

# 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



# 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

# 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

# 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

Total Enrollment by Plan	
Commonwealth Care Alliance (CCA)	7,070
Fallon Total Care (FTC)	5,313
Network Health	808
Total	13,191

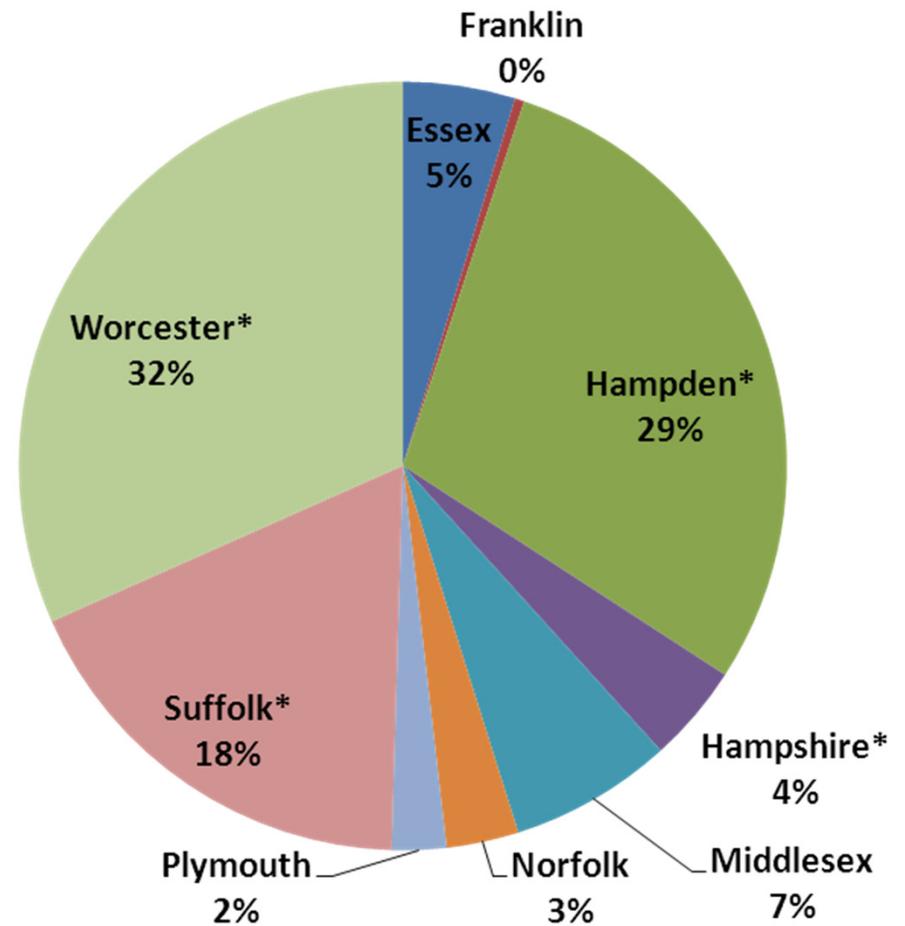
# Enrollments via Auto-Assignment Round 2

Who was Included	Assignment Approach	Key Dates
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)	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	<ul style="list-style-type: none"><li>• January 24: 60-day notices mailed</li><li>• February 24: 30-day notices mailed</li><li>• April 1: Coverage effective</li></ul>

- 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)

# Total Enrollment by County

Total Enrollment by County, 4/1/14	
Essex	623
Franklin	52
Hampden*	3,830
Hampshire*	544
Middlesex	905
Norfolk	401
Plymouth	302
Suffolk*	2,361
Worcester*	4,173
<b>Total</b>	<b>13,191</b>



