

EXECUTIVE SUMMARY: The One Care Implementation Council has officially started a second three-year term. In this first year of this second term, 2017-2018, the Council would like to provide specific and measurable recommendations to MassHealth in three key areas as MassHealth engages in the plan procurement. In the coming years, the Council will focus on expanding the number of One Care plans serving eligible members.

WORK PLAN GOAL: By April 2018, the Implementation Council will make recommendations to MassHealth on One Care’s performance related to:

- 1) **Communication Access** for One Care members: Oct-Nov
- 2) Quality of Care through **Enhanced integration** of medical and LTSS/DME: Dec-Feb
- 3) **Sustainability** of One Care: Jan-Mar

WORK PLAN OBJECTIVES (including *desired outcomes* for longer-term consideration in continuing work plan goals beyond April 2018)

Strategy: Dennis and Jeff will take lead in communication with MassHealth, the plans, and the Provider Council. It is requested that UMass assist in organizing the town hall meeting.

AREAS OF FOCUS	METHOD/APPROACH	ACTION STEPS	DESIRED OUTCOME BY APRIL 2018	Longer term desired outcome
<p>1. Communication Access: Enhance cultural effectiveness of the Council, plans and providers in communication access.</p>	<p>Create a workgroup to identify 1-2 external experts to participate in this workgroup</p> <p>Gather information from the Plans and providers</p> <ul style="list-style-type: none"> • how plans ensure services are accessible to OC members who are DEAF/hard of hearing • do plans have experts in communication access or a point person that assures people get what they need? 	<ul style="list-style-type: none"> • Identify IC members for workgroup • Create measurable goal(s) • Workgroup to learn: <ul style="list-style-type: none"> • What does it mean to be culturally effective in providing medication access? • What are the major barriers to communication for people who are DEAF? • What action steps can the Council take to enhance their level of communication with the DEAF community? • What action steps can be 	<p>Make recommendations to the plans, CMS, and MassHealth to improve communication access and for consideration to be included in the procurement process.</p>	<p>To assure people who are deaf/hard of hearing in One Care have info they need to access services in their plans</p> <p>To provide opportunity for ongoing communication with the deaf community so IC can have an ongoing understanding of needs</p>

		<p>recommended by the Council to MassHealth and the plans to enhance culturally effective communication access with DEAF community?</p>		
<p>2. Quality of Care: Support integration of Long Term Services and Supports (LTSS) providers and LTS Coordinators into larger care teams; gain a better understanding of access issues to Durable Medical Equipment (DME); and focus how members can gain better access to behavioral health supports.</p>	<p>Create workgroup Communicate with Plans and providers to understand unmet needs, how integration is going, what works well, what needs improvement.</p>	<ul style="list-style-type: none"> ● Identify IC members for workgroup ● Create measurable goal(s) ● Conduct virtual and in-person listening sessions with One Care members and providers; ask Plans to advertise events in Nov-Dec ● Invite LTS Coordinators to educate the Council, MassHealth, and the plans about independent living philosophy and the recovery model in the context of care teams in the delivery of LTSS ● Invite LTS Coordinators to provide examples of best practice ● Reach out to DME providers/advocates to better understand access issues ● recommendations to the Council that they believe will support care coordination and integration of medical and LTSS/DME in person centered care plan development and care team functioning ● Explore potential strategies and proposals to apply value-based purchasing to support quality of LTSS service providers, including DME providers 	<p>Identify areas for enhancement in One Care and make recommendations to MassHealth for it to consider in the appropriate part of the procurement process.</p>	<p>To assure all members of One Care know they have access to LTS-C and care coordination, identify best practices for procuring DME, encourage APMs for DME and increase access to behavioral health.</p>

<p>3. Sustainability of One Care:</p> <p>The Council seeks to support the sustainability of One Care</p>	<p>Create a workgroup</p> <p>Method includes:</p> <ul style="list-style-type: none"> • increase Council’s responsiveness to the lived experience of current One Care members • educate providers about One Care and gather their input • outreach to potential One Care members about One Care • make recommendations to MassHealth to support financial stability of One Care. 	<ul style="list-style-type: none"> • Identify IC members for workgroup • Create measurable goal(s) • Hold a virtual town hall meeting with current One Care members, collect feedback and report out to larger Council, MassHealth, CMS and plans. • Disseminate information about One Care to potential One Care enrollees through Council member networks using social media • Participate in one or more Provider Partnership meetings to educate partnership members about One Care and to gather information from providers about their experience in One Care • Provide support/guidance/advice to MassHealth on interpreting available financial/quality data to understand sustainability as it is related to savings achieved/desired outcomes. • Work with MassHealth to harmonize One Care quality measures with quality measures being used in other MassHealth programs to reduce plan burden and provide opportunities to insert new innovative quality measures 	<p>Make recommendations to MassHealth for it to consider in the appropriate part of the procurement process, i.e., how to improve messaging/outreach to eligible individuals.</p>	<p>Offer recommendations to MassHealth and plans based upon analysis and synthesis of information gathered from OCO, providers and members</p> <p>Generate a Consumer Facing Dashboard with Information about One Care Plan Services and Quality needed by potential One Care members to make informed decisions about their options in One Care.</p>
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