



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

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>) as Document Number 18LCEHSOMBUDSMANRFR
 - The deadline for responses to the RFR has been **extended to 4:00pm on December 11, 2017**
- Upcoming targeted outreach events:

Hampden County	Middlesex County
Wednesday, December 13 th 8:00 a.m. – 12:00 p.m. Friends of the Homeless Resource Center/Shelter 755 Worthington St. Springfield, MA	Thursday, December 14 th 8:30 a.m. - 12:30 p.m. Harvard Vanguard Medical Associates – Atrius 40 Holland St. in Davis Square Somerville, MA

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
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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

Attendance and Enrollments by Event



One Care Drop-In Events

Dates/Locations	# Inquiries
March/April 2016	6-20
Jacob Edwards Library (Southbridge)	6
Boston Healthcare for the Homeless (Boston)	20
Edward M. Kennedy CHC (Worcester)	8
Whittier Street Health Center (Roxbury)	13
September 2016	15-30
Boston Healthcare for the Homeless (Boston)	20
Upham's Corner Health Fair (Dorchester)	30
Community Healthlink (Worcester)	15
Worcester Public Library (Worcester)	20
December 2016	28-100
Whittier Street CHC (Boston)	28
Friends of the Homeless Resource Center/Shelter (Springfield)	100
March 2017	25-40
Friends of the Homeless Resource Center/Shelter (Springfield)	40
Community Teamwork (CTI) Resource Center (Lowell)	25
September 2017	5-30
Community Teamwork (CTI) Resource Center (Lowell)	5
Friends of the Homeless Resource Center/Shelter (Springfield)	30

Completed 18 onsite enrollments

One Care Presentation Q & A Events

Dates/Locations	# Attendees
December 2015	0-4
Bruce Boiling Municipal Building (Roxbury)	0-4
Boston Public Market (Boston)	0-4
Bunker Hill Community College (Chelsea)	0-4
Kroc Corps Community Center (Dorchester)	0-4
March/April 2016	6-7
Codman Square Library (Dorchester)	6
Fitchburg Public Library (Fitchburg)	7

Completed 0 onsite enrollments

MassHealth Enrollment Events

Dates/Locations	# Inquiries
May/June 2017	0-6
Mattapan CHC (Mattapan)	6
Lynn CHC (Lynn)	4
Greater Lawrence Community Action Council (Lawrence)	0

Completed 1 onsite enrollment



Visit us at: www.mass.gov/one-care

Email us at: OneCare@state.ma.us