#### Implementation Council 2013 Year in Review

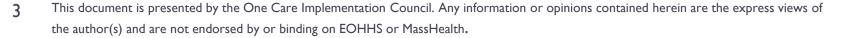
December 20, 2013

#### Overview

- Council Charge
- Meetings and Subcommittees
- Covered Topics and Speakers
- Process Improvements
- Policy Improvements
- Additional Motions
- ▶ Plans for 2014

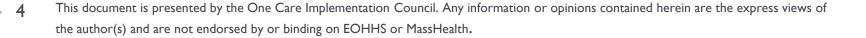
### Council Charge

- Convened by the Executive Office of Human Services (EOHHS) to operate during the Duals Demonstration.
- The Implementation Council will play a key role in
  - monitoring access to health care and compliance with the Americans with Disabilities Act (ADA),
  - tracking quality of services,
  - providing support and input to EOHHS, and
  - promoting accountability and transparency.
- ▶ The roles and responsibilities will likely include
  - advising EOHHS,
  - soliciting input from stakeholders,
  - examining One Care plan quality,
  - reviewing issues raised through the grievances and appeals process and ombudsperson reports,
  - examining access to services (medical, behavioral health, and LTSS), and
  - participating in the development of public education and outreach campaigns.



### Meetings and Subcommittees

- ▶ 12 Implementation Council Meetings
- 5 Subcommittee Meetings
  - Continuity of Care, Access to Providers and Monitoring and Transparency
  - Cultural Competency, Population Specific Quality Metrics
  - Long Term Services and Supports
- 4 Work Groups
  - By-Laws and Charter
  - Council Priorities
  - Early Indicators Project
  - Provider Strategy



### Covered Topics and Speakers

- Engaged MassHealth in timely conversations about
  - Ombudsman
  - Outreach strategy
  - Financing and payment methodology
  - Auto Enrollment
  - Rating categories
  - Early Indicators
  - Quality
  - Training
  - Early enrollment feedback
- Assisted with development of outreach and public awareness materials
- Heard from multiple academic and community leaders
  - BD Group
  - Dr. Lisa lezzoni, Mongan Institute for Health Policy
  - Roxanne Reddington-Wilde



#### **Process Improvements**

- Elected chair and co-chairs
- Developed Charter and By-Laws
- Fully-funded with Implementation Funding for up to 30 meetings
- Council participation at MassHealth Open Meetings
- Commitment to including public comments at meetings

# Policy Improvements

- Ombudsman unit criteria, including presence outside of state government
- 2. Improved payment methodology
- 3. Phased process for auto-enrollment beginning with CI
- 4. Refinements to rating categories C2 and C3
- 5. Development of Early Indicators



#### Additional Carried Motions

Refer to Approved Motions document, (#) = Motion number

- Functional Status (5)
  - Concerns with existing tools for measuring functional status
- Behavioral Health (23)
  - Concerns with electronic health records and sharing psychiatric information with providers without consent
- Training (24)
  - Ensuring that individuals conducting assessments receive training on cultural competency and how to interview in a sensitive and appropriate manner
- Wages and benefits (25)
  - Concerns with average wages and benefits for Home Care Agency workers
- Use of Support Service Providers (SSP) (27)
  - Ensuring coverage of SSPs for people who need the service in their care plan



### Additional Carried Motions (continued)

Refer to Approved Motions document , (#) = Motion number

- Sexual orientation and gender identity (28)
  - Ensure questions on these topics are added to the assessment
- Independent Living Long Term Services and Supports (IL-LTSS)
  Coordinator (30-32)
  - Ensure availability for individuals with very high behavioral health needs
  - Ensure enrollees understand the role before deciding to decline or keep an IL-LTSS Coordinator on the care team
  - Allow the IL-LTSS Coordinator to complete the LTSS portion of the assessment during the first 180 days for the first year of the demonstration (for individuals in C1 and C2A)
- Determine Council Priorities (33)

#### Plans for 2014

- Development of 2013 Annual Report
- Development of Council priorities and work plan
  - Build a robust LTSS system that is conflict free
  - Fully integrating a conflict free role for peers with lived experience in One Care
  - Collect LGBTQ information
  - Respond to results of Early Indicators
  - Monitor impact of current financing on enrollee care
  - Strategize on ways to address barriers to single case agreements with providers
  - Other

# Plans for 2014 (continued)

- Hear from community members
  - Community Health Worker
  - Homelessness expert
  - Community Health Center expert
  - Addiction recovery community
  - Others?

# Thank you for your participation!

- Suzann Bedrosian
- Bruce Bird, The Collaborative: ABH-MA, ADDP & The Provider's Council
- Ted Chelmow, Consumer Quality Initiatives
- Myiesha Demery
- Joe Finn
- Anne Fracht
- Rebecca Gutman, I 199SEIU
- Dennis Heaphy, Chair
- Audrey Higbee, Center for Human
  Development
- Denise Karuth
- Jeff Keilson, Advocates Inc.

- David Matteodo, MA Association for Behavioral Health Systems
- Dan McHale, Massachusetts Hospital Association
- Dale Mitchell, Ethos
- Vivian Nunez
- Jorge Pagan-Ramos
- Olivia Richard
- Bob Rousseau, TransformationCenter/Fellowship Health
- Peter Tallas, TMed Holdings, Inc. d/b/a
  Charm Medical Supply
- ▶ Howard Trachtman, Co-chair
- ▶ Florette Willis, *Co-chair*