

One Care Implementation Council Meeting

December 11, 2015 12:00 PM – 2:00PM

1 Ashburton Place, 21st Floor

Boston, MA

Anticipated Attendees: Bruce Bird, Lydia Brown, Joe Finn, Dennis Heaphy (Chair), Remon Jourdan, Jeff Keilson, Moses Mallard, David Matteodo, Dan McHale, Dale Mitchell, Olivia Richard, Paul Styczko (by phone), Howard Trachtman (Co-Chair), Sara Willig, Florette Willis (Co-Chair)

Unable to Attend: Suzann Bedrosian, Rebecca Gutman, Denise Karuth, Vivian Nunez, Bob Rousseau, Marilyn Spivak

Handouts: Agenda, Meeting Minutes from 11-13-15 (Draft), Onboarding Presentation, One Care Update. Documents will be available online at www.mass.gov/masshealth/onecare

Next Open Council Meeting: January 15, 2016
1:00-3:00 PM
1 Ashburton Place, 21st Floor
Boston, MA

1) Welcome, Review of Agenda, and Approval of Meeting Minutes &

Howard Trachtman, co-chair welcomed attendees and opened with meeting announcements.

- Announcements included that Council meetings are fragrance free and attendees should not wear perfume, aftershave, scented hand lotion, fragranced hair products or other similar products. No flash photography should occur during meetings.

A motion was made to approve the meeting minutes from the November 13th, 2015 Implementation Council meeting.

The motion was approved unanimously.

2) New Member Onboarding

Council Member Introductions

- Dennis Heaphy, Council Chair, led introductions. Council members were asked to form pairs and to interview and then introduce their partner.

One Care 101

- Olivia Richard, provided a brief overview of One Care and the programs care model.
- It was clarified that though One Care is for individuals ages 21-64, individuals in the program who turn 65 can remain in the program if they continue to be eligible for MassHealth Standard.

Implementation Council Roles and Responsibilities and Opportunities for Participation

- Howard Trachtman reviewed the roles and responsibilities of the Implementation Council as outlined in the Implementation Council procurement document.
- It was noted that new members are welcome to join current and upcoming workgroups. Council members should contact Council Chairs or Council staff if interested in joining a workgroup.

3) One Care Update

Corri Altman Moore and Roseanne Mitrano introduced the MassHealth team and provided an update on One Care.

- A question was asked regarding what the role of UMass Medical School (UMMS) is in One Care.
 - MassHealth currently contracts with UMMS on implementing a variety of activities related to One Care including: developing and implementing opportunities for shared learning, supporting stakeholder engagement and outreach activities, supporting the Implementation Council, and providing support to workgroups.
- A question was asked regarding which MassHealth staff are involved in building One Care into broader MassHealth reform efforts.
 - Corri is involved in the Long Term Services and Supports and Payment Reform workgroups. The One Care team coordinates closely with Robin Callahan and Asst. Secretary Tsai around the MassHealth reform efforts.
- A Council member suggested having a further discussion around One Care members transitioning to the Senior Care Options (SCO) program. It was noted that the Council member has heard anecdotally that some members who turn 65 are being contacted and feeling pressured to transition into a SCO product line.
 - MassHealth staff noted that additional details, beyond anecdotes, are needed to follow-up on concerns such as the issue raised about SCO. It was noted that reaching out to members experiencing issues directly would be more effective.
- MassHealth requested feedback from the Council regarding ways to improve and engage more members in future outreach efforts.
 - A suggestion was made to email members about events and updates if their email addresses are available.
 - A comment was made that robo (computer generated) calls would not be an effective way to reach members. Many members would hang-up or ignore robo calls.
 - A suggestion was made to reach out to providers and community health centers that serve large numbers of One Care eligible individuals.
 - It was recommended that more outreach be focused toward veterans.

- It was noted that the One Care plan consumer advisory boards add great value to the outreach events and should be included in future events.
- It was suggested that future events be smaller and for longer periods of time at locations with natural traffic.
- Diversity and awareness of minority communities should be a top priority in outreach efforts.
- The suggestion was made to revisit the topic of outreach in January when more time can be dedicated to the discussion.
- A comment was made that stipends for participation in One Care outreach events are not currently provided. Volunteering additional time by participating in outreach events is not feasible for all members. Stipends or payment should be reconsidered.
- A comment was made that the Work Plan Goals 3 and 4 work group will be focusing on outreach and will be a good opportunity to continue discussing suggested strategies around outreach.

4) Work Plan Updates

- Members of the Council met with MassHealth and One Care plan representatives to discuss potential topics for future One Care plan updates to the Implementation Council.
 - The workgroup discussed identifying 3-4 topics per quarter for the One Care plan updates.
 - The next One Care plan presentation to the Council will be in early 2016.
- The Work Plan Goal 2 workgroup plans to reconvene the Long Term Services and Supports (LTSS) Subcommittee in January 2016.
- The Council is also interested in convening a workgroup around One Care financing, data and quality as part of Work Plan objective 2.3.
 - It was noted that MassHealth has some resource constraints around data and financing requests as a budget analyst has recently left.
 - It was noted that Roseanne will be taking a lead on the encounter data work and Jenn Maynard will take the lead on quality data work.

- As part of objective 2.4 the Council is convening a group of homeless service providers to hear feedback on how to reach, engage, and provide quality care to this population. The meeting is scheduled for December 21st 2015.
 - A comment was made by a Council member that some information about members' homeless status may have been lost in the MassHealth redetermination process.
 - A comment was made that the information available in MassHealth data on homeless status is often inaccurate as many members do not wish to identify as homeless.

5) MassHealth Update Discussion

- MassHealth noted that in order to have a more in-depth discussion on key topics, they would like to suggest shortening and streamlining the MassHealth update to allow time for more Council business and discussion at monthly meetings.
- A Council member suggested that the first 15-20 minutes of each meeting be dedicated to a MassHealth presentation of data that is sent out in advance for Council review.
- Several Council members agreed that meetings should be topic focused to allow for more in-depth discussions.
- It was suggested that committees and workgroups be used for focused work on topics of interest to the Council.
- A Council member requested that a future MassHealth presentation include a debrief on the Fallon Total Care closure and the transition of FTC members to other plans and back to Fee For Service MassHealth.
 - It was noted that MassHealth is working with staff from UMMS to determine how they will gather feedback from transitioned FTC enrollees.

Next Council Meetings:

Friday January 15, 2015
1:00-3:00PM
1 Ashburton Place, 21st Floor
Boston, MA

February 12, 2016
1:00-3:00 PM
1 Ashburton Place, 21st Floor
Boston, MA