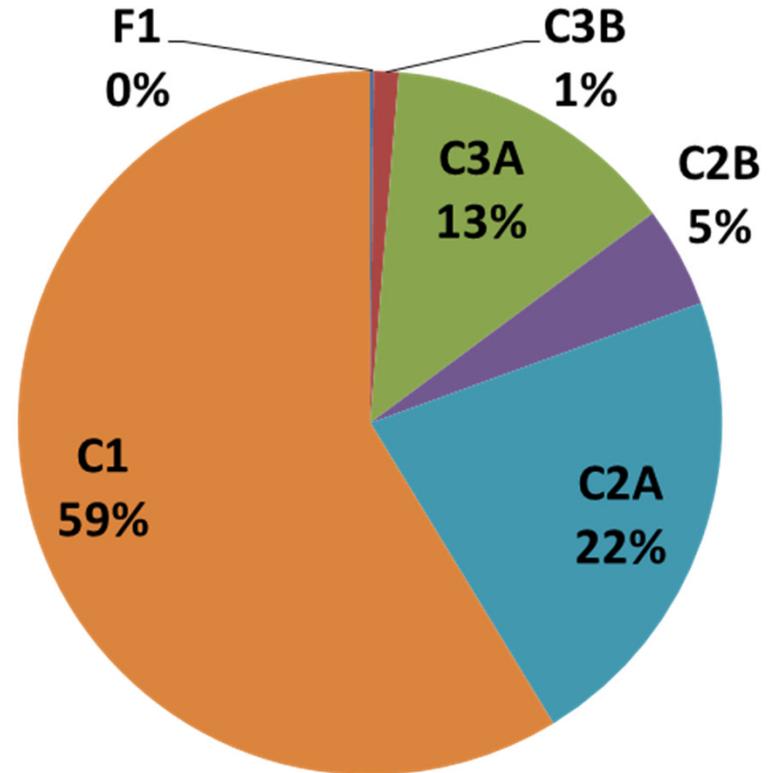
\*Auto assignment county

# One Care Rating Category Definitions **MassHealth**

- **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

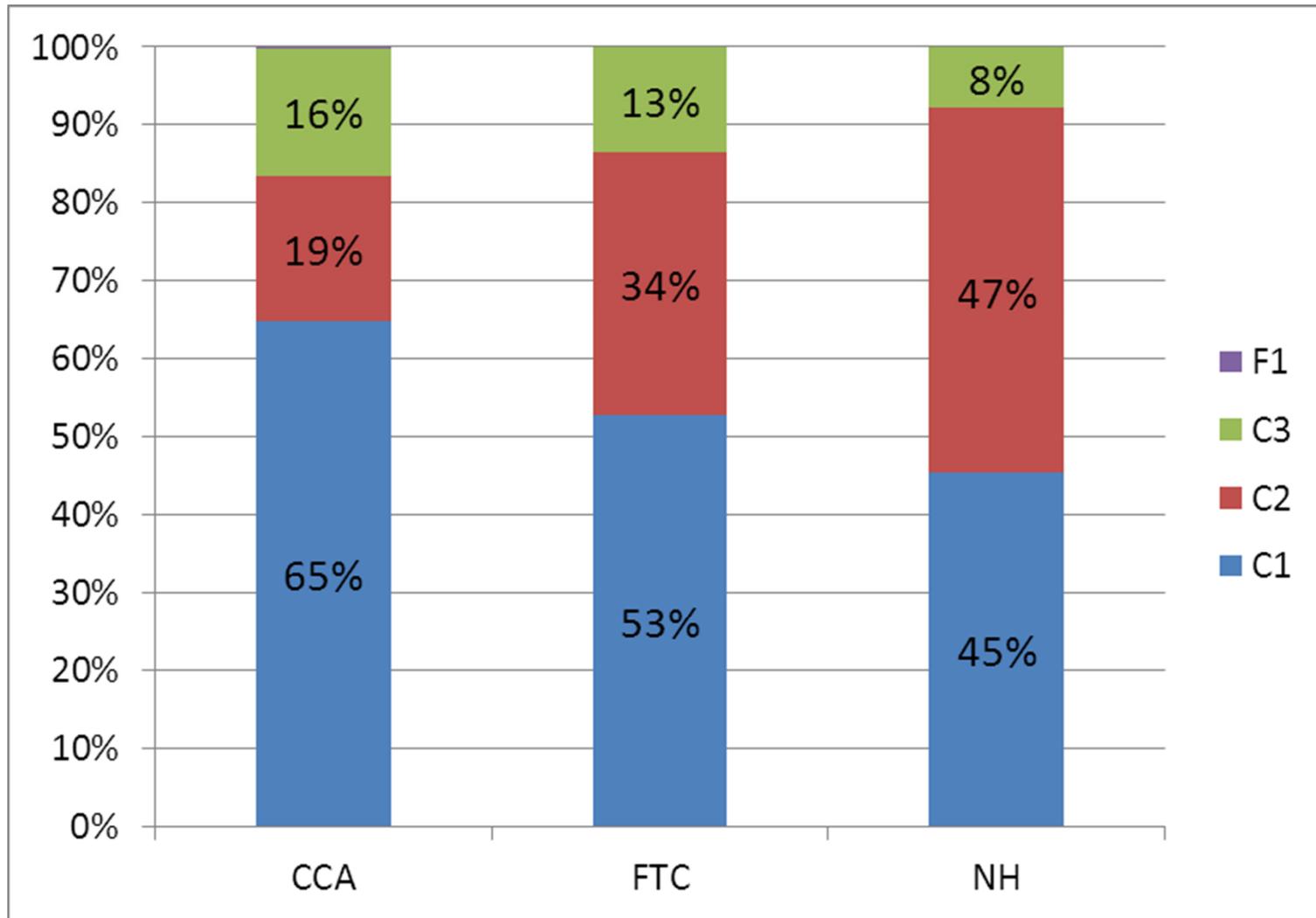
# Total Enrollment by Rating Category

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
<b>Total</b>	<b>13,191</b>



