**Slide 1**  
One Care:

Implementation Council Meeting  
Executive Office of Health & Human Services

MassHealth Demonstration   
to Integrate Care for Dual Eligibles

January 9, 2018, 10:00 AM – 12:00 PM

Health Policy Commission (HPC)

Conference Room A, 8th Floor

50 Milk St.

Boston, MA

**Slide 2**  
Proposed DRAFT Long-Term Supports (LTS) Coordinator Contract Updates

* MassHealth and CMS are working on an amendment to the Three-Way Contract which includes several technical and policy updates. The amendment is currently in draft form, and subject to change pending MassHealth and CMS review and clearance.
* The current proposed language incorporates recommendations from the Council and the Ombudsman:
  + Changes to comply with the 2016 Medicaid Managed Care Rule
  + Clarifies the process for making service requests
  + Incorporates plan coordination with the Ombudsman
* The amendment also proposes updates for LTS Coordinators:
  + Updates to use the member facing term LTS Coordinator, in place of Independent Living and Long-Term Services and Supports (IL-LTSS) Coordinator
  + Clarifies the role of the LTS Coordinator to be more inclusive of behavioral health (BH) and recovery needs by specifying that they:
    - Are responsible for advocating for, and providing education about, recovery needs of the member (in addition to LTSS)
    - May have experience working with people with BH needs (in addition to people with disabilities and/or elders in need of LTSS)
  + Strengthens the ability of LTS Coordinators to access enrollee information in the same way as other Integrated Care Team members, and requires that:
    - LTS Coordinators be given access to the Centralized Enrollee Record
    - The Contractor ensure effective linkages for clinical and management information systems among all providers, including LTS Coordinators

**Slide 3**  
Accessibility and Sexual Health Questions

* Based on research and recommendations sponsored by the Patient-Centered Outcomes Research Institute (PCORI), MassHealth and CMS are also working to incorporate questions about accessibility and sexual health in the 2018 CAHPS Survey and in the Three-Way Contract
* MassHealth worked with CMS to add two new questions to the Massachusetts-specific CAHPS survey section in 2018 to better reflect issues pertaining to members living with disabilities:
  + MA6R.  In the last 6 months, has your provider refused to assist you with obtaining services or equipment that you felt you need to be independent at home or in the community?  (Yes / No)
  + MA10.  In the last 6 months, how often has your PCP or care coordinator asked about how your health or medical treatment affects your sexual function or desires? (Never / Sometimes / Usually / Always)
* Proposed DRAFT updates to the Contract would also add to the comprehensive assessment domains:
  + Sexual and reproductive health
  + At the option of the Enrollee, sexual orientation and gender identity

**Slide 4**   
Request for Feedback on One Care and Duals Demonstration Websites

* The official Massachusetts state government website, including the One Care and Duals Demonstration pages, have transitioned to a new web platform with a new look and feel.
* The “friendly” web addresses are:
  + One Care website: [www.mass.gov/one-care](http://www.mass.gov/one-care)
  + Duals Website: [www.mass.gov/masshealth/duals](http://www.mass.gov/masshealth/duals)
* MassHealth is requesting feedback from the Council on the new website format:
  + It is easy to find the information you’re looking for?
  + Is there any other information you wish was included on the website?
  + Are there any other improvements you’d suggest?
  + Please email your responses and suggestions to the One Care inbox: [OneCare@state.ma.us](mailto:OneCare@state.ma.us)
* MassHealth is also updating Frequently-Asked Questions (FAQs) for providers and consumers (not yet posted), and will be seeking Council (and OCO) feedback on the updated drafts.
  + MassHealth will be particularly interested in any Council suggestions on FAQs that should be added or clarified based on member feedback received during the December 8th listening sessions.

**Slide 5**

**Visit us at:** [**www.mass.gov/one-care**](http://www.mass.gov/one-care)

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