Slide 1:

**One Care: MassHealth plus Medicare**

MassHealth Demonstration to Integrate Care for Dual Eligibles

Open Meeting

April 18, 2014, 1:00 PM – 3:00 PM

State Transportation Building

Boston, MA

Slide 2:

**Agenda for Today**

* April Enrollment Report
* Outreach Mailing to Additional Members
* Auto-Assignment Round Three
* Early Indicators Project
* LTS Coordinator
* Implementation Council Update
* One Care Ombudsman Update
* One Care Outreach Activities

Slide 3:

**Monthly Enrollment Report**

* MassHealth is issuing monthly reports on One Care enrollment activity
* Reports will be issued mid-month
* Reports are intended to provide general information to stakeholders

Slide 4:

**Total Enrollment**

Effective April 1, total number of enrollees: 13,191

* 6,330 self-selection enrollments
* 3,411 round 2 auto-assignment enrollments
* 3,450 round 1 auto-assignment enrollments

Table: Total Enrollment by Plan

* Commonwealth Care Alliance (CCA) = 7,071
* Fallon Total Care (FTC) = 5,313
* Network Health = 808
* Total = 13,191

Slide 5:

**Enrollments via Auto-Assignment Round 2**

* Who was included?
  + 6,485 individuals from across the target population, including those with higher levels of LTSS and behavioral health need (i.e., C1, C2 and C3 rating categories)

Assignment Approach

* + In addition to primary care, MassHealth used data on where individuals accessed LTSS and behavioral health services to match individuals to a One Care plan
* Key Dates
  + January 24: 60-day notices mailed
  + February 24: 30-day notices mailed
  + April 1: Coverage effective
* Of those 6,485 individuals who were included in auto-assignment:
  + 53% stayed with their assigned plan for April 1
  + 5% decided to enroll in assigned plan for an earlier effective date
  + 3% switched plans
  + 30% opted out of One Care
  + 10% were cancelled for various reasons (e.g. no longer eligible, or notices came back undeliverable)

Slide 6:

**Table: Total Enrollment by County**

* Essex = 623
* Franklin = 52
* Hampden\* = 3,830
* Hampshire\* = 544
* Middlesex = 905
* Norfolk = 401
* Plymouth = 302
* Suffolk\* = 2,361
* Worcester\* = 4,173
* Total = 13,191

\* Auto assignment county

Chart: Total Enrollment by County (%)

* Essex = 5%
* Franklin = 0%
* Hampden = 29%
* Hampshire = 4%
* Middlesex = 7%
* Norfolk = 3%
* Plymouth = 2%
* Suffolk = 18%
* Worcester = 32%

Slide 7:

**One Care Rating Category Definitions**

* F1 – Facility-based Care. Individuals identified as having a long-term facility stay of more than 90 days
* C3 – Community Tier 3 – High Community Need. Individuals who have a daily skilled need; two or more Activities of Daily Living (ADL) limitations AND three days of skilled nursing need; and individuals with 4 or more ADL limitations
  + In CY2014, C3 split into two subsets:
    - C3B: for C3 individuals with certain diagnoses (e.g., quadriplegia, ALS, Muscular Dystrophy and Respirator dependence) leading to costs considerably above the average for current C3
    - C3A: for remaining C3 individuals
* C2 – Community Tier 2 – Community High Behavioral Health. Individuals who have a chronic and ongoing Behavioral Health diagnosis that indicates a high level of service need
  + In CY2014, C2 split into two subsets
    - C2B: for C2 individuals with co-occurring diagnoses of substance abuse and serious mental illness
    - C2A: for remaining C2 individuals
* C1 – Community Tier 1 Community Other. Individuals in the community who do not meet F1, C2 or C3 criteria

Slide 8:

Table: Total Enrollment by Rating Category, 4/1/14

* F1 = 22
* C3B = 150
* C3A = 1,785
* C2B = 609
* C2A = 2,878
* C1 = 7,744
* Unavailable\* = 3
* Total = 13,191

\*Rating categories for two enrollments were unavailable at the time of this report.

