**Slide 1**

**One Care: MassHealth plus Medicare**

MassHealth Demonstration   
to Integrate Care for Dual Eligibles

Implementation Council Meeting

November 13, 2015 12:00 PM – 2:00 PM

Transportation Building10 Park PlazaBoston, MA

**Slide 2**

**MassHealth’s Updates**

* 2016 Auto-Assignment Update
* Progress on LTS Coordinator Discussions with Tufts and CBOs
* One Care Demonstration Activities

**Slide 3**

**Background on Auto-Assignment**

* MassHealth uses eligible members’ relationships with providers in a Plans’ network to determine auto-assignment:
* Match using (MassHealth and Medicare crossover) claims history and plans’ updated provider network files
* Preferred matching based on primary care provider, or 3+ visits to a behavioral health provider, or 3+ visits to an LTSS provider
* For members with claims activity but no PCP match, opportunity for a One Care plan to establish a PCP relationship
  + MassHealth will mail two notices to individuals included in auto-assignment. The notices are sent 60 days and 30 days before the enrollment date. These notices:
  + Notify the member they have been enrolled into a One Care plan for a future date
  + Explain that enrolling in One Care is the member’s choice, and that they can make a different choice at any time
  + Provide information about One Care and resources to learn more or get help making a decision
* New outreach strategy includes One Care Information Sessions for members before enrollment start date

**Slide 4**

**Auto-Assignment into Tufts Health Plan for January 2016**

* MassHealth mailed 60-day notices to members on October 27, 2015 for coverage in Tufts Health Plan beginning January 1, 2016
  + Materials included in the mailing:
    - Member Letter (60-day notice)
    - “One Care and Part D” information sheet
    - “One Care Facts and Features” brochure
    - Language Insert
    - One Care Choice Form
    - Stamped Return Envelope
* Mid-November, MassHealth will mail a flyer with information about upcoming One Care Information Sessions being held in the first two weeks of December, 2015
* MassHealth will mail 30-day reminder notices at the end of November 2015
  + Outreach Flyer
  + Member Letter (30-day notice)
  + Other materials will be the same as the 60-day mailing
* Individuals can choose to enroll for an earlier date or opt out

**Slide 5**

**Targeted Outreach Events**

* MassHealth and Tufts Health Plan will host four One Care information sessions in Suffolk County in early December
* Events are planned in areas where large numbers of auto-assigned members live

|  |  |
| --- | --- |
| **Date and Time** | **Location** |
| Thursday, December 3rd  12:30 p.m. to 2:30 p.m. | Bruce Bolling Municipal Center  Roxbury |
| Friday, December 4th  5:00 p.m. to 7:00 p.m. | Boston Public Market  Downtown Boston |
| Tuesday, December 8th  1:30 p.m. to 3:30 p.m. | Bunker Hill Community College (BHCC),  Chelsea Campus- joint Health Fair Event |
| Wednesday, December 9th  1:00 p.m. to 3:00 p.m. | Kroc Corps Community Center  Dorchester |

* Attendees will have the opportunity to talk with MassHealth, Tufts Health Plan, SHINE, the One Care Ombudsman, and current One Care members
* Each meeting will start with a presentation by Tufts Health Plan, followed by time for questions and answers
* Refreshments will be provided
* We invite members of the Implementation Council to join us at these events

**Slide 6**

**Future Auto-Assignment and Outreach**

* MassHealth is planning a path of smart and sustainable growth for One Care over 2016.
* 2016 growth will involve enhanced auto-assignment supported by outreach, including targeted events in local communities in Suffolk and Norfolk counties.
* MassHealth has also redesigned the auto-assignment packages to be more informational
  + Updated cover letters
  + Included Outreach Flyer, “Facts and Features” brochure
  + Simplified enrollment choice form to make it easier to understand
* MassHealth invites ongoing discussion with the Implementation Council on the new outreach strategy:
  + Additional outreach approaches and local venue suggestions
  + Opportunities to attend events where we can engage with members and providers

**Slide 7**

**Progress on LTS Coordinator Discussions with Tufts and CBOs**

* Progress on Billing/Payment Issues:
  + Billing and Claims Payment / Reconciliation – Tufts and CBOs have made great progress in resolving payment disputes
  + Moving toward a standardized billing process
* Progress on Service Authorizations:
  + Tufts is up to date on LTSS service authorizations and processing requests timely
* Progress on Contract Amendments:
  + Tufts Health Plan has conducted conference calls and/or in-person meetings with all contracted CBOs that received the provider contract amendment
  + Tufts and the CBOs have identified specific sections of the amendment that require adjustments
  + Tufts sent updated contract amendments to CBOs
* MassHealth will convene a follow-up meeting.

**Slide 8**

**One Care Demonstration Activities**

* **Contract Amendment:** 
  + In process now; complete by end of December 2015
  + Incorporates September 2015 rate methodology changes
  + Other technical fixes
* **Contract Extension:** 
  + Winter/Spring 2016
  + Will extend the contract through 2018
* **One Care Plan Procurement (TBD):** 
  + 2016 (key dates TBD)
  + MassHealth is determining whether to re-procure plans for the extension period

**Slide 9**

**Visit us at** [**www.mass.gov/masshealth/onecare**](http://www.mass.gov/eohhs/consumer/insurance/one-care/)

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