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

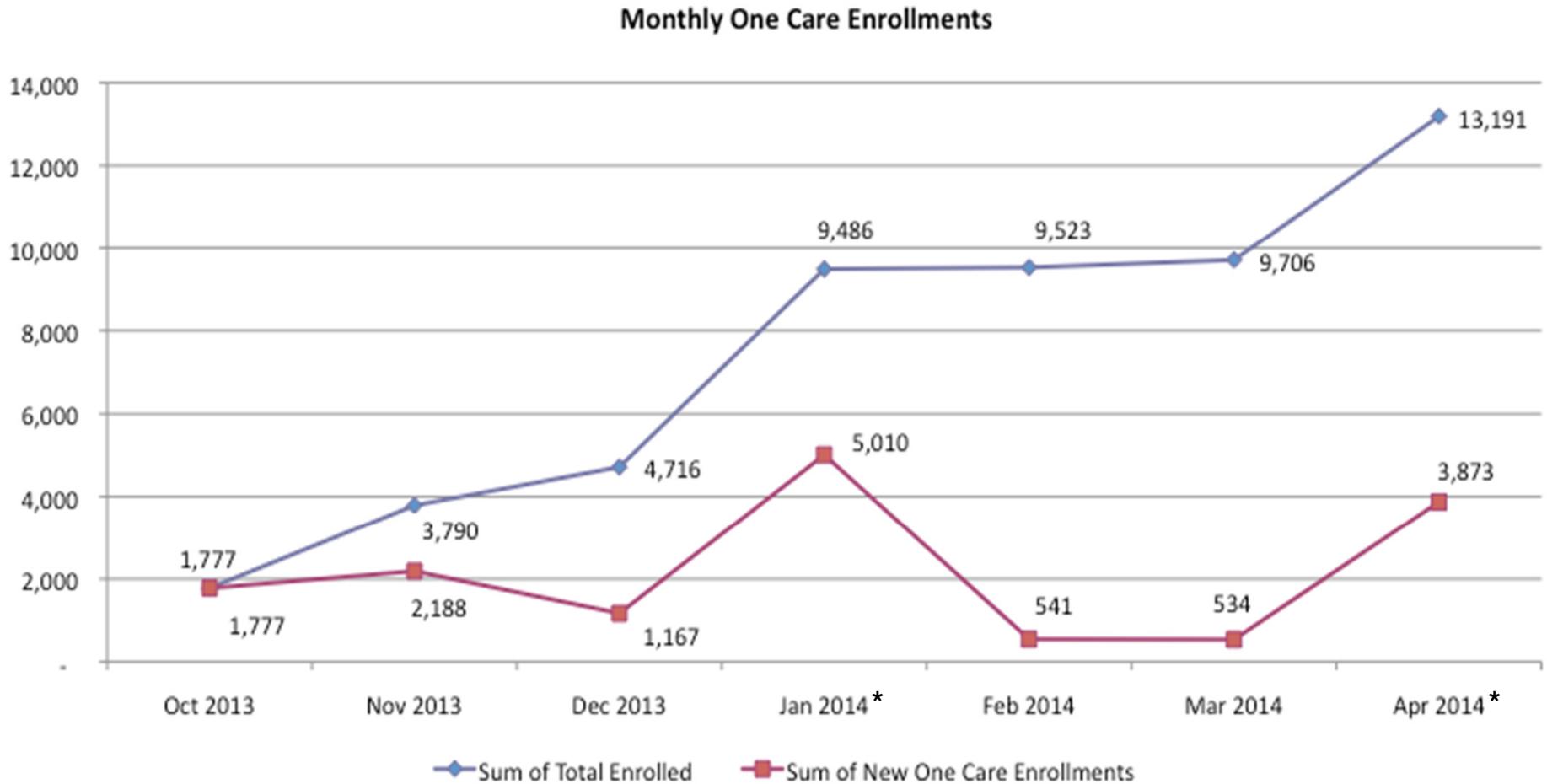
# Rating Category Enrollment by Plan



Graph reflects enrollment as of 4/1/2014

F1 represents <1% of enrollments in each plan

# Enrollment Over Time



\*Auto-assignment effective dates: January 1, 2014 and April 1, 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.

