



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, Conference Rooms 1 & 2
Boston, MA



One Care Updates

- 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/>.



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”](#) 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, 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.

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



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

Email us at: OneCare@state.ma.us