**Slide 1**

**One Care: MassHealth plus Medicare**

MassHealth Demonstration to Integrate Care for Dual Eligibles

Open Meeting

October 16, 2013, 2:00 PM – 4:00 PM

State Transportation Building

Boston, MA

**Slide 2**

**Agenda for Today**

* Status Update
  + Timeline review
  + Enrollment report
  + Early experience
  + Upcoming events
* Auto-Assignment
* Ombudsman Update
* Early Indicators Project
* Implementation Council Update
* Provider Engagement Update

**Slide 3**

**Status Update: Timeline Review**

(This slide was presented in a table format)

Expected Date Action

July 16…………………… Three-way contracts signed with One Care plans

August…………………... MassHealth and One Care plan implementation

readiness activities; Public awareness and outreach

activities begin

September………………. Enrollment guides and self-selection letters sent to

individuals in target population; outreach to potential

enrollees begins

September……………… One Care plan marketing begins

October 1……………….. One Care start date, self-selection enrollments only

October 28 (approx)…… 60-day notice sent to first auto-assignment group

November 22 (approx)… 30-day reminder notice sent to first auto-assignment

group

January 1, 2014………… Effective date for first wave of auto-assignment

April 1, 2014…………….. Effective date for 2nd wave of auto-assignment

July 1, 2014…………….. Effective date for possible 3rd wave of auto-assignment

**Slide 4**

**Status Update: Enrollment**

For **Oct. 1 effective date**, total number of enrollments: **1,783**

(The following data was presented in table format)

Enrollments by Plan Enrollments by Rating Category

CCA………………... 1,193 F1……………… 4

FTC………………… 259 C3……………... 284

Network Health…… 331 C2……………... 269

Total……………….. 1,783 C1…………….. 1,226

Total…………... 1,783

**Slide 5**

**Status Update: Enrollment**

(This slide was presented in table format)

Enrollments by County

Essex………… 67

Franklin……… 4

Hampden……. 465

Hampshire…... 49

Middlesex…… 84

Norfolk………. 41

Plymouth……. 15

Suffolk……….. 512

Worcester….... 546

Total................ 1,783

**Slide 6**

**Status Update: Opt-Outs**

* Total number of opt-outs: 4,261
  + Will be excluded from any future auto-enrollment
  + If eligible, can choose to enroll by self-selection at any time
* Total opt-out number includes individuals who may be ineligible
* Of the individuals who received a One Care enrollment package, ~5.2% have chosen to opt out

**Slide 6 (Cont’d)**

(The following data was presented in table format)

Opt-Outs by County

Barnstable....... 1\*

Bristol.............. 6\*

Essex………… 206

Franklin……… 24

Hampden……. 1,143

Hampshire…... 262

Middlesex…… 48

Norfolk………. 35

Plymouth……. 12

Suffolk……….. 1,027

Worcester….... 1,497

Total................ 1,783

**Slide 7**

**Status Update: Early Experience**

* Total enrollment as of Oct. 15 is **2,827**
* Plans have begun reaching out to their new members to begin assessment process and connect members with Care Coordinators
* MassHealth has provided certain data to plans on enrollees’ services and providers to support continuity of care
* Joint CMS-MassHealth Contract Management Team (CMT) is in frequent communication with plans to address early glitches as they arise

**Slide 8**

**Upcoming Events**

* **Community Information Sessions:** Overview presentation from MassHealth and time for Q&A, to help people learn about One Care
  + Sept. 23: Worcester Public Library, 1-3 pm
  + Oct. 2: Springfield Public Library, 1-3 pm
  + Oct. 11: Boston, Transportation Building, 3-5 pm
  + Oct. 18: Leominster Public Library, 1-3 pm
  + Nov. 22: Framingham Public Library, 1-3 pm
* **Health Fairs:** One Care plan representatives available to talk about their plans, answer questions, help people consider their options
  + Oct. 24: Worcester, Hilton Garden Inn, 3-5 pm
  + Nov. 4: Boston, Transportation Building, 3-5 pm
  + Nov. 6: Springfield, Marriott Hotel, 3-5 pm

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**Questions?**

**Slide 10**

**Auto-Assignment**

**Slide 11**

**Auto-Assignment Overview**

* Auto-assignment (passive enrollment) is the term MassHealth is using to describe the process of assigning, notifying, and automatically enrolling someone in a One Care plan.
* There are three planned rounds of auto-assignment in the first year.
  + Coverage effective dates:   
    January 1, 2014; April 1, 2014; July 1, 2014
* MassHealth will send two notices to individuals who have been auto-assigned:
  + 60-day notice – Informs the member of the plan assignment and coverage effective date.
  + 30-day notice – Reminder that changes will take effect in 30 days
  + Both notices will tell people how to opt out or change plans
* Individuals can self-select in to One Care, dis-enroll, or opt out at any time. Enrollment changes take effect the first day of the next month.
* Self-selection enrollment continues while auto-assignment is happening.