## Chart: Total Enrollment by Rating Category (%)

* F1 = < 1%
* C3B = 1%
* C3A = 13%
* C2B = 5%
* C2A = 22%
* C1 = 59%

Slide 9:

**Rating Category Enrollment by Plan**

Chart:

* Commonwealth Care Alliance (CCA)
  + C3 A & B = 16%
  + C2 A & B = 19%
  + C1 = 65%
* Fallon Total Care (FTC)
  + C3 A & B = 13%
  + C2 A & B = 34%
  + C1 = 53%
* Network Health (NH)
  + C3 A & B = 8%
  + C2 A & B = 47%
  + C1 = 45%

F1 represents < 1% of enrollments in each plan

Graph reflects enrollment as of 4/1/2014

Slide 10:

**Enrollment Over Time**

Chart: Monthly One Care Enrollments

* October 2013
  + New One Care Enrollments = 1,777
  + Total Enrolled = 1,777
* November 2013
  + New One Care Enrollments = 2,188
  + Total Enrolled = 3,790
* December 2013
  + New One Care Enrollments = 1,167
  + Total Enrolled = 4,716
* January 2014\*
  + New One Care Enrollments = 5,010
  + Total Enrolled = 9,486
* February 2014
  + New One Care Enrollments = 541
  + Total Enrolled = 9,523
* March 2014
  + New One Care Enrollments = 534
  + Total Enrolled = 9,706
* April 2014
  + New One Care Enrollments = 3,873
  + Total Enrolled = 13,191

\*Auto-assignment round one effective date, January 1, 2014 and April 2014

Note: Data in the graph reflect current month information about enrollments. Monthly data may vary slightly from the previous reports due to enrollment status changes that have occurred since previous reports were issued.

Slide 11:

**Opt-Outs**

* Total number of opt-outs as of April 1: 18,864
* Will be excluded from any future auto-enrollment
* If eligible, can choose to enroll by self-selection at any time
* Total opt-out number includes individuals who may be ineligible
* Of the individuals who received a One Care enrollment package, ~20% have chosen to opt out

Table: Total Opt-Outs by County

* Essex: 2,063
* Franklin: 336
* Hampden: 3,581
* Hampshire: 857
* Middlesex: 3,012
* Norfolk: 1,262
* Plymouth: 926
* Suffolk: 2,411
* Worcester: 4,332
* Non-Demo Counties: 84
* Total: 18,864

Slide 12:

**Monthly Opt-out Trend**

* In September 2013, MassHealth began mailing enrollment packets to ~82,000 people. One Care plans also began marketing.
* One Care coverage began on October 1, 2013

Graph of monthly opt outs

* Sept 2013 = 3,881
* Oct 2013 = 6,824
* Nov 2013 = 3,415
* Dec 2013 = 1,692
* Jan 2014 = 1,164
* Feb 2014 = 1,173
* Mar 2014 = 1,187

Slide 13:

**Opt-Outs (cont.)**

* Opt-out rate has been declining in recent months
  + One Care plans continue to develop and expand provider networks
  + More information is available about actual experiences in One Care, which may be driving enrollment decisions
  + Some individuals who previously opted out have subsequently enrolled
* Strategies for continuing to build enrollment
  + Ongoing targeted outreach efforts to members, providers, advocates, and community organizations
  + MassHealth will begin sharing member stories and experiences
  + Encouraging One Care plans to continue developing provider networks

Slide 14:

**Outreach Mailing to Additional Members**

Slide 15:

**Mailing to Additional Members**

* In September 2013, MassHealth sent a One Care Enrollment Package to approximately 82,000 members and their guardians
  + Introduced One Care and let members know about the opportunity to self-select into a One Care plan in their area
  + Included a One Care Enrollment Guide, a cover letter with a purple stripe, a One Care List of Covered Services, and an Enrollment Decision Form
* At the end of March 2014, MassHealth mailed another One Care Enrollment Packet to approximately 13,000 members and their guardians who we had not reached before, many of whom had become eligible since last fall.

