

One Care: MassHealth plus Medicare

MassHealth Demonstration
to Integrate Care for Dual Eligibles

Implementation Council Meeting

April 25, 2014, 10:00 AM – 12:00 PM

State Transportation Building

Boston, MA



Agenda for Today

- One Care Program Monitoring
 - One Care Contract Management
 - Member Early Experiences and Plan Performance
- LTS Coordinator
- Community Outreach
- Website Updates
- April Enrollment Report
- Auto-Assignment Round Three

One Care Contract Management

- One Care contract management is a joint effort between MassHealth and CMS
- MassHealth's One Care team in the Providers and Plans (P&P) unit is the dedicated program team responsible for monitoring and oversight
 - Sharon Hanson, Director of MassHealth P&P, leads this unit
 - Roseanne Mitrano, One Care Program Director, is responsible for the day-to-day management of One Care operations
 - Jennifer Maynard, One Care Deputy Director, supports the day-to-day clinical operations and One Care contract managers
 - Maureen Kelly, One Care Director of Quality, ensures the plans are meeting reporting obligations
 - David Healey, Senior Nurse Manager, oversees the One Care MDS and assessment processes for One Care
 - Contract managers Tina Barbosa, John Livingstone, Shelia Martin, and Derek Tymon work directly with each plan on a daily basis

One Care Contract Management (cont'd)

- One Care contract managers work with the plans to
 - Protect members' rights
 - Assure that members have access to covered services
 - Conduct regular meetings with the plans
 - Receive and respond to One Care complaints
 - Review plan grievance and appeals data and procedures
 - Review and monitor the plans' marketing and outreach
 - Coordinate the plans' external quality reviews
 - Make best efforts to resolve any identified One Care issues
 - Evaluate the plans' compliance with the terms of the contract
 - Ensure that the One Care plans develop and implement reporting measures in accordance with program requirements
 - Establish procedures to facilitate information sharing
 - Escalate issues to the appropriate parties

One Care Plan Monitoring

- One Care plan monitoring activities include
 - Daily ad-hoc communication by email and phone
 - Formal “Check-In” calls every two weeks with each plan*
 - Formal “All Plan” Operations meetings every two weeks
 - Formal Site Visits to each plan quarterly
 - Frequent calls during the planning and implementation of auto-assignment

* Calls were more frequent during the initial months following the launch of One Care

Contract Management Areas of Focus and Tracking

- Access to Care
 - Assuring individual instances are quickly resolved
 - Monitoring for trends
- Member Services Performance
 - Conducting “test calls” to each plan’s member services (quarterly)
 - Monitoring for trends in
 - Call volume
 - Average wait times
 - Dropped calls
 - Most frequent call topics

Areas of Focus and Tracking (cont'd)

- Appeals and Grievances Experience and Operations
 - Total number of appeals and grievances each month
 - Assuring appeals and grievance timeframes are adhered to
 - Monitoring for trends
- One Care contract managers actively work with the plans to address and resolve issues
- These are used to identify plan-specific action plans as needed

Monitoring Early Experiences and Plan Performance

- Early Indicators Project (EIP) data currently includes
 - Preliminary findings from self-selection and opt-out focus groups
 - Monthly enrollment reports
 - Monthly MassHealth Customer Service Center activity reports with information about One Care call volume
 - Quarterly SHINE encounter reports

- Indicators will evolve over time and new metrics may be added to the EIP dashboard. Additional metrics the workgroup is considering include
 - One Care Ombudsman data
 - Numbers of grievances and appeals

Monitoring Early Experiences and Plan Performance (cont'd)

- MassHealth is also collecting data from the One Care plans on
 - LTS Coordinator utilization
 - Completion of assessments

- One Care Ombudsman will report to MassHealth
 - Monthly data reports noting any apparent trends, such as high volume of contacts from a particular sub-population
 - Semi-annual reports describing systemic findings and recommendations

- One Care Open Meetings and Implementation Council Meetings provide opportunities to engage with members, consumers, advocates, and providers about One Care experiences

