

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 Building
10 Park Plaza
Boston, MA



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

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

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

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

Future Auto-Assignment and Outreach **MassHealth**

- 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

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.

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

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

Email us at OneCare@state.ma.us