**Slide 12**

**Auto-Assignment Population and Process**

* Individuals ***may*** be auto-assigned if they meet **all** of the following:
  + Live in Hampden, Hampshire, Suffolk, or Worcester County (counties with at least two One Care plans)
  + Received an enrollment packet mailing, and did not enroll or opt out
  + Are not enrolled in Medicare Advantage or PACE plan
* Not everyone who meets these criteria will be auto-assigned. This is to ensure sufficient capacity within One Care to handle the volume of enrollees.
* Estimated number of individuals in the first round: 8,600
  + Will include only members who appear in MassHealth data to have less acute needs than others in the eligible population   
    (C1 rating category)
  + MassHealth used data on where individuals accessed primary care services to match individuals to a One Care plan

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**Auto-Assignment Process (cont’d)**

* Decisions about how many and which individuals will be assigned in the later rounds will reflect program experience and self-selection enrollment patterns.
* People living in an auto-assignment county can voluntarily enroll in a One Care plan in their county OR opt out.
* ***If the person chooses to opt out, he/she will not be auto-assigned in the future.***

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**Auto-Assignment Schedule**

(This slide was presented in table format)

60-day 30-day

Auto-Assignment Reminder Coverage

Round Notice Packet Notice Packet Effective Date

First Mailed on ~10/28 Mailed on ~11/22 January 1, 2014

Second Mailed on ~1/28/14 Mailed on ~2/25/14 April 1, 2014

Third Mailed on ~4/25/14 Mailed on ~5/28/14 July 1, 2014

**Slide 15**

**Questions?**

**Slide 16**

**Ombudsman Update**

**Slide 17**

**Ombudsman Update**

* Through a competitive procurement process, MassHealth has selected Disability Policy Consortium (DPC) for contract negotiations to provide One Care Ombudsman services
* DPC’s disabilities expertise will be complemented and supported by:
  + Health Care for All (HCFA)
  + Consumer Quality Initiatives (CQI)
* Final contract expected to be in place in the coming weeks
* DPC will give a stakeholder presentation on its plans for the Ombudsman program after the contract has been executed

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**Questions?**

**Slide 19**

**Early Indicators Project (EIP)**

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**Early Indicators Project (EIP)**

* Project timeframe: October 1, 2013 to March 31, 2015
* The project will analyze *early* quantitative and qualitative indicator data to assess the perceptions and experiences of individuals who have enrolled (both self-selected and auto-assigned) in One Care, as well as those who have chosen to opt out.
* Distinct from overall One Care programmatic evaluation / quality measures.
* The project will use a mixed-method approach:
  + Indicator data reported by One Care plans, MassHealth customer service, the One Care Ombudsman, and SHINE
  + Focus groups of One Care eligible members
  + Surveys of One Care enrollees

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**EIP (cont’d)**

* MassHealth and the Implementation Council are collaborating to develop a robust EIP.
* UMass is providing analytics expertise for EIP activities.
* The Early Indicators Project Workgroup:
  + Twice monthly meetings
  + First meeting was October 10
  + Responsibilities include:
    - Establish indicator data elements
    - Develop questions for surveys and focus groups
    - Define survey and focus group methodologies
    - Participate in trend identification and analysis

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**Implementation Council Update**

**Slide 23**

**Provider Engagement Update**

**Slide 24**

**Training for Plan Staff and Providers**

(The following information was presented in table format)

Webinars: May 23, 2013 Intro to One Care\*

June 13, 2013 Contemporary Models of Disability\*

Sept. 26, 2013 Enrollee Rights

Oct. 17, 2013 ADA Compliance

Nov. 14, 2013 Cultural Competence

TBD LTSS

TBD Wellness

TBD Other topics

All webinars will be posted on the One Care learning website:

[**http://www.mass.gov/masshealth/onecare/learning**](http://www.mass.gov/masshealth/onecare/learning)

to enable access by plan staff and providers at any time.

*\* Intro to One Care and Contemporary Models of Disability available online now!*

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**Shared Learning Conference**

* Upcoming shared learning conference for plan staff and providers:

***Putting the Person in the Center: Care for People with Disabilities***

* + October 23, 8:00 A.M. – 4:00 P.M., Holiday Inn Boxborough
  + Topics include:
    - Cultural competence
    - Recovery model: Incorporating peers
    - ADA compliance: Ensuring your practice meets the standards for best care
    - Care management: Using a team approach
    - Models of disability: Integrating independent living into One Care and long-term services and supports
* Plenary session speaker: Neal Adams, MD, MPH  
  Director of Special Services, California Institute for Mental Health
  + Topic: *Integrating Behavioral Health into a Team-based Approach:   
     Best Practices and Experience in Other States*

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**Information for Providers**

* MassHealth will soon issue several documents to assist providers
* MassHealth **Provider Bulletin** has been finalized and will be posted shortly. It will include general information such as:
  + Overview of One Care and covered services
  + One Care plans and service areas
  + Provider responsibilities (e.g. submit claims for payment to One Care plans for enrolled members)
* **Transmittal Letter** also will be posted shortly
  + Lists new Eligibility Verification System (EVS) messages for One Care:
    - 667: One Care. Commonwealth Care Alliance member. For medical, behavioral health, and long-term services and support services, call 1-866-610-2273.
    - 668: One Care. Fallon Total Care member. For medical, behavioral health, and long-term services and support services, call 1-855-508-3390.
    - 669:One Care. Network Health member. For medical, behavioral health, and long-term services and support services, call 1-888-257-1985.

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**Information for Providers (cont’d)**

* **Provider FAQ** will be posted on the One Care website to address questions providers may have, for example:
  + How to verify a member’s eligibility
  + How to check if a service requires PA
  + Where to send claims and check claims status
  + Responsibilities of providers versus One Care plans with regard to assessment, care planning, care coordination, etc.
  + Roles of legal guardians and authorized representatives
  + Contracting with One Care plans
* **One Care Provider Guide** under development and will cover topics such as:
  + One Care overview and covered services
  + Enrollment, disenrollment and continuity of care
  + Care delivery
  + Enrollee grievances and appeals
  + Provider questions
  + Key contacts and One Care resources
* Draft of Provider Guide has been shared with stakeholders from provider associations for feedback

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**Discussion**

**Slide 29**

**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)