

One Care: Implementation Council Meeting



Executive Office of Health & Human Services

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

Tuesday, June 11th, 2019, 10:00 AM – 12:00 PM

Boston Society of Architects

290 Congress Street, Boston, MA, Suite 200



New Integrated Care Unit at MassHealth

- MassHealth is making organizational changes to better align our operations and program areas.
 - New Integrated Care Unit within MassHealth's Office of Long Term Services and Supports (OLTSS) responsible for One Care, the Senior Care Options (SCO) program, and the Program of All-Inclusive Care for the Elderly (PACE)
 - Uniting the oversight and leadership of MassHealth's programs providing comprehensive services and serving dual eligible individuals will better enable MassHealth to provide a seamless experience for our adult and elder members.
 - OLTSS reports directly to Dan Tsai, Assistant Secretary for MassHealth and Medicaid Director, and he'll continue to have the same level of engagement in One Care, SCO, and PACE.
 - MassHealth is committed to ensuring we are bringing specialized approaches to each of our populations in ways that best meet members' needs.
- Part of efforts to view LTSS through a collective lens
 - Ensure continuity for members and their care
 - Provide an appropriate continuum of services for any member of any age who needs LTSS
 - Given that the services and programs OLTSS oversees are authorized through Medicaid, OLTSS reports directly too MassHealth
 - The nature of LTSS is that these supports are usually long-term, so we'll bring a continued focus on what services need to look like as people age
- MassHealth anticipates providing additional details about this new unit in the next few months



Request for Respondents (RFR) For One Care Plans

- RFR Amendments:
 - May 23, 2019 - Amended and Restated Request for Responses (RFR) for One Care Plans
 - Fixed technical, formatting, and numbering issues in the original RFR issued February 11, 2019
 - Improved accessibility
 - Incorporated amendments previewed in 3 Question and Response documents issued about the RFR
 - Extended the deadline for responses to Friday, June 7th at 4:00 p.m.
 - May 28, 2019 – Amendment 1 to the Amended and Restated RFR
 - Updated financial reporting requirements for Business Response (Section 9)

- MassHealth received responses from 6 organizations:
 1. Boston Medical Center HealthNet Plan
 2. Commonwealth Care Alliance
 3. Fallon Health
 4. Senior Whole Health
 5. Tufts Health Plan
 6. United Healthcare Community Plan



Consumer Participation in the RFR Evaluation

- MassHealth is very excited and grateful for the level of interest expressed so far from the consumer members of the Implementation Council
- MassHealth welcomes all interested and available consumer members of the Council who can commit to participating in reviewing Responses to the RFR
- As requested by the Council, MassHealth is able to provide support for up to three consumer meetings for Council reviewers to discuss the responses and finalize their recommendations prior to meeting with MassHealth
 - Meetings will be staffed and supported by UMass
 - UMass will also provide assistance with transportation and other reasonable accommodations
 - Consumer reviewers will receive stipends for their work
- Consumers who wish to participate will need to commit to:
 1. Reviewing documents
 2. Participating in meetings



Required Commitments for Consumer Reviewers

1. Reviewing Documents

- Members will need to commit to reviewing the following documents:
 - The RFR itself and key appendices (A, B, C, and N)
 - Each Respondent's response to Section 10 (their Programmatic Response)
 - We received 6 responses: each response will likely be about 180 pages, plus attachments
 - The questions in Section 10 of the RFR are a good indicator of the reading level that we're likely to see in the responses

2. Participating in Meetings

- Members will need to commit to participating in approximately 7- 8 in-person meetings from now through early August, which will include:
 - A kick-off meeting with EOHHS staff prior to receiving the RFR responses for review
 - Three 2-hour meetings to discuss the Programmatic Responses with other Implementation Council consumer reviewers
 - One of these meetings would be after Respondent oral presentations, to finalize recommendations before meeting with EOHHS reviewers
 - Respondent oral presentations with MassHealth (several hours over the course of 2-4 business days)
 - One or two meetings (several hours) to share their perspective with the MassHealth review team

Materials and Compensation for Consumer Reviewers



Consumer participants will be provided with:

- Copies of the RFR and all Programmatic Responses in an accessible format convenient for their review (e.g. hard copy, electronic, accessible electronic, large print, etc.);
- Reasonable accommodations to support their participation;
- A facilitator and note taker from UMass to help organize their three discussions with other participating Implementation Council reviewers;
- Reimbursement for travel (including \$0.58 per mile plus cost of tolls and parking or the cost of transportation); and
- A stipend for their work:
 - \$20 per hour of reviewing the RFR and the Programmatic Responses for up to 8 hours each (up to \$160 per response);
 - \$50 per meeting for up to 3 meetings among consumer readers (approximately 2 hours per meeting); and
 - \$25 per hour of meeting time with EOHHS.



Next Steps for Consumer Participation

- MassHealth recognizes that participation in the One Care RFR review process is a big commitment

- We are very grateful to those who are able to participate, and understand if others are unable to do so

- Next steps:
 - Consumer members of the Council who wish to participate must confirm their ability to commit to participation to Hilary Deignan (Hilary.deignan@umassmed.edu) **by tomorrow, Wednesday, June 12th, at 4:00 p.m.**

 - Kick-off meeting with EOHHS

 - UMass will work with participating members to finalize scheduling, ensure appropriate accommodations (including any transportation needs), and provide the RFR materials (including large print and/or accessible formats)



One Care

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