- 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 May

Community Outreach

- MassHealth is working to increase public awareness of One Care through efforts at the community level
- Community organizations hosting One Care events/Q&A sessions for their members
 - June 11, 2014 – Center for Living & Working, Worcester
 - June 12, 2014 – Western MA Recovery Learning Community, Springfield
 - Seeking collaborations for additional sessions
- Also working with Boston Public Health Commission to participate in their events and share One Care materials
- These efforts will be informed by outreach that Implementation Council members have been doing with their community contacts
- See April 18th Open Meeting slides for additional details

One Care Website

- MassHealth is currently reviewing the One Care website and working with the EHS web team to make updates
- MassHealth welcomes feedback from the Implementation Council on ways to improve and enhance the site
- MassHealth is focusing on the following areas
 - Revisions to text
 - Improving the way the information is organized and bucketed, including on the home page
 - Ease of finding key One Care information, such as enrollment materials, dental one-pager, and contact information
- The One Care website structure and design conforms to guidelines created for all mass.gov sites. Those guidelines ensure that there is a common look and feel across all mass.gov web pages.
- Please send feedback by Friday, May 9, 2014

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

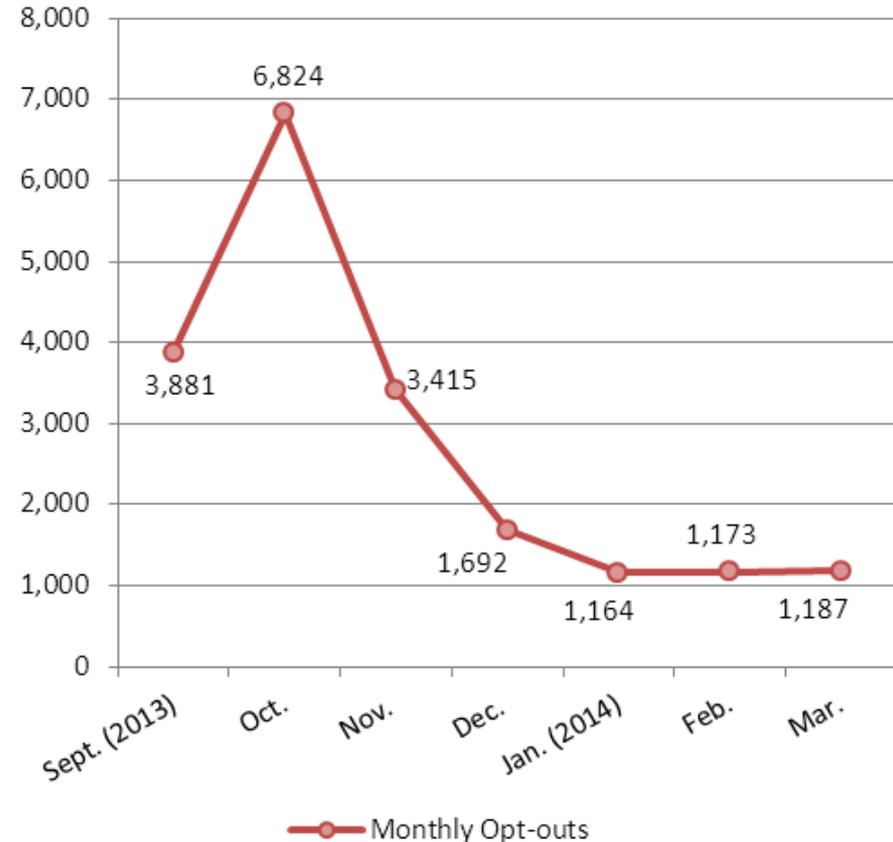
Enrollments via Auto-Assignment Round 2

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">• 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)

Opt-outs

- Total opt-outs as of April 1: 18,864*
 - ~20% of individuals who received an enrollment packet
- Opt-out rate has been declining in recent months
 - Plans continue to develop and expand provider networks
 - More information is available about actual member experiences
 - Some individuals who previously opted out have subsequently enrolled



* Includes individuals who may not be eligible

Opt-Outs (cont.)

- 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

Round Three Auto-Assignment

- 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 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 9,300 members
 - 60-day notice mail date: approximately April 28

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)

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

Email us at OneCare@state.ma.us

