

One Care Implementation Council Meeting

September 20, 2013 1 PM – 3 PM

State Transportation Building

Conference Rooms 1, 2, & 3

Council Members Present: Suzann Bedrosian, Bruce Bird, Theodore Chelmow, Joseph Finn, Anne Fracht, Rebecca Gutman, Dennis Heaphy (Chair), Audrey Higbee, Denise Karuth (by phone), Jeffrey Keilson, David Matteodo, Dan McHale, Jorge Pagan-Ramos, Olivia Richard, Peter Tallas, Howard Trachtman (Co-Chair), Florette Willis (Co-Chair)

Council Members Absent: Myiesha Demery, Dale Mitchell, Vivian Nunez, Bob Rousseau

Handouts: Agenda, Meeting Minutes (8/15/13), Approved Motions Summary Document, Implementation Council Priorities Document, Early Experience Proposal Feedback Document. Documents will be available online at www.mass.gov/masshealth/onecare

Next Open Council Meeting: Friday, October 25, 2013 11:00am-1:00pm
1 Ashburton Place, 21st Floor
Boston, MA

1) Approval of Meeting Minutes

A motion was made to approve the Implementation Council meeting minutes from the 8-15-13 Council meeting.

The motion was seconded.

Ayes: 10

Nahs: 0

Abstentions: 0

The motion carried.

2) MassHealth Presentation on Training

Karen Williams and Linda Long-Bellil from UMass Medical School (UMass) provided a presentation on trainings being provided for One Care plans and providers. MassHealth contracted with UMass to develop and host trainings and provide additional learning opportunities on various One Care topics.

- Webinars to date and future webinars include:
 - Introduction to One Care – *archived*
 - Contemporary Models of Disability - *archived*
 - Enrollee Rights – Scheduled for 9/26/13
 - ADA Compliance – Scheduled for 10/17/13
 - Cultural Competency – Scheduled 11/14/13
 - LTSS Coordination – TBD
 - Wellness – TBD
- Online modules are currently under development. Modules will be 15-20 minute in length and self-paced.
- A comment was made that the topic of self-direction and consumer-directed home care could be a useful topic for an additional module. It was noted that there is more than one type of home care delivery option available under One Care and plans should be aware of the differences in delivery options.
- A comment was made that the Implementation Council would be interested in providing feedback on the LTSS Coordination webinar as it is developed.

- It was noted that organizations are beginning to receive questions about One Care and it was suggested that provider forums should be held to help address those questions.
 - Open houses were suggested as an option for providing educational opportunities to providers.
- A question was asked about how providers felt about the trainings available to date.
 - Provider members of the Implementation Council offered to solicit feedback from their networks.
- MassHealth noted that a provider bulletin would be circulated to MassHealth providers with general information on One Care shortly. The bulletin will be available on the One Care website.
- A question was asked about the training provided to MassHealth Customer Service staff. A comment was made that a consumer called and received inaccurate information about auto assignment.
 - MassHealth acknowledged that the issue of misinformation provided by Customer Service had been brought to their attention and was being addressed immediately.
 - MassHealth Customer Service staff received training on One Care and will be monitored by MassHealth throughout the enrollment process.
- A comment was made that it would be useful to provide trainings targeting specific populations and resources that may be available to them under One Care.

3) One Care Updates

- Initial enrollment packets were mailed at the beginning of September. Those who may be subject to an auto-enrollment were sent packages first. Once members receive the package they have the opportunity to enroll or opt out of the program by filing out an enrollment decision form.
- The first enrollment date is October 1. Enrollment will be ongoing throughout the 3 year demonstration period.
- MassHealth will provide information about the number of enrollments and opt outs.
- A question about passive enrollment and whether individuals would be mapped to their existing providers during the plan assignment process was posed to MassHealth.

- MassHealth is working with the plans to identify certain existing providers to assist in using a 'smart' assignment process. The tactic will involve using mainly primary care providers as matches but may look at other relationships as well
- A comment was made that the Council may want to consider having a subcommittee meeting to discuss provider issues.

4) Work Group Updates

- On August 29, the Implementation Council sent a letter to MassHealth stating their priorities and making several requests of MassHealth.
 - MassHealth thanked the Council for the letter and anticipates a formal response would be sent shortly.
- In regards to requests for data, it was noted that there are different ways to collect process and outcomes data. While process and qualitative data can be collected through surveys and focus groups with consumers, outcomes data requires claims data and reporting by plans that will not be available immediately.
- Council members sought clarification as to whether systems were currently in place to begin the process of collecting outcomes data that be reported.
 - MassHealth confirmed that the necessary systems for data collection, including outcomes data, are in place. MassHealth has the capacity to receive and use this information.
- A Council member requested a list of the data that One Care plans are required to report and timeframes for when data will be available.
 - MassHealth noted that these requirements are currently available in the 3-way contract which is posted on the One Care website. Quality measures are currently being recategorized and technical corrections are being made. MassHealth will republish the measures when finalized.
- MassHealth met with One Care plans recently and discussed the request to collect LGBT data. Plans noted that systems would have to be modified to collect and then report the data. Communication is ongoing with plans regarding this topic.

5) Outreach

- It was noted that the Implementation Council should be engaged in outreach and assisting in getting the word out about One Care.
 - Council members were encouraged to distribute outreach material available on the One Care website. This information was distributed to all Council members by email after the meeting.
- The Council Chair called on Council members to assist with at least two outreach efforts to their networks.
 - Report backs on outreach efforts should be sent to Dennis and Wendy once groups have been engaged.
- The Council could advise MassHealth on which populations are harder to reach and may be left out using current approaches.
- MassHealth is currently doing a series of Community Information Sessions and Health Fairs across the state. Mailings with information about the events were sent to eligible enrollees.
- Outreach suggestions included:
 - Housing Authorities have local tenant associations that may be able to assist with outreach efforts.
 - It was noted that the PCA union includes a workforce of approximately 32,000 PCAs working directly with individuals with disabilities who could be leveraged in outreach efforts.
 - ASL version of outreach material would be beneficial for conducting outreach to the Deaf community.
 - Efforts need to be made to reach individuals in Western MA and other areas of the state.
 - It was also noted that outreach efforts led by peers are often very effective.

6) Other Comments

- A member noted that there is a need to discuss oral health.

Next Implementation Council Meetings

Friday, October 