

One Care Implementation Council Meeting

January 15, 2016 1:00 PM – 3:00PM

1 Ashburton Place, 21st Floor

Boston, MA

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

Unable to Attend: Joe Finn, Denise Karuth, Dale Mitchell, Vivian Nunez, Bob Rousseau, Marilyn Spivak

Handouts: Agenda, Meeting Minutes from 12-11-15 (Draft), Outreach Presentation, One Care Update. Documents will be available online at www.mass.gov/masshealth/onecare

Next Open Council Meeting: February 12, 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.

- New Council members were invited to take part in a debrief directly following the Council meeting.

A motion was made to approve the meeting minutes from the December 11th, 2015 Implementation Council meeting.

The motion was seconded.

One Council Member abstained. The motion passed.

2) Outreach Discussion

Florette Willis introduced the outreach discussion. MassHealth staff presented the previous outreach strategy employed by MassHealth. Dennis Heaphy led the Council in a discussion on recommended outreach strategies.

- MassHealth provided an update that a new wave of auto-assignment has been scheduled with an enrollment effective date of May 1st 2016.
- Implementation Council feedback on outreach included the following suggestions:

Events

- Plan an event around MassHealth benefits broadly (Personal Care Attendant Program, Adult Foster Care, etc.) and include a One Care table
- Host booths with 1-2 staff/representatives at community locations
 - Individuals staffing booth could be MassHealth, Tufts or One Care ambassador who is inviting to members
 - One Care ambassadors should have a specific role and should be trained/briefed on One Care and where to go for more information
 - Shelters and larger provider organizations, especially North Suffolk Mental Health, were noted as suggested locations
 - Provide opportunity for members to check if their providers are within the Tufts network at events (have laptops available)
- Co-host or participate in pre-existing events hosted by behavioral health providers and faith-based communities
- Outreach to providers that work with a high number of auto assignment enrollees to host an event and to ask about ideal event times and locations

Getting the word out

- Offer a point of contact on flyers (Ex. Call Mary for more info) to call and ask information on auto-assignment and outreach

- Make a One Care Facebook page and invite groups and individuals to events through Facebook events
 - Include vignettes on Facebook page of individuals talking about their experience with One Care
 - Include various languages
- Include the names of multiple providers, including long term-services and supports (LTSS) and behavioral health providers, in notices to members
- Send text blasts/messages to members about One Care/outreach events

Additional Feedback

- Engage members who previously opted out and provide them with additional information about One Care
- A Council member commented that with only one One Care plan accepting new enrollees, broad One Care outreach may not be appropriate at this point in time.
 - It was noted that while broad outreach may not be appropriate, educating current members about One Care and its model is important and could be incorporated into outreach efforts.
- A Council member commented that she has experienced few choices among behavioral health providers in One Care in comparison to the FFS system.
 - It was noted that all Community Mental Health Centers are contracting with One Care plans.
- A question was asked regarding opt out rates and whether the rate had changed since earlier rounds of auto-assignment.
 - It was noted that the opt out rate was slightly lower in the most recent round of auto-assignment with an enrollment effective date of January 1, 2016. The retention rate, or the number of enrollees that remained enrolled after auto-assignment, was slightly more than previous rounds. These changes though positive, may not be statistically significant.

3) Work Plan Update

Goal 1

- 1.1: One Care plan presentations have been scheduled for the February Council meeting.

Goal 2

- 2.1: The Council has schedule an LTSS Subcommittee meeting to discuss access to and delivery of LTSS in One Care with stakeholders. The Council requests an update from

MassHealth on the timeline for reconvening the Long Term Services and Supports Coordinator (LTS-C) workgroup.

- 2.3: The Implementation Council requests a meeting with MassHealth, One Care plan and Implementation Council representatives to discuss One Care sustainability, quality and financing and specifically what data that is/will be available on One Care and how data should be shared with the Council and broader stakeholder community.
 - MassHealth noted that quality and financial data will be shared with the stakeholder community at the next quarterly stakeholder meeting in March.
 - A comment was made that the Council would like to work with MassHealth and provide input on the data prior to sharing it with the broader community.
 - A council member suggested that the Council request updates from the One Care plans around certain data metrics.
 - It was noted that MassHealth has requested that data requests on plan level data be requested through MassHealth.
 - A timeline for when data will be available was requested from MassHealth.
- 2.6 The Implementation Council requested a timeline for when the encounter data workgroup would be reconvened.
 - It was noted that MassHealth plans to have more information on the timeline for data at the next Council meeting.

Goals 3 and 4

- 4.4 Council representatives are scheduling meetings with Deaf service providers and community leaders to discuss One Care and best practices around accessibility. MassHealth representatives are invited to participate.

4) One Care Update

Corri Altman Moore and Roseanne Mitrano provided an update on One Care.

- In regards to the next scheduled auto-assignment, a question was asked about how many additional enrollees Tufts seeks to enroll.
 - Tufts is seeking 375 new enrollees in Suffolk County and 375 enrollees in Worcester County.
- A question was asked regarding whether the cancellation rate of 16.7% from previous round of auto-assignments was higher than usual.
 - It was noted that the cancellation rate was slightly higher than past auto-assignments. It was clarified that the cancellation group included individuals who were no longer eligible for One Care in addition to members with undeliverable addresses on file.

- A question was asked regarding whether individuals who had previously opted out would be reengaged about their option to join One Care.
 - It was noted that engaging individuals who had previously opted out is of interest to MassHealth.
- An update was requested on the extension of the demonstration for an additional two years.
 - It was noted that MassHealth plans to begin working on planning for the extension in the summer of 2016.

5) OCO Awareness Discussion

Dennis Heaphy presented on his recent experience with the One Care Ombudsman (OCO).

- Dennis Heaphy described a recent experience during which he received a denial for a service requested without clear explanation. The OCO assisted him in communicating with the One Care plan and resolving the issue.
- The Council was asked how the awareness of the OCO could be elevated, especially in regards to the assistance they can provide when an enrollee receives a denial notice.
 - It was suggested that informational material on the OCO such as magnets and brochures be included in denial notices to members.
 - It was noted that the OCO is listed as a reference in denial notices, however it is not prominent or easy to find.
- It was noted that the Council is interested in receiving data on how many appeals and grievances are filed and how they are resolved.
 - It was noted that the OCO does not receive data on appeals and grievances.
 - It was noted that MassHealth collects data from the plans on grievances and appeals and will include it in a data report back.

A motion was made recommending that MassHealth annually distribute information on the One Care Ombudsman (OCO) to enrollees in a mailing using language that is suggested by the OCO.

The motion passed unanimously.

- A recommendation was made to prominently highlight the OCO in denial notices to members.
 - It was noted that MassHealth and Medicare have regulatory requirements around the wording and format of member denial notices.
 - It was noted that a template for the denial notices can be shared with the Council.

Next Council Meetings:

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

March 18, 2016
1:00-3:00 PM
Health Policy Commission
50 Milk Street, 8th Floor
Boston, MA