Slide 1:

**One Care:**

**Implementation Council Meeting**

**Executive Office of Health & Human Services**

**MassHealth Demonstration   
to Integrate Care for Dual Eligibles**

**November 14, 2017, 10:00 AM – 12:00 PM**

**AARP Office  
One Beacon St., Suite 2301  
Boston, MA**

Slide 2:

**General One Care Updates**

The next **One Care Open Meeting** is today:

Tuesday, November 14, 2017

2:00 p.m. – 4:00 p.m.

1 Ashburton Place, 21st Floor

Boston, MA

MassHealth Health Plan Ombudsman

* + - The MassHealth Health Plan Ombudsman Request for Responses (RFR) is available on the state procurement website COMMBUYS ([https://www.commbuys.com)](https://www.commbuys.com/) as Document Number 18LCEHSOMBUDSMANRFR
    - The deadline The deadline for responses to the RFR has been **extended to 4:00pm on December 11, 2017**

Upcoming Outreach Events

Wednesday, December 13th

8:00 a.m. – 12:00 p.m.

Friends of the Homeless Resource Center/Shelter

755 Worthington St.

Springfield, MA

Thursday, December 14th

8:30 a.m. - 12:30 p.m.

Harvard Vanguard Medical Associates – Atrius

40 Holland St. in Davis Square

Somerville, MA

Slide 3:

**Targeted Outreach Events for Passive Enrollees**

MassHealth holds events in areas where concentrations of members included in passive enrollment live

|  |  |  |
| --- | --- | --- |
| **One Care Presentation Q & A Events** | **One Care Drop-in Events** | **MassHealth Enrollment Events** |
| * + - Large rooms in community venues (such as libraries)     - Representatives from MassHealth, SHINE, and the OCO, as well as One Care member representatives     - Presentations from each plan; Q/A | * + - High traffic areas at provider sites and community venues     - MassHealth and the plans staff tables for 3 hours at a time     - Interested individuals can stop by to ask questions | * + - Day-long MassHealth enrollment events at provider sites and community venues     - One Care table staffed by MassHealth     - Interested individuals can stop by to ask questions |

Outreach for each event:

* Mail flyers in advance to members sent notice of passive enrollment
* MassHealth/UMMS reach out to the event host as well as surrounding community organizations to publicize the event
* Announce events and share flyers via stakeholder email, Implementation Council members, and state agency partners
* Events include free snacks and small giveaways

Discussion points:

* Presentation events attracted very small audiences (0-6 people/event), so MassHealth shifted to drop-in events
* Drop-in events at locations with connections to high numbers of potentially eligible members, and working with experienced partners such as Friends of the Homeless Shelter in Springfield result in more individual contacts and some enrollments
* Consistently low attendance from targeted passive enrollees

Slide 4:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| **One Care Drop-in Events** |  |  | **One Care Presentation Q & A Events** |  |
|  |  |  |  |  |
| **Dates/Locations** | **# Inquiries** |  | **Dates/Locations** | **# Attendees** |
|  |  |  |  |  |
| **March/April 2016** | **6-20** |  | **December 2015** | **0-4** |
| Jacob Edwards Library (Southbridge) | 6 |  | Bruce Bolling Municipal Building (Roxbury) | 0-4 |
| Boston Healthcare for the Homeless (Boston) | 20 |  | Boston Public Market (Boston) | 0-4 |
| Edward M. Kennedy Community Health Center (Worcester) | 8 |  | Bunker Hill Community College (Chelsea) | 0-4 |
| Whittier Street Health Center (Roxbury) | 13 |  | Kroc Corps Community Center (Dorchester) | 0-4 |
|  |  |  |  |  |
| **September 2016** | **15-30** |  | **March/April 2016** | **6-7** |
| Boston Healthcare for the Homeless (Boston) | 20 |  | Codman Square Library (Dorchester) | 6 |
| Upham's Corner Health Fair (Dorchester) | 30 |  | Fitchburg Public Library (Fitchburg) | 7 |
| Community Healthlink (Worcester) | 15 |  |  |  |
| Worcester Public Library (Worcester) | 20 |  |  |  |
|  |  |  |  |  |
| **December 2016** | **28-100** |  | **MassHealth Enrollment Events** |  |
| Whittier Street Health Center (Boston) | 28 |  |  |  |
| Friends of the Homeless Resource Center/Shelter (Springfield) | 100 |  | **Dates/Locations** | **# Inquiries** |
|  |  |  |  |  |
| **March 2017** | **25-40** |  | **May/June 2017** | **0-6** |
| Friends of the Homeless Resource Center/Shelter (Springfield) | 40 |  | Mattapan Community Health Center (Mattapan) | 6 |
| Community Teamwork (CTI) Resource Center (Lowell) | 25 |  | Lynn Community Health Center (Lynn) | 4 |
|  |  |  | Greater Lawrence Community Action Council (GLCAC)(Lawrence) | 0 |
| **September 2017** | **5-30** |  |  |  |
| Community Teamwork (CTI) Resource Center (Lowell) | 5 |  | ***Completed 1 onsite enrollment*** |  |
| Friends of the Homeless Resource Center/Shelter (Springfield) | 30 |  |  |  |
|  |  |  |  |  |
| ***Completed 18 onsite enrollments*** |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |