



One Care: Implementation Council Meeting

Executive Office of Health & Human Services

MassHealth Demonstration
to Integrate Care for Dual Eligibles

September 12, 2017, 10:00 AM – 12:00 PM
AARP Office
One Beacon St., Suite 2301
Boston, MA



One Care and Duals Website Migration

- Mass.gov is moving to a new online platform (preview at <https://pilot.mass.gov/>).
 - The One Care and Duals Demonstration web pages are moving to the new platform, and will have a new look and new navigation over the coming months.
 - We'd like to hear from Council members about:
 - What information on the websites you use most or think is most important
 - What improvements you would make
 - What is outdated or not useful
 - We have sent the Implementation Council a simple survey to get your suggestions to make the web pages more useful to members, providers, and stakeholders
 - One Care website: www.mass.gov/masshealth/onecare
 - Duals website: <http://www.mass.gov/masshealth/duals>

Site Visit Overview: Rhode Island's Integrated Care Initiative (ICI) Implementation Council



- Rhode Island's (RI) Integrated Care Initiative (ICI) is designed to improve care for individuals with Medicaid and Medicare
 - RI contracts with Neighborhood Health Plan to serve adults with disabilities and older adults (ages 21+)
 - Neighborhood INTEGRITY is RI's Medicare-Medicaid Plan - managed Medicare and Medicaid services for dual eligible individuals
 - Neighborhood UNITY – Medicaid managed care
 - Covers all Medicaid services for individuals with Medicaid only
 - Covers Medicaid managed long-term services and supports for dual eligible individuals

- The ICI Implementation Council is an advisory group to the RI Executive Office of Health and Human Services, whose goal “is to improve the health and well-being of seniors and adults living with disabilities who are eligible for both Medicare and Medicaid.”
 - Recurring meetings monthly for 1½ hours
 - <http://www.eohhs.ri.gov/Initiatives/IntegratedCareInitiative/ICIImplementationCouncil.aspx>

- ICI Implementation Council Membership:
 - The Council has 15 total members; nine are consumers or family members of consumers
 - 51% of Council members must be consumers or family members of consumers

- Set-up:
 - All Council members sit together at one end of a large table
 - Each member has a name tag
 - RI staff, plan representatives, and the ombudsman sat at the table
 - Members of the public sit in any open seat (audience or table)

ICI Implementation Council: Standing Agenda Items



- **ICI Report:**
 - Presented by RI state staff
 - Updates on monthly enrollment, disenrollment, opt-outs, and call center application processing

- **Ombudsman Program Report:**
 - Presented by the Rhode Island Parent Information Network (RIPIN), which is contracted to provide ombudsman services
 - Updates on common issues among callers, call volume, and outreach events

- **Neighborhood Health Plan (NHP) Report:**
 - Presented by NHP staff
 - NHP staff can choose topics and Council members can request presentations on specific topics

- **Member Report:** Council members report (as needed) on insights from their community members

- **Meeting Reflection:** Council members discuss how the meeting went and suggest changes for the next meeting

- **Public Comments:** Opportunity for the public to raise issues and ask questions

- **Meetings may also include additional topics**



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

Email us at: OneCare@state.ma.us