



One Care: Implementation Council Meeting

MassHealth Demonstration to Integrate
Care for Dual Eligibles
January 9, 2024, 10:00AM – 12:00PM
Virtual Meeting via Zoom



Auto Renewals and Referred Eligibility

- **Whenever possible, MassHealth will automatically attempt to renew a member's coverage, without the member needing to take any action (known as an "autorenewal").**
 - If MassHealth does not have the information necessary to autorenew a member's coverage, the member will receive a renewal notice in the mail (in a blue envelope).
- **There are some members whose eligibility for MassHealth is determined by a different state or federal agency, such as SSI or DTA.**
 - These members have "referred eligibility," because their eligibility is "referred" by another agency.
- MassHealth members who belong in one of the following "referred eligible" categories may be automatically renewed in the April 2023 – April 2024 redetermination cycle*:
 - Those who receive **SSI through the U.S. Social Security Administration** because they are disabled and have limited income/resources
 - Those who receive **SSI through the U.S. Social Security Administration** because they are 65 and older and have limited incomes/resources
 - Those who receive **certain economic assistance benefits through Department of Transitional Assistance (DTA)**

**Note: members with referred eligibility are not the only group whose coverage can be autorenewed.*

Auto Renewals and Referred Eligibility Continued



Percent of Members with Referred Eligibility by One Care Plan

Plan	Percentage	
	Referred Eligible	Non-Referred Eligible
Plan A	24%	76%
Plan B	22%	78%
Plan C	20%	80%
Grand Total	23%	77%

One Care Estimated Redetermination Metrics



Estimated Renewal Metrics by One Care Plan

IMPORTANT: The below values are estimates, based on available reporting. Actual percentages may differ. As such, plans are not permitted to share the following information publicly.

Plan	Dec-23		Aug-23	
	Percent of members noticed	Percent of members noticed who have been termed for non-response	Percent of members noticed	Percent of members noticed who have been termed for non-response
Plan A	15.10%	9.23%	6.95%	2.82%
Plan B	15.05%	11.31%	7.70%	2.48%
Plan C	13.62%	13.93%	8.60%	0.00%
One Care Total	14.93%	10.12%	7.25%	2.42%

Definitions

Percent of members noticed: The estimated percentage of One Care members, out of the total enrollment, who have received a renewal notice (blue envelope) in the mail. This figure does not include members with referred eligibility or those whose coverage MassHealth was able to autorenew.

Percentage of members noticed termed for non-response: The estimated percentage of members who were mailed a renewal notice (blue envelope) who 1) lost coverage for failure to respond to their renewal notice; and 2) whose termination date was prior to 12/20/23.

Notes

1. Estimated data is current up to 12/28/2023
2. Note: MassHealth has completed roughly 75% (9 out of 12 months) of its yearlong “unwinding period.” For more info, please visit MassHealth’s public dashboard at: <https://www.mass.gov/info-details/masshealth-redetermination-dashboard>

One Care Estimated Redetermination Metrics Continued



Estimated Average Renewal Metrics

IMPORTANT: The below values are estimates, based on available reporting. Actual percentages may differ. As such, plans are not permitted to share the following information publicly.

Program	Average % of members noticed who have been termed for non-response
One Care	11.49%
MassHealth MCE Average	24.15%

Definitions

Average percentage of members noticed who have been termed for non-response: The estimated *average* percentage of members who were mailed a renewal notice (blue envelope) who 1) lost coverage for failure to respond to their renewal notice; and 2) whose termination date was prior to 12/20/23.

Notes

1. Estimated data is current up to 12/28/2023
2. Note: MassHealth has completed roughly 75% (9 out of 12 months) of its yearlong “unwinding period.” For more info, please visit MassHealth’s public dashboard at: <https://www.mass.gov/info-details/masshealth-redetermination-dashboard>



One Care Plan Redetermination Efforts

- **Continued Participation in Health Plan Assister training**
 - HPA Training – short term designation that allows plans to assist members with redetermination paperwork directly.
- **Communications directed to all One Care members:**
 - Website banners
 - SMS text messages
 - Push notifications via plan applications
- **Communications directed to members selected for redetermination:**
 - Direct mailings and emails
 - Direct SMS and Push Notifications
 - At least three attempts are made to contact the member via phone call
 - If member cannot be reached plans are encouraged to contact providers for updated contact information.



One Care

MassHealth+Medicare
Bringing your care together

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