

One Care Implementation Council Meeting

November 18, 2016 1:00 PM – 3:00PM

**501 Boylston Street – 5th Floor
Boston, MA**

Attendees: Suzann Bedrosian, Bruce Bird, Rebecca Gutman (by phone), Dennis Heaphy (Chair), Jeff Keilson, David Matteodo, Dale Mitchell, Olivia Richard, Paul Styczko, Howard Trachtman (Co-Chair), Florette Willis (Co-Chair)

Unable to Attend: Lydia Brown, Joe Finn, Remon Jourdan, Denise Karuth, Marc (Moses) Mallard, Dan McHale, Vivian Nunez, Bob Rousseau, Sara Willig

Guests: Representatives from Commonwealth Care Alliance and Tufts Health Plan

Handouts: Agenda; Meeting Minutes from 10-14-16 (Draft); One Care Update, Commonwealth Care Alliance Presentation, Tufts Health Plan Presentation. Documents will be available online at www.mass.gov/masshealth/onecare.

Next Implementation Council Meeting:

Implementation Council Meeting
Friday, December 16, 2016
1:00 PM – 3:00 PM
Department of Public Health
Public Health Conference Room, 2nd Fl
250 Washington St. Boston, MA

1) Welcome & Review of Agenda

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

- Council members made a motion to accept the meeting minutes from the previous meeting.
 - Motion passed unanimously.

2) One Care Update

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

January 2017 Passive Enrollment Activities

- MassHealth sent 60 day notices to members who are being passively enrolled in to One Care as of Jan 1,2017.
 - MassHealth went over the details for the drop in events in Suffolk and Hampden Counties.

Ombudsman and SHIP/ADRC Grant Opportunity

- MassHealth discussed two new funding opportunity announcements released by CMS that MassHealth is planning to pursue.
 - Ongoing support for existing state Demonstration ombudsman programs
 - Support for health insurance options counseling provided to Demonstration eligible beneficiaries by SHIPs and ADRCs
- MassHealth intends to submit applications for both, and expects awards to be consistent with previous funding amounts.
- Council members made a motion to give Dennis Heaphy authorization to draft a letter of support for MassHealth on behalf of the council for these grant applications, if necessary.
 - Motion passed unanimously.

Upcoming Implementation Council and Ombudsman Procurements

- MassHealth discussed the procurement they issued for One Care Implementation Council members, and reminded the council that in order to be considered for a spot on the council in 2017 and beyond, they will need to respond to the procurement here by December 16th :
<https://www.commbuys.com/bs0/external/bidDetail.sdo?docId=BD-17-1039-EHS01-EHS02-10985&external=true&parentUrl=bid>
 - More information about the procurement can be found at the One Care website, here: <http://www.mass.gov/eohhs/consumer/insurance/one-care/participate-in-the-implementation-council-for-one-care.html>
- Council members asked about whether there would be a possibility for members of the current council to make recommendations to the new council. MassHealth suggested that the council develop a transition document to hand off to the new council.
- MassHealth intends to procure Ombudsman supports for members in accountable and managed care products (MCOs, ACOs, PACE, SCO, and One Care).

They will be posting this information on both the One Care and Commbuys websites, and will share information via stakeholder email.

- Council members noted that the last One Care ombudsman procurement had significant amount of stakeholder input, and asked whether there could be a larger stakeholder involved process.

3) Workgroup Updates

a) Quality Workgroup Update

Dennis Heaphy provided an update on the Quality Workgroup

- Dennis reminded the council that in October the workgroup discussed the HEDIS measure slate and the quality of life survey measures.
- Dennis asked that the Quality workgroup convene another phone call to complete collecting feedback for MassHealth.

4) One Care Plan Updates

Commonwealth Care Alliance

Larry Gottlieb, Chief Quality Officer, Commonwealth Care Alliance

- Larry presented the quality program overview and CCA quality improvement project looking at the long term services and supports coordinator role.
- A council member recommended that CCA use a translation service, website, or vlog that is deaf friendly as a more accessible way for members who are Deaf or Hard of Hearing to get through to and communicate with the health plan.
 - Council members also noted that TTY is an antiquated system and that video phone is a more commonly used mechanism for communication.
- A council member noted that marketing and branding is really important for members to learn what LTSCs can do for them and to learn about what kinds of services are offered as LTSS.
- A council member recommended that CCA make information about its LTSCs accessible by translating it in to different languages, and to have it in braille, large print and in a digital format.
- A council member asked how CCA is doing with its alternatives to psychiatric hospital placements.
 - CCA responded that they have 2 of these alternatives at the time, and that about 80% of admission are from ER diversions, and that they are approximately 80% occupied at any given time.

- A council member noted that they are interested on how models of care impact outcomes—they asked whether CCA knows if the health homes model has had an impact on ED utilization (as compared to LTSCs, or care navigators).
 - CCA responded that they know that proactive programs and providers do tend to have good outcomes, and that they are looking at quality results as a way to think about best practices to share with providers, and to identify barriers to services.
- A council member asked whether CCA is looking at using peers and recovery coaches in the LTSC roles.
 - CCA responded that they are exploring ways to use peers in a variety of ways.
- A council member asked whether the low rates of cervical cancer screenings were provider issues or patient issues.
 - CCA responded that the it is a combination of barriers but that they plan on focusing on this issue next year.

Tufts Health Unify

Bea Thibideau, Director of Clinical Management and Long Term Services and Supports

- Bea presented Tufts' quality improvement project that focused on decreasing Emergency Department utilization.
- A council member asked whether Tufts' description of LTSS included primarily homemaking/PCA services/transportation/meals, or whether LTSS included a broader spectrum of services.
 - Tufts responded that they used the definition of LTSS that is in their contract, although they do provide a broad range of smaller services that could also be considered LTSS.
- A council member asked whether Tufts makes use of community based organizations and club houses to attempt to find hard to reach members.
 - Tufts responded that they do use these.
- A council member noted that the peer community finds that respite services are helpful in avoiding ED utilization and that the plan should consider developing it as a service.
- A council member recommended that Tufts look at whether provision of transportation could help bring down ED rates. Perhaps members are going to the ED because it is easier for them to access transportation wise, than an urgent care facility.
- A council member asked whether if working with PCAs to provide additional training on enhanced services or monitoring of chronic health conditions might help reduce ED visits.

- Tufts responded that this is something for them to think about.
- A council member asked a question about whether Tufts looked at a cohort analysis since membership has change significantly over time.
 - Tufts responded that they do look at cohort to cohort analyses for many of their quality measures, but that this project had to follow its initial design.

5) Action Steps

- Reconvene quality workgroup to finalize collection of feedback on quality measure slate and quality of life measures.
- Council members should be sure to fill out an application for the council by December 16th in order to be considered for a position on the council for next year.
- The council will work on developing a transition document with recommendations for the next council.