



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



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



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



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
 - Duals Website: 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
- 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.



Visit us at: www.mass.gov/one-care

Email us at: OneCare@state.ma.us