

One Care Implementation Council Meeting

October 16, 2015 1:30 PM – 3:30 PM

250 Washington St., 2nd Floor Public Health Conference Rm.

Boston, MA

Attendees: Bruce Bird, Rebecca Gutman, Dennis Heaphy (Chair), Jeff Keilson, Dale Mitchell, Olivia Richard, Howard Trachtman (Co-Chair), Florette Willis (Co-Chair)

Unable to Attend: Suzann Bedrosian, Joe Finn, Denise Karuth, David Matteodo, Dan McHale, Vivian Nunez, and Bob Rousseau

Handouts: Agenda, Meeting Minutes from 9-11-15 (Draft), One Care Update, One Care Enrollee Assessment and LTS-C Referral Quarterly Report Jan. –Mar. 15, One Care Webinars and Online Modules FY16, Onboarding Workgroup Meeting Notes, YES Health presentation. Documents will be available online at www.mass.gov/masshealth/onecare.

Next Open Council Meeting: Friday November 13, 2015
12:00-2:00pm
Transportation Building, Rooms 1-3
10 Park Plaza
Boston, MA

1) Welcome and Onboarding Workgroup Report Back

Howard Trachtman, co-chair welcomed participants and acknowledged a change in the scheduled agenda. Florette Willis, co-chair, would provide an Onboarding Workgroup update first.

- Feedback was requested on the welcome packet and onboarding approach outlined in the Workgroup meeting notes.
- The Onboarding Workgroup and Chairs are tentatively planning to host a welcome gathering for new Council members on November 3rd 2015. Meeting details will be distributed once the meeting has been finalized.

2) Introductions, Approval of Meeting Minutes, & One Care Celebration

Howard Trachtman, Implementation Council (Council) Co-Chair, led introductions.

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

The motion passed unanimously.

As part of the second anniversary of One Care, cake was provided by Disability Advocates Advancing Our Healthcare Rights (DAAHR). Dennis Heaphy, Chair, and Bill Henning, from DAAHR and the Boston Center for Independent Living, provided opening remarks and thanked the Council and MassHealth for their work to ensure the sustainability of One Care.

3) One Care Update

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

Fallon Total Care Closure Wrap-Up

- In response to the update that 610 former FTC members had transitioned to Tufts or CCA, a question asked regarding whether CCA was closed to enrollment.
 - It was clarified that some FTC members transitioned to CCA prior to the plan's closure to new enrollment and that CCA continues to accept members who were previously enrolled in CCA and transitioned out and chose to rejoin the plan.
 - It was noted that of the 610 members that transitioned from FTC to another One Care plan, 212 transitioned to CCA and 398 transitioned to Tufts. Tufts has agreed to accept up to 500 members from FTC in the Worcester County area.

These statistics includes transitions for effective dates through November 1, 2015.

- It was noted that MassHealth sent out a communication to partners asking them to report any access issues experienced by transitioning One Care members to the One Care contract management team. The team reported the transitions have been smooth to date based on communication with the contract management team.
- In regards to the passive enrollment of 750 individuals in Suffolk County a question was asked regarding the previously discussed 1,250 members who may be auto-assigned.
 - It was noted that the previously discussed 1,250 members included the total of those who would transition into Tufts from both Worcester County, through voluntary enrollment after transitioning out of FTC (max of 500), and Suffolk County through passive enrollment (~750).
- An update was provided on the procurement of new Council members.

Enhanced Outreach Efforts

- A Council member asked if MassHealth was partnering with any organizations to help get the word out about passive enrollment. The Boston Center for Independent Living, the Reggie Lewis Center and churches were suggested as potential partners and hosts.
- A question was asked regarding how MassHealth planned to engage providers. It was noted that individuals eligible for One Care, especially individuals with mental health diagnoses, often have strong connections with their providers and that providers will be important to engage in the outreach strategy.
 - It was noted that outreach to providers will be a likely next step in the broader outreach strategy.
- Additional outreach suggestions included advertising outreach events in local papers and radio stations, hosting events at the Tufts Medical Center, and engaging religious groups and housing authorities. Council members were encouraged to send additional outreach ideas to Wendy Trafton.
- A comment was made that for provider outreach it will be important to understand which provider types or groups are not engaging in One Care.

- A Council member commented that evidence in the form of data is needed to determine how One Care is performing before passive enrollment.
 - It was noted that MassHealth is beginning work on compiling quality metrics reports that have recently been completed by plans. Members of the quality workgroup will be helpful in reviewing and interpreting this data.

Early Signs of One Care Success

- A comment was made that information included on the chart of high utilizers shows results that are very promising in that they show reduced costs associated with inpatient and emergency room services and higher costs associated with community services.
- It was noted that it would be helpful to view the LTSS category of spending by service such as Personal Care Attendant (PCA) services and home health aide.
- A question was asked regarding whether it would be possible to look at whether enrollees were receiving primary care from physicians or nurse practitioners.
- It was noted that it would be interesting to measure whether medication compliance increases with One Care.

One Care Online Learning – Presented by Lisa McGlinchy of UMass Medical School

- A recommendation was made to use the national CLAS (Culturally and Linguistically Appropriate Services) standards in developing content for online learning on the topic of disability etiquette and cultural competency.
- A question was asked regarding whether the trainings would be available in other languages.
 - It was noted that the trainings are in English and are primarily geared to provider and plan staff. Trainings are also made accessible with live CART/captioning during webinars.
- A recommendation was made to develop a training on compliance with the Americans with Disabilities Act (ACA) and use of accessible medical and diagnostic equipment.
 - It was noted that a previous webinar covered these topics and that this previous training could be enhanced and repackaged as an online module.

- A recommendation was made that for the online learning on the topic of Health Care Activation the training should include the Whole Health and Recovery Model. For the disability etiquette module it was suggested that content include cultural competency, raising awareness about common assumptions, implicit biases and how these can limit access to quality care, as well as mental health and stigma.
- Council members interested in taking part in the development or review of online learning content should let Wendy Trafton know.

Work Plan Update

- Dennis Heaphy, Chair, provided an update that the leads for each work plan goal would be meeting to begin planning for the activities outlined in the Implementation Council work plan.
- It was noted that the Council is interested in reengaging some of the previous MassHealth convened workgroups such as the Behavioral Health Privacy Workgroup, the LTS Coordinator Workgroup and the Encounter Data Workgroup.

YES Health Update

Kimberley Warsett from the Disability Policy Consortium and the YES Health Project provided an update on YES Health.

- It was clarified that YES Health was being conducted in collaboration with CCA. The project has previously included Fallon Total Care which is no longer a One Care plan.
- It was clarified that the purpose of the project is not to access One Care; the goal of the project is to assess the ability to activate consumers and to build an understanding among providers of what consumers prioritize about their health care.
- It was recommended that YES Health project staff reach out to behavioral health providers who are providing care coordination for about 20% of CCA members.
- It was noted that the YES Health project website is open to the public and includes information about the YES Health team and more about the project.
- A question was asked about the ambassadors YES Health is hiring.
 - It was noted that applications for YES Health Ambassadors are available. The project is looking for five ambassadors in the regions of Worcester, Chelsea,

Boston, Springfield, Holyoke, and Pentucket to outreach to people who are in One Care and to talk to agencies and providers about the YES Health opportunity. The position is for 4 hours a month for \$15 an hour.

- A MassHealth staff member asked why the YES Health project was limited to One Care members.
 - It was noted that the project is limited to One Care members because the program is just starting and it could be a learning opportunity for both One Care members and providers. The study may be expanded once the first phase is over.

Comments from Attendees

- A representative from SHINE noted that Counselors were not hearing much from FTC members who transitioned out of the plans. SHINE has been able to help some members trouble shoot issues such as selecting a Part D plan that is right for them.
- It was noted that the One Care Ombudsman would be providing an update at the next meeting.

Next Council Meetings:

November 13, 2015
12:00PM -2:00PM
Transportation Building
10 Park Plaza, Boston MA

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