | | | | | | | | | | | |
| 14 | Recommend interventions to address identified issues. | | | | | | | | | | | | | | | | | | | | | | |
| 15 | Success of IL-LTSS Coordinator | Participate in IL-LTSS Coordinator Stakeholder Group and provide regular updates to the Council on IL-LTSS Coordinator rollout and barriers. (2 Council reps identified) | | | | | | | | | | | | | | | | | | | | | |
| 16 | | Invite stakeholders, including consumers and IL-LTSS Coordinators, to provide anecdotal evidence of the IL-LTSS Coordinator roll out at a Council meeting and to submit information via email. | | | | | | | | | | | | | | | | | | | | | |
| 17 | | Develop indicators to measure consumer experience with IL-LTSS Coordinators. | | | | | | | | | | | | | | | | | | | | | |
| 18 | Online | Provide feedback to MassHealth on Council member experiences reviewing the user-friendliness of the One Care plan websites and affiliated sites (i.e. the MassHealth One Care website, Ombudsman site, and website with SHINE information). | | | | | | | | | | | | | | | | | | | | | |
| 19 | Request updates | Determine additional topics for One Care plan quarterly updates beginning in May 2014. Example topics include: financing, and successes and challenges. | | | | | | | | | | | | | | | | | | | | | |
| 20 | | Hear updates from One Care plans on topics determined by the Council. | | | | | | | | | | | | | | | | | | | | | |
| 21 | | Hear updates from One Care Ombudsman on semi-annual basis on topics determined by the Council. | | | | | | | | | | | | | | | | | | | | | |
| 22 | | Hear update from SHINE on semi-annual basis. | | | | | | | | | | | | | | | | | | | | | |

| # | Obj. | Key Tasks | Jan-14 | Feb-14 | Mar-14 | Apr-14 | May-14 | Jun-14 | Jul-14 | Aug-14 | Sep-14 | Oct-14 | Nov-14 | Dec-14 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | |
|----|---------------------|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--|
| 23 | SHINE Collaboration | Hear an overview of the SHINE program to understand what information is available to SHINE counselors. | | | | | | | | | | | | | | | | | | | |
| 24 | | Determine how best to partner with SHINE on outreach efforts made to hard to reach and minority populations. Provide recommendations, including data collection elements, if applicable. | | | | | | | | | | | | | | | | | | | |
| 25 | Service Utilization | Determine what data on service utilization, quality, and ADA compliance will be available from MassHealth and on what timeline. | | | | | | | | | | | | | | | | | | | |
| 26 | | Determine what data elements should be considered when monitoring the program and access to services. Examples include: use of acute hospital, psychiatric hospital, PCA, Day hab, home modifications, certified peer specialists, transportation. | | | | | | | | | | | | | | | | | | | |
| 27 | | Develop or recommend mechanism for measuring medical and LTSS quality of services and utilization of service by One Care plans over time. | | | | | | | | | | | | | | | | | | | |
| 28 | Outreach | Participate in outreach events with partner organizations targeting hard to reach and under-resourced populations. | | | | | | | | | | | | | | | | | | | |
| 29 | | Host a tele-town hall with One Care stakeholders to provide information on the program and to hear from stakeholders about their One Care experiences and questions. | | | | | | | | | | | | | | | | | | | |
| 30 | | Hold semi-annual public hearings in different areas of the state to provide information on One Care and to hear from stakeholders about their One Care experiences and concerns. Activities could include tele-town hall component or could occur in conjunction with outreach efforts. | | | | | | | | | | | | | | | | | | | |
| 31 | CHWs | Connect with Community Health Worker (CHW) representatives to provide information on One Care and learn how CHWs fit into One Care service delivery and outreach. | | | | | | | | | | | | | | | | | | | |
| 32 | | Enhance relationships between CHWs, ILCs and RLCs. Ex. Host forum that identifies next steps and measurable outcomes, develop 2-3 pilots. | | | | | | | | | | | | | | | | | | | |
| 33 | Provider Education | Seek feedback from providers on MassHealth and One Care plan trainings. (Provider Strategy Workgroup) | | | | | | | | | | | | | | | | | | | |
| 34 | | Seek input from providers on current concerns regarding One Care Ex. Focus groups or survey of providers. (Provider Strategy Workgroup) | | | | | | | | | | | | | | | | | | | |
| 35 | | Provide input on provider outreach strategy and activities informed by feedback received directly from providers and consumers. (Provider Strategy Workgroup) | | | | | | | | | | | | | | | | | | | |
| 36 | Privacy | Determine what individual One Care plans are doing to ensure privacy and confidentiality. | | | | | | | | | | | | | | | | | | | |
| 37 | | Provide guidance on what data should be collected to measure how well One Care plans are protecting enrollee privacy. Ex. Collect consumer feedback. | | | | | | | | | | | | | | | | | | | |
| 38 | | Determine how consumers perceive maintenance of privacy and confidentiality by One Care plans | | | | | | | | | | | | | | | | | | | |
| 39 | IC Charge | Recommend a mechanism for the continuation of the Early Indicators Project workgroup, or similar workgroup, to track access to services and experiences of enrollees beyond the initial roll out of One Care. | | | | | | | | | | | | | | | | | | | |
| 40 | | Hear from MassHealth regarding the quality process and timeline; form a workgroup consistent with the timeline. | | | | | | | | | | | | | | | | | | | |