# Slide 1:

# MassHealth Demonstration to Integrate Care for Dual Eligibles

# Slide 2:

# MassHealth One Care Team Overview

## One Care is jointly administered by MassHealth and the Centers for Medicare and Medicaid Services (CMS)

## MassHealth’s One Care team in the Providers and Plans (P&P) unit is the dedicated program team responsible for One Care program monitoring and oversight, including plan contract management, provider outreach and engagement, and addressing member-specific issues

### 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

### Nicole Brault, One Care Quality Manager, ensures the plans are meeting reporting obligations

### Contract managers oversee contract compliance for a specific plan, and work directly with the plans on a daily basis:

#### Tina Barbosa, Tufts Health Plan (Tufts)

#### Derek Tymon, Commonwealth Care Alliance (CCA)

#### Shelia Martin, currently overseeing follow up activities from the closure of Fallon Total Care (FTC).

## Members of the MassHealth Policy Unit work with the P&P One Care unit to manage demonstration activities with respect to policy and finance, as well as the relationship with the Medicaid-Medicare Coordination Office (MMCO) at CMS

### Corri Altman Moore, Director of Policy for MassHealth, oversees all policy, including financial policy, related to the Demonstration

### Heather Rossi, Senior Policy Manager, MassHealth, manages shared learning activities, intra-agency relationships, and manages One Care policy issues, as well as supporting the CMS relationship

### Malinda Ellwood, Health Programs Policy Analyst, MassHealth, works on One Care policy implementation and development, and manages the One Care Implementation Grant, the One Care Ombudsman Grant, member noticing, and other stakeholder engagement work.

## Many other units in MassHealth also support One Care, including Budget, Legal, Publications, Operations, and many others.

# Slide 3:

# Role of the One Care Implementation Council

## The Implementation Council is responsible for developing an annual work plan and meeting agendas. The Council is also responsible for carrying out activities in its work plan.

## MassHealth appreciates the collaborative relationship with the Implementation Council and other stakeholders. Council members will be best positioned to advise on and meaningfully impact One Care issues by:

### Getting educated about One Care, how it is designed to work, and how it is actually working

### Providing feedback (with specific examples) to MassHealth about One Care challenges and successes you are aware of or hearing about in your community, especially access to care issues

### Supporting One Care outreach strategy development, and participating in outreach and information sharing with your networks and communities

### Examining One Care implementation, quality, and outcomes, including through various topical workgroups.

#### Workgroup examples to date include: the Early Indicators Project (EIP); Long-Term Supports Coordinator implementation; behavioral health privacy; quality measurement and evaluation; and encounter data analysis

## EOHHS/MassHealth may additionally request advice and input from the Implementation Council, such as:

### Member outreach and enrollment strategies

### Member noticing and messaging

### Planning for a smooth transition of FTC members into other forms of care

## The Council’s work plan is its opportunity to set priorities for exploring issues and making recommendations, and to make progress in these areas through its own initiative and activities.

# Slide 4:

# Update and Discussion on December Targeted Outreach Events

## MassHealth worked closely with the Implementation Council to develop the targeted outreach approach that combined auto-assignment mailings with local, community-based outreach events

### Events were held in neighborhoods with large numbers of affected members, at the following locations:

#### Bruce Bolling Municipal Center- Roxbury

#### Boston Public Market- downtown Boston/Haymarket station

#### Bunker Hill, Chelsea Campus (with Allied Student Health Fair)- Chelsea

#### Kroc Corps Community Center- Dorchester

### MassHealth twice mailed flyers about the events to members enrolled through auto-assignment

#### Local community and neighborhood organizations, including shelters, were also contacted to spread the word about the events

### Events included presentations by Tufts Health plan, along with free food

## We welcome suggestions and discussion on how to increase member attendance at future events, and/or alternative outreach strategies to better engage members in informed decision making in the future.

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# Long-Term Supports (LTS) Coordinator Discussions

# MassHealth has been working with Tufts Health Plan and their contracted Community Based Organizations to address issues related to:

# Billing/payment issues

# Service authorizations

# Communication

# These issues have been resolved, and Tufts is working with the CBOs to amend their contracts.

# In a joint discussion MassHealth hosted with Tufts and its CBOs in November, all parties confirmed the Tufts/CBO relationships are much improved.

# The mutual commitment of One Care plans and CBOs provides a foundation for future delivery models in MassHealth

## Slide 6:

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

## Email us at OneCare@state.ma.us