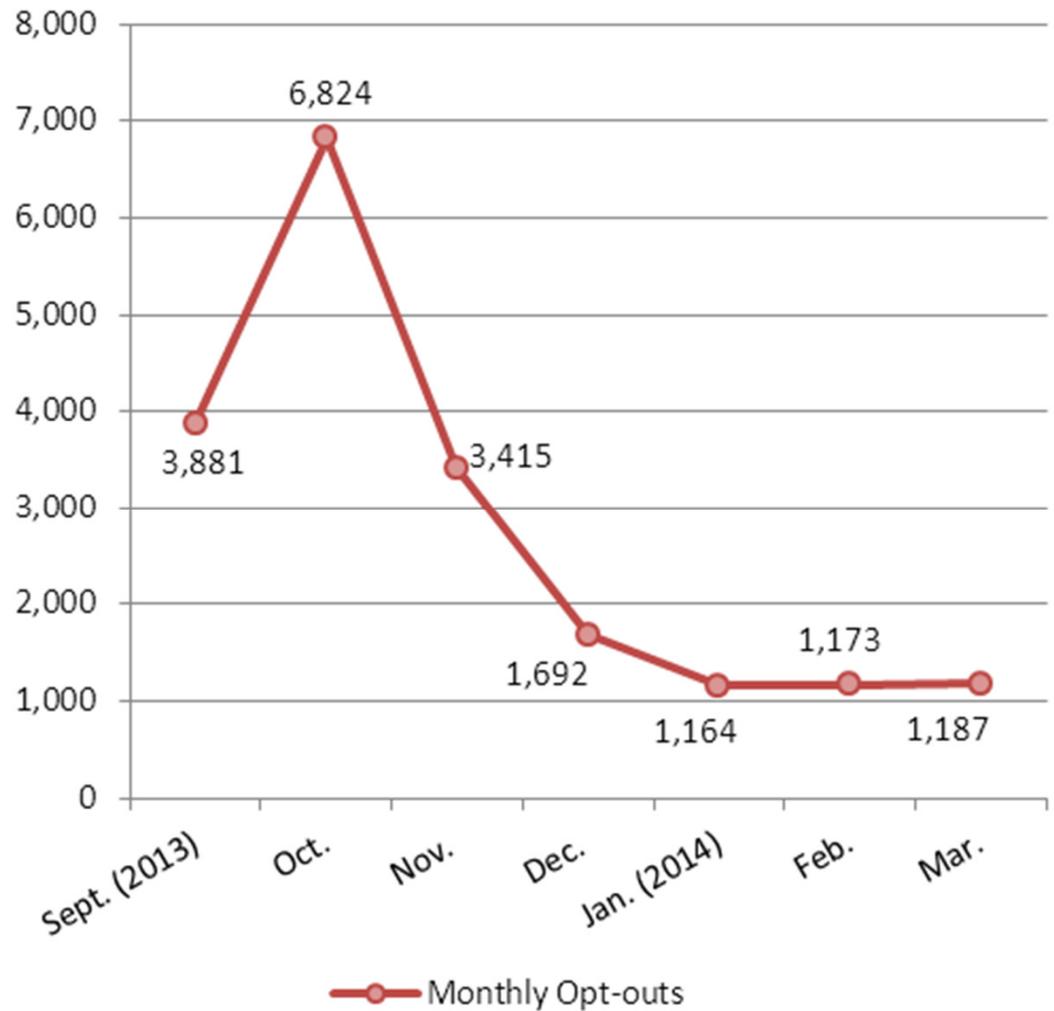
# Opt-Outs

- 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

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

# 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



# 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

## Outreach Mailing to Additional Members

## 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.

# 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



## One Care Covers Prescription Drugs

MassHealth and Medicare are coming together to offer **One Care**, a new way to get your health care, services, and prescription drugs. With One Care, you get all of your Medicare, MassHealth, and prescription drug benefits, **including Medicare Part D**, from a One Care plan. Below is important information about getting your Medicare Part D benefits if you sign up for One Care.

- Your One Care plan would be **your new Medicare Part D plan**, and would also provide your other MassHealth and Medicare benefits. You would still get your prescription drug benefits from your current Part D plan until your One Care coverage begins. There would be no gap in your Part D coverage.
- There are **NO COPAYMENTS for any prescription drugs** in One Care.
- Each One Care plan may cover a different list of drugs. This is sometimes called a formulary. Here's how to find out if your drugs are covered.



**Call the One Care plans.** Contact information for the plans is in the Enrollment Guide that came with this insert.



**Visit the One Care plans' websites** and review their lists of covered medications.



**Call MassHealth Customer Service** at 1-800-841-2900 or TTY: 1-800-497-4648 (for people who are deaf, hard of hearing, or speech disabled).



**Call SHINE** (Serving the Health Insurance Needs of Everyone) and speak with a trained counselor about your options. To schedule an appointment with a SHINE counselor, call 1-800-243-4636 or TTY: 1-800-872-0166 (for people who are deaf, hard of hearing, or speech disabled).

- If you are taking medications when you join One Care, you can get a temporary supply, even if the drugs are not on the plan's list of covered medications. This will give you time to talk with your provider about making sure your medication needs are met.

If you sign up for One Care, you will have **one plan** and **one membership card**. You will also have **one new way** to live healthier, stay more active, and be more independent.

**One Care**  
MassHealth+Medicare  
Bringing your care together

Please read the other materials in this packet to learn more about One Care. The information can help you decide if One Care is right for you. The materials also tell you how to enroll in a One Care plan.

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[www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare)

## Auto-Assignment Round Three

# 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

## 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](http://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)

## Early Indicators Project (EIP) Update

# 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

# Focus Groups Update

Five Focus Groups of Eligible Members		
Early opt-ins – <b>completed</b>	December 16, 2013	Boston
Early opt-outs – <b>completed</b>	December 19, 2013	Worcester
Spanish language – <b>completed</b>	March 31, 2014	Springfield
Auto-enrollees	April 28, 2014	Worcester
Enrollees with intellectual disabilities and their caregivers	May 1, 2014	Framingham

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

## 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 – 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

# LTS Coordinator

# 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

# Implementation Council Update

## One Care Ombudsman

# 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

## Outreach and Engagement Activities

# 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

# Conferences and Events

- MassHealth continues to participate in conferences and meetings across the state to reach key audiences (e.g., members, providers, advocates), including

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 <i>“The Integration of Behavioral Health and Medical Health”</i>	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

- 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

# 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

# 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

Visit us at [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare)

Email us at [OneCare@state.ma.us](mailto:OneCare@state.ma.us)

