# **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**