

One Care Implementation Council Meeting

July 25th 2014 1 PM – 3 PM

1 Ashburton Place, 21st Floor

Boston, MA

Attendees: Suzann Bedrosian, Theodore Chelmow, Joe Finn, Anne Fracht, Dennis Heaphy (Chair) (by phone), Denise Karuth (by phone), Dale Mitchell, Olivia Richard, Peter Tallas, Howard Trachtman (Co-Chair), Florette Willis (Co-Chair)

Unable to Attend: Bruce Bird, Myiesha Demery, Audrey Higbee, Rebecca Gutman, Jeff Keilson, David Matteodo, Dan McHale, Vivian Nunez, Jorge Pagan-Ramos, Bob Rousseau

Handouts: Agenda, Meeting Minutes (6/27/14), Approved Motions Summary Document, MassHealth Update, EIP Update, One Care Member Experience Survey Overview. Documents will be available online at www.mass.gov/masshealth/onecare.

Next Open Council Meeting: Friday September 12, 2014 1:00-3:00pm
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1) Welcome

Howard Trachtman and Florette Willis, Implementation Council Co-Chairs, facilitated the meeting and led introductions.

2) Approval of the Meeting Minutes

A motion was made to approve the meeting minutes from the 6-27-14 Implementation Council meeting.

The motion was seconded.

Ayes: 10

Nays: 0

Abstention: 1

3) One Care Update

Corri Altman Moore, MassHealth Director of Policy, provided updates on One Care. Updates were provided on enrollment data as of July 1, 2014, auto-assignment, upcoming member mailings, LTS Coordinator training, contract management and monitoring, community outreach and provider outreach.

- Several questions were raised by Council members, including:
 - What is the process used to determine if new auto-assignments will take place?;
 - Which ratings categories will be included in the fall auto-assignment to Network Health?;
 - How many auto-assigned enrollees:
 - changed rating categories following One Care plan assessment,
 - received an initial assessment,
 - opted out or changed plans.
- Several suggestions were made by Council members regarding outreach:
 - Target diverse consumers rather than disability and community service providers and organizations;
 - Provide One Care marketing material at outreach events; and
 - Place provider advertisements in the Green Journal, the American Psychiatric Association and journals on the topic of community-based nursing. These journals would be in addition to the journals that MassHealth already selected.

4) Old Business

Council Discussion on Outreach

- Dennis Heaphy requested outreach assistance from Council members. Members were encouraged to distribute relevant One Care material to their networks via listservs and/or other outlets.
- It was suggested that the Council revisit the notes from a previous Council meeting when meeting guest Olivia Reddington-Wilde facilitated a discussion on outreach strategies. It was suggested that the Council follow up on the some of the suggestions made during this discussion.
- A representative from SHINE commented that the SHINE program has been targeting Spanish-speaking populations and the Chinese community by translating relevant material and setting up outreach opportunities with community-based organizations that work with these populations.
 - SHINE noted that a list of outreach events conducted by its staff could be developed to assist in tracking which populations are currently being reached through outreach efforts.

The Council discussed the idea of hosting a tele-town hall event to conduct outreach on One Care. The purpose of the tele-town hall would be to provide individuals across the state with information on One Care.

- A comment was made by a Council member that direct outreach efforts by the Council may not be within the scope of the Council.
- A comment was made that the Council's capacity for outreach may be limited to Council member's networks.
- It was noted that Google Hangouts could be an alternative to a tele-town hall. Room capacity may be a barrier.
- It was noted that a subcommittee may be an avenue for further discussion on the Council's role on and strategy for outreach.
- A member of the audience commented that many One Care eligible populations are not currently being reached by outreach efforts, particularly individuals experiencing homelessness and veterans.

- The member of the audience shared his personal story about being enrolled in a One Care plan and choosing to opt out due to the lack of information he had on the program.

Report Back and Discussion on Council Member Feedback

Florette provided an overview of the feedback the Council Chairs received after engaging with Council members.

- Council members noted interest in providing more input on agenda items and presentations, following up on motions passed by the Council and more opportunity for consumer member engagement.
 - It was noted that agenda items are established based on the 2014 Workplan activities. All Council members are invited to suggest agenda items to the chairs and to submit suggestions and revisions to the Council during the quarterly workplan review.
 - Motions are documented and tracked through the approved motions document produced by Council staff. The document also informed the development of the 2014 workplan.
 - The Chairs have proposed convening a Council Consumer meeting to provide an opportunity for consumer member representatives to discuss their priorities and opportunities for engagement in Council activities.
- A Council member recommended including the topic of Trans health and how new laws may affect One Care as a topic of discussion at a future Council meeting.

5) Workgroup Update

Early Indicators Project

Olivia Richards, Council member and Early Indicators Project (EIP) workgroup member, provided an update on the EIP workgroup activities and findings.

- A request was made that Council members assist in getting the word out about the One Care Member Experience Survey and that Council members should encourage members of their networks to complete the survey.
- A Council member asked if future EIP reports would include LTS Coordinator data.
 - It was noted the LTS Coordinator data is anticipated to be available on a quarterly basis and will be included in future EIP data updates.

Dennis Heaphy provided a brief update on a recent discussion with MassHealth and CMS on transparency and quality monitoring efforts.

- It was noted that delay in the auto-assignment scheduled for October was perceived as a positive move and appreciation was expressed for MassHealth's recognition of the importance of delaying future auto-assignment until more information is available.

Provider Strategy Workgroup

The Provider Strategy Workgroup is finalizing a survey of One Care providers. The purpose of the survey is to gather feedback on provider experiences and satisfaction with One Care to date. The target population of the survey will be current One Care providers across practices and specialties (i.e. LTSS providers, Hospitals, Community Health Centers, etc.).

6) Planning for Future Meetings

- Anticipated future meeting topics and presentations were reviewed.
- Concern was raised that action has not yet been taken by the Council or MassHealth on the topic of providing opportunity for LGBT One Care enrollees to self-identify during the initial assessment process.
 - It was suggested that the Council wait to schedule the discussion on the topic until MassHealth can provide an update on their conversations with One Care plans regarding collecting data on sexual orientation and gender identity.
- The topic of Council member attendance at meetings was raised as a concern and a potential topic for further discussion.

7) Comments from Stakeholders

Bill Henning, Disability Advocates Advancing Healthcare Rights, raised several concerns on behalf of DAAHR and recommended the following actions be taken by the Council:

- Discussion with MassHealth regarding methodologies for determining auto-assignments and plan preparedness to receive enrollees;
- Review of data on referrals to LTS Coordinators, integration of LTSS and primary care, and financial breakdown of Medicare and Medicaid services;
- Ensuring One Care plans have adequate information on aspects of the PCA program, such as surrogacy; and
- Convening a meeting with LTS Coordinators to gain a better sense of how LTS Coordinators are being used and what experiences they are having.
- A Council member suggested reconvening the LTSS Subcommittee to engage in a more focused discussion around the LTSS issues being raised by Council members and stakeholders.

Additional Stakeholder Comments

- A stakeholder commented that the composition of the Implementation Council may not be representative of the diversity of the individuals affected by One Care.
 - A recommendation was made to conduct outreach by providing handouts and other enticements. Another suggestion included providing lunch at outreach events.
 - It was noted that the member of the audience would be interested in joining the Council if possible.
- A stakeholder echoed the concern of multicultural representation on the Implementation Council.
 - It was noted that many people with disabilities are from multicultural communities and many individuals with disabilities are un- or under-employed.
 - It was suggested that more multicultural representatives with disabilities be included on the Council.
- A stakeholder commented that the issue of behavioral health privacy and how psychiatric information is shared within plans remains a concern among the mental health community.
 - The stakeholder noted that one One Care plan is currently making modifications to its electronic medical records system and that the issue of privacy should be addressed before the One Care plans make modifications.

A motion was made to request of MassHealth a process for adding and subtracting members from the Implementation Council.

The motion was seconded.

The motion passed unanimously.

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