Slide 16:

**Mailing to Additional Members (cont’d)**

* The March 2014 mailing included a “One Care Covers Prescription Drugs” insert with important information about Medicare Part D benefits in One Care
* MassHealth developed the insert in response to feedback from members, advocates, and stakeholders about Medicare Part D coverage in One Care
* When members enroll in One Care, **the One Care plan becomes their new Medicare Part D plan**
* The insert will also be posted on the One Care website

Picture of the *One Care Covers Prescription Drugs* insert

Slide 17:

**Auto-Assignment Round Three**

Slide 18:

**Round Three Auto-Assignment**

* Round three auto-assignments will take effect July 1, 2014
* Will include individuals from across the target population,  
  (i.e., C1, C2 and C3 rating categories)
* Auto-assignment notices will be mailed to approximately 9,400 members
  + 60-day notice mail date: approximately April 28
* Process for determining who and how many individuals to auto-assign had included:
  + Detailed conversations with each One Care plan to understand their experience and capacity
  + Matching process – using data on where individuals accessed primary care, LTSS and behavioral health services
  + Experience from prior rounds

Slide 19:

**Round Three (cont’d)**

* Individuals can always self-select or opt out
* MassHealth continues to encourage all individuals to carefully consider their enrollment options and make their own choice, using resources such as:
  + Enrollment packet materials (also available on One Care website, www.mass.gov/masshealth/onecare)
  + One Care plans (call or visit plan websites for more information and to search their provider directories. See One Care website for plan contact information
  + SHINE (Serving the Health Insurance Needs of Everyone) counselors (for an appointment, call 1-800-243-4636)
  + MassHealth Customer Service (call 1-800-841-2900, TTY: 1-800-497-4648)

Slide 20:

**The Early Indicators Project (EIP) Update**

Slide 21:

**The Early Indicators Project (EIP)**

* Overall goal
  + Assess early perceptions and experiences of MassHealth members eligible for One Care using multiple methods
  + Distinct from One Care programmatic evaluation or quality measures
* Qualitative data sources
  + Five focus groups (three completed)
  + Two surveys (one completed)
* Quantitative data sources:
  + Enrollments, MassHealth Customer Service, SHINE, the One Care Ombudsman, the One Care plans

Slide 22:

**Focus Groups Update**

Table: Five Focus Groups of Eligible Members

* Early opt-ins – completed
  + Date: December 16, 2013
  + Location: Boston
* Early opt-outs – completed
  + Date: December 19, 2013
  + Location: Worcester
* Spanish language – completed
  + Date: Late March 31, 2014
  + Location: Springfield
* Auto-enrollees
  + Date: April 28, 2014
  + Location: Worcester
* Enrollees with intellectual disabilities and their caregivers
  + Date: May 1, 2014
  + Location: Framingham

Summaries of the first two focus groups are available on the One Care website. Click on <One Care Early Indicator Project (EIP) Reports>

Slide 23:

**Surveys Update**

Survey #1: December 2013 – January 2014 (English only) – complete

* 300 members eligible for One Care
* Examined members’ perceptions and experiences of One Care during initial enrollment period
* MassHealth expects to publish preliminary results on the One Care website this month

Survey #2: May 2014 – December 2014 (English and Spanish)

* Cognitively tested
* Deployment begins May 2014
* 3,000 One Care enrollees
* More comprehensive survey on continuity of care; assessments and care plans; Care Coordinator/LTS Coordinator experience; successes/problems

Slide 24:

**LTS Coordinator**

Slide 25:

**LTS Coordinator**

* MassHealth is collaborating with LTS Coordinator providers, advocates, Implementation Council members, One Care plans, and other state agencies to finalize an overview of the LTS Coordinator role for members. It will describe:
  + Members’ rights to access an LTS Coordinator
  + What an LTS Coordinator is and does
  + How to request and get an LTS Coordinator
* MassHealth plans to distribute the document in May to plans, CBOs, the One Care Ombudsman, state agencies, and others
* MassHealth is also developing training opportunities, including a one-hour webinar, for plan staff, LTS Coordinators, and providers on the role
* The One Care plans are collecting and reporting to MassHealth data on members’ access to and use of LTS Coordinators
  + We expect to share initial data in late April/May

Slide 26:

**Implementation Council Update**

Slide 27:

**One Care Ombudsman**

Slide 28:

**Ombudsman Support Grant Update**

* On Jan. 14, 2014, MassHealth applied for new federal grant funding to support additional One Care Ombudsman activities beyond the program’s design under the existing Implementation Grant
  + Full-time bilingual ombudsman
  + Full-time regional ombudsman and office in Central/Western Massachusetts
  + Multimedia member rights educational tools
  + Targeted outreach campaign to population(s) with unmet needs
  + Extend duration of ombudsman program to end of Demonstration (Dec. 2016)
* The Implementation Council submitted a letter of support for the proposal to CMS on 4/15/14
* Based on awards to other states and questions received from CMS, MassHealth anticipates an award that will include funding for some but not all of the proposed ombudsman expansion activities

Slide 29:

**Outreach and Engagement Activities**

Slide 30:

**Community Sessions**

* MassHealth is working to increase public awareness of One Care through efforts at the community level
* Scheduling sessions/events with community organizations that work with One Care target populations
  + Actively planning four events
  + Seeking collaborations for an additional two
* These efforts will be informed by outreach that Implementation Council members and others have been doing with their community contacts
* Also working with Boston Public Health Commission to participate in their events and share One Care materials

Slide 31

**Conferences and Events**

* MassHealth continues to participate in conferences and meetings across the state to reach key audiences (e.g., members, providers, advocates), including
* MassHealth representatives are available to answer questions and engage in conversations with attendees
* Attendees can take home and/or distribute to One Care materials to their contacts and networks

Table: Date, Conference/Event, Location

3/21/14, Association for Developmental Disabilities Providers (ADDP), Worcester

3/27/14, BIA-MA Annual Conference, Marlborough

3/27/14, DMH Research Centers of Excellence Conference, Worcester

4/3/14, Massachusetts Health Council Conference *“The Integration of Behavioral Health and Medical Health”,* Boston

4/26/14, Recovery and Addiction Health Fair, Jamaica Plain

5/3/14, Deaf Inc./Deaf Community Health Fair, Framingham

6/19/14, MRC / MCB / MCDHH / SILC Annual Consumer Conference, Norwood

Slide 32:

**Consumer Stories**

* MassHealth is putting together video vignettes to share the personal experiences of One Care through the eyes of consumers
* These personal accounts and perspectives will be used to continue to raise awareness of One Care
* MassHealth will
  + Publish the final videos (2-3 minutes each) on the One Care website
  + Share the videos with networks of consumers and provider organizations
  + Use the videos at outreach events

Slide 33

**Provider Engagement Update**

* **Targeted** **Provider Awareness Campaign**, Late Spring 2014
  + Direct mail
  + Publicizing in trade and advocacy publications
  + Participation and promotion at key meetings and conferences
* **Provider Learning Conference**, June 2014
  + Theme: Integration of Primary Care, Behavioral Health and Community Supports in Real Life Cases
  + Will feature case studies and examples of best practices in integrating across medical, behavioral health, and LTSS
* **Provider Outreach Summit**
  + Discussion of how One Care can best engage providers and support them in delivering care and services to One Care members
* **Materials**
  + FAQs for providers: Now posted on One Care website
  + Additional materials, including a more detailed guide, are in development
* **Training Webinars**
  + Visit http://www.mass.gov/masshealth/onecare/learning for more info and recordings

Slide 34:

Visit us at www.mass.gov/masshealth/onecare

Email us at OneCare@state.ma.us