

One Care Implementation Council Meeting

April 25, 2014 10 AM – 12 PM

State Transportation Building

10 Park Plaza, Boston, MA

Council Members Present: Suzann Bedrosian, Bruce Bird, Theodore Chelmow, Myiesha Demery, Dennis Heaphy (Chair) (by phone), Jeff Keilson, David Matteodo, Dan McHale, Dale Mitchell, Olivia Richard, Bob Rousseau, Peter Tallas, Howard Trachtman (Co-Chair), and Florette Willis (Co-Chair)

Council Members Absent: Joseph Finn, Anne Fracht, Rebecca Gutman, Audrey Higbee, Denise Karuth, Vivian Nunez, Jorge Pagan Ramos

Handouts: Agenda, Meeting Minutes (3/28/14), Approved Motions Summary Document, Draft 2013 Annual Report, Draft 2014 Implementation Council Workgroup, SHINE presentation, Ombudsman Support Letter, MassHealth Presentation. Documents will be available online at www.mass.gov/masshealth/onecare.

Next Open Council Meeting: Friday May 30, 2014 1:00-3:00pm
1 Ashburton Place, 21st Floor
Boston, MA

1) Welcome and Review of Agenda

Howard Trachtman and Florette Willis facilitated the meeting. The meeting began with introductions and a review of agenda items.

Motion: A motion was made to approve the Implementation Council meeting minutes from the 3-28-14 Council meeting.

The motion was seconded.

The motion passed unanimously.

- The Council chair commented the presence of Robin Callahan, Deputy Medicaid Director, has been missed at the recent Council meetings. It was noted that the Council values her attendance and believes her attendance at meetings sends a strong message regarding the importance and value of the work of the Council.

2) Old Business

One Care Ombudsman Letter of Support

- At the last meeting, the Council moved to send a letter supporting the request for additional funding for the One Care Ombudsman to CMS. The Chair, Dennis Heaphy, sent the letter on April 15th.

3) One Care Update

Sharon Hanson, Director of Providers and Plans at MassHealth, introduced her staff and provided an overview of the One Care Contract Management team and the responsibilities of the Providers and Plans office.

- It was noted that the MassHealth Providers and Plans unit is responsible for monitoring and oversight of One Care.
- The Contract Management team maintains close communication with each One Care plan to ensure that plans remain in compliance with contractual requirements. Additional information about contract management and monitoring are in the MassHealth Presentation.
- It was requested that MassHealth provide more detail on the metrics used to monitor the program and whether there would be any opportunity for the Implementation Council to help develop metrics.
- A comment was made by a Council member that communication between the contract management team and the One Care plans may not fully capture the providers' experiences. It was suggested that contact be initiated with providers in the form of

focus groups or some other mechanism to gain a better sense of the provider perspective on the implementation of the program.

- MassHealth is developing a process to solicit feedback from providers.
- A question was asked regarding how the assessment process was going now that auto-assigned individuals have significantly increased the caseload of each One Care plan.
 - MassHealth noted that plans are experiencing similar challenges with reaching some enrollees. MassHealth has begun the process of collecting data from plans on assessments and LTS Coordinator utilization. A process is needed regarding refusals to participate as well. Data is expected to be available in May.
- Consistent with the activities within the draft Council work plan, MassHealth requested feedback from the Council on the One Care website to ensure that information is easy to understand and use. Feedback is requested by May 9th 2014.
- The Council Chair requests quarterly face-to-face meetings with MassHealth leadership to assist with agenda planning.

4) Report from Workgroups

2014 Workplan

Myiesha Demery presented on the process used to develop the 2014 Workplan and provided an overview of the workplan activities.

- A comment was made by a Council member that the approved motions document, that tracks all motions passed by the Council and reactions from MassHealth, should be reviewed and items not currently addressed in the work plan should be incorporated.
 - It was noted that motions regarding data collection on LGBT self-identification and the IL-LTSS Coordinator have not been resolved and should remain a priority of the Council.
- Feedback on the 2014 workplan is requested of Council members by May 9th. Approval of the final draft of the workplan will be sought by Council member at the May 30th meeting.

2013 Annual Report

- Council members were encouraged to provide input on the Annual Report and to provide their reflections on the year for inclusion in the “What Council members have to say” portion of the Annual Report.
- A member of the audience noted that it can be difficult to engage in Council meetings without copies of the documents that are being discussed.

- It was noted that email addresses of stakeholders who regularly attend Council meetings will be collected in order to email meeting material in advance of meetings, when possible.

Other Comments

- A comment was made that it would be helpful to consumers to have a document with primary care and behavioral health providers available through each plan for a side-by-side comparison. It was also noted that the Connector has a web-based search tool that is populated by plans that could be a model.
 - It was noted that a list of providers within each One Care plan's network is available on each One Care plan website. A cross reference of which providers are contracted with multiple plans has not been created to date.
- A comment was made that it would be helpful to hear periodically from the One Care plans.

5) Report from One Care Entities

SHINE

Cindy Phillips, Director of SHINE (Serving Health Insurance Needs of Everyone), provided an overview of SHINE, SHINE's work with One Care enrollees, and SHINE partners and partnership opportunities

- A comment was made by a Council member that the Deaf and hard of hearing community needs equal access to information about One Care. Additional SHINE counselors or other staff at community organizations who are knowledgeable about One Care and fluent in ASL are needed.
- It was noted that more than half of the individuals who have engaged SHINE are categorized as "decision in progress". A suggestion was made that SHINE staff reengage these individuals to gain a sense of what decisions the individuals made in regards to One Care. It was also suggested that the Early Indicators Project Work Group look into this.
- A question was asked as to how many SHINE staff self-identified as having a disability.
 - SHINE is currently collecting data on self-identified disability status.
- A comment was made about the importance of ensuring cultural competency among all SHINE staff.

6) Special Initiatives

Outreach

- On May 8th, staff from MassHealth will be attending the Patient Navigator/Community Health Worker Conference to provide information about One Care. Implementation Council members were encouraged to join MassHealth at outreach events. Additional information on One Care outreach is in the MassHealth Presentation.

7) New Business

Comments from Stakeholders

- A comment was made that the Council should address the topic of auto-assignment and whether MassHealth should continue on course with future rounds of auto-assignment without substantial data on how those who have been auto-assigned are doing in One Care.
 - It was noted that the EIP workgroup will be distributing surveys to 6,000 enrollees (50% response rate anticipated) beginning in May to gain a better understanding of their early experiences in One Care. This second survey will likely be a valuable source of information on the experiences of individuals who have been auto-assigned.

Next Implementation Council Meetings

Friday May 30, 2014 1:00 – 3:00pm

1 Ashburton Place, 21st Floor

Boston, MA

Friday June 27, 2014 1:00-3:00pm

1 Ashburton Place, 21st Floor

Boston, MA