# **Slide 1:**

One Care:

Implementation Council Meeting

Executive Office of Health & Human Services

MassHealth Demonstration   
to Integrate Care for Dual Eligibles

July 25, 2017, 10:00 AM – 12:00 PM

1 Ashburton Place, 21st Floor, Rooms 1-2  
Boston, MA

**Slide 2:**

* Service Area and Eligibility Updates:
  + Tufts Health Unify (Tufts) began accepting enrollments in certain cities/towns in Middlesex County on February 1, 2017
  + As of April 2017, members who turn 65 while enrolled in One Care can choose to stay enrolled as long as they remain eligible for either MassHealth Standard or CommonHealth
* One Care Ombudsman (OCO) Updates:
  + MassHealth was awarded a second Ombudsman Support Grant, which began June 1, 2017, and is expected to go through May 31, 2019
  + The current OCO contract with the Disability Policy Consortium (DPC) has been extended through December 31, 2017
  + MassHealth expects to release a procurement this summer for a MassHealth Health Plan Ombudsman which would be an independent resource for all members enrolled in managed and integrated care programs, including One Care members
* New Shared Learning webinars:
  + March 21, 2017- Engaging One Care Enrollees in Assessments & Care Planning
  + May 30, 2017- The Role of Peers in One Care
  + All Shared Learning webinars and modules can be accessed on the Shared Learning website at: <https://onecarelearning.ehs.state.ma.us/>.

**Slide 3:**

**One Care Updates - Cont.**

* One Care Surveys:
  + MassHealth has been working with UMMS’ Center for Health Policy Research (CHPR) to conduct surveys, including:
    - Survey of members who voluntarily disenrolled from One Care to understand why members chose to leave (fielded February – May, 2017)
    - Updated member experience survey to understand more about the experiences of current One Care members (fielded February – May, 2017)
    - 2017 Quality of Life Survey (fielded January – March, 2017)
  + MassHealth and UMMS will share information and data from these surveys when complete
* MassHealth added a new “[One Care Data Reports and Quality Information](http://www.mass.gov/eohhs/consumer/insurance/one-care/one-care-data-reports-and-quality-information.html)” page on the One Care website that includes:
  + Ongoing reports: for example, monthly enrollment activity, quarterly Assessment and LTS-Coordinator referral reports, Quality of Life Reports, and annual evaluations
  + Ad hoc presentations and reports: for example, the Early Indicators Project (EIP) reports and the Quality and Finance presentation from the last Open Meeting
  + Many of these reports were previously located on the “One Care News and Community” page (e.g. the monthly enrollment reports)
  + MassHealth will update this page with data reports and quality information as it becomes available
  + You can access the new page by going to the One Care website at: [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare), and clicking on the “One Care Data Reports and Quality Information” link, listed under the “Announcements” section on the right-hand side
  + This page can also be accessed from the “One Care News and Community” page.

**Slide 4:**

Three-Way Contract Amendment Update

* MassHealth has submitted an Amendment to the Three-Way Contract to CMS:
  + incorporates feedback and recommendations from the Implementation Council and the One Care Ombudsman (OCO), including:
    - Expands targeted Community Support Program (CSP) services for chronically homeless individuals
    - Clarifies the process for making service requests
    - Requires coordination with One Care Ombudsman
  + includes updates to comply with the May 2016 Medicaid Managed Care Rule
  + Extends the Demonstration through December 31, 2020; however, the continued participation of the current One Care plans in 2020 would be subject to their selection through reprocurement

**Slide 5:**

**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)