

One Care Implementation Council Meeting

November 13, 2015 12:00 PM – 2:00PM

Transportation Building, 10 Park Plaza

Boston, MA

Attendees: Suzann Bedrosian, Bruce Bird, Lydia Brown, Joe Finn, Rebecca Gutman (by phone), Dennis Heaphy (Chair), Jeff Keilson, Moses Mallard, David Matteodo, Dan McHale, Dale Mitchell, Olivia Richard, Bob Rousseau (by phone), Marilyn Spivack, Paul Styczko, Howard Trachtman (Co-Chair), Sara Willig, Florette Willis (Co-Chair)

Unable to Attend: Denise Karuth, Vivian Nunez

Handouts: Agenda, Meeting Minutes from 10-16-15 (Draft), One Care Update, Tufts Auto-Assignment Notices (60 Day Notice, Facts and Figures Brochure, Medicare Part D Notice, One Care Choice Form, Babel Card/Language Card, Return Envelope), Ombudsman Presentation, Work Plan Update slides. Documents will be available online at www.mass.gov/masshealth/onecare.

Next Open Council Meeting: Friday December 11, 2015
12:00-2:00pm
1 Ashburton Place, 21st Floor
Boston, MA

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

Howard Trachtman, co-chair welcomed attendees and new Council members.

- 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.
- It was noted that the Council uses modified Roberts Rules of Order to conduct business. Council members and members of the audience were encouraged to raise their hand to participate in the discussion. Attendees were also asked to state their name before talking.

A motion was made to approve the minutes from the October 16th, 2015 Implementation Council meeting.

One Council member abstained. The motion was approved.

- Council members were asked to introduce themselves and to share something they would like to achieve by being on the Council.

2) One Care Update

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

- A question was asked regarding how individuals were being matched with their current providers as part of the upcoming auto-assignment round.
 - It was noted that MassHealth uses claims data to determine which eligible MassHealth members have existing relationships with providers that are a part of the Tufts Health plan network. When possible, MassHealth looks for two provider matches within the plan network. It was noted that since auto-assignment has been conducted in Suffolk County several times, there is not a very large population of members from which to look for multiple provider matches.
- A question was asked regarding whether there was a plan to reengage members who have previously opted out of One Care.
 - It was noted that strategies to reengage members who have previously opted out will be considered as part of the overall growth strategy for One Care. There are plans to develop smart growth strategies over the next year.

- A Council member noted that efforts continue to be needed to engage the Partners Healthcare System in One Care.

A Council member commented that the long term sustainability of the program is affected by the fact that the program is made up of only two health plans and that one of them is a regional health plan. Additionally, the plans with broader, state-wide reach declined to participate in the program due to insufficient rates. Larger networks that make up the broader MassHealth Managed Care Organization (MCO) also influence provider networks.

- A question was asked regarding how many C2 and C3 enrollees, or those in higher rating categories, have been included in the upcoming auto-assignment phase. It was clarified that the breakdown is similar to the general One Care population.
- A question was asked regarding how many of the 500 spaces available in Tufts in Worcester County were filled.
 - Approximately 3/4 of the spaces are filled.
- A question was asked regarding whether American Sign Language interpreters would be available at the four upcoming One Care outreach events.
 - It was noted that ASL interpreters as well as Certified Deaf Interpreters will be available at each of the outreach events.
 - It was recommended that the flyers include a symbol of ASL interpretation on the flyers to help advertise the ASL interpreters will be available at the events.
- A comment was made that many One Care eligible members do not always use websites and other traditional forms of communication. It was recommended that MassHealth reach out to shelters, homeless service providers, and hospitals.
 - It was noted that the event flyers have been distributed to local shelters and other community-based organizations.
- It was suggested that peers be used as resources for outreach events. Peers have connections in the community. Peer services are less costly and engaging peers is an opportunity to provide someone with a role that adds value to their life.
- It was suggested that information about CCA be made available at the outreach events to let individuals know that the plan will be open to new enrollment in the future.

- A comment was made that future auto-assignment should be informed by quality or performance measures from the plans. The Early Indicators Project (EIP) was used as an example of a way to collect data from enrollees.
- A request was made for MassHealth to include an update on the recently released Opioid Regulations at a future meeting.

3) One Care Ombudsman Presentation

William Griffin, Deputy Director of the One Care Ombudsman (OCO), provided an update on recent activities of the OCO.

- A question was asked in regards to how the Council could assist the OCO in resolving any of the issues raised by enrollees.
- A question was asked regarding whether the OCO experienced an increase in inquiries or complaints after the closure of FTC.
 - It was noted there was an increase in general inquiries after the FTC closure.
- A Council member noted that communication with pharmacies could be helpful in terms of relationship building. There is a Patient Centered Outcomes Research Initiative (PCORI) research project currently underway with Northeastern University that focuses on integrating pharmacists onto care teams.
- A comment was made that it is currently very difficult for physicians to become qualified to be able to prescribe medical marijuana.
- A question was asked regarding whether the OCO had the resources they need to perform their job.
 - It was noted that additional staff, especially for the Worcester Office, would be very helpful.
- It was noted that for the next OCO update it would be helpful to see data on primary language use of individuals submitting both inquiries and complaints to the OCO.

4) Work Plan Updates

Goal 1 – Presented by David Matteodo

- As part of a Work Plan Goal 1 activity, the Council would like to meet with One Care plan representatives and MassHealth to discuss topics of shared interest for One Care plan presentations to the Council. Suggested topics were discussed.
 - The Council is especially interested in how enrollees experience behavioral health and LTSS services and the data available around utilization and costs of these services.
 - It was noted the current list of suggested topics for future presentation is expansive and will be narrowed down in discussions with the One Care plans and MassHealth.
- A Council member noted that many individuals with Autism are not able to receive services through DMH. Individuals with Autism on One Care have increased access to behavioral health care services. This could potentially provide interesting information on the differences between these two groups.
- It was noted that individuals with acquired brain injuries (ABI) don't typically have access to LTSS outside the ABI waivers. Additionally, many specialized providers for individuals with ABI, such as neuro rehabilitation providers, do not accept MassHealth due to funding issues. The issue of funding is essential to strengthening One Care and making it available to individuals with all types of disabilities.

Goal 2 – Presented by Bruce Bird

- A request was made to form a small workgroup to focus on One Care sustainability including financial reporting and objective measures to determine how the plans are doing in regards to finances and capacity.

A motion was made to establish a workgroup with the Implementation Council, MassHealth and One Care plan representatives to look at financial sustainability, capacity and quality of One Care plans in order to support and promote One Care sustainability within the context of broader health care reform.

The motion passed unanimously.

Goal 4.1: Outreach to reach diverse communities – Presented by Florette Willis

- Council members were encouraged to share information on One Care with their networks and to volunteer to distribute One Care informational material at events within their communities. New Council members were encouraged to join outreach

efforts and assist in getting the word about One Care and the upcoming Outreach events.

- It was recommended that outreach be targeted to day shelters where individuals who live transient lifestyles may travel through.
- A question was asked about outreach to rural areas across the state.
 - It was noted that outreach across the state is important. However, for the current stage of One Care, auto-assignment is currently underway in Suffolk County and, therefore, outreach efforts are being focused on Suffolk County.
- It was noted that Council staff will work with Council chairs to put together a list of events for One Care outreach each month. The list will be distributed to Council members who can sign up to attend as part of One Care outreach efforts.
- It was noted that language used in outreach efforts should be culturally sensitive and informational material should include accessible phone numbers.

5) Comments from Attendees

- An attendee noted difficulty with contacting the OCO since June when the staff he previously worked with left.

Next Council Meetings:

Friday December 11, 2015
12:00-2:00pm
1 Ashburton Place, 21st Floor
Boston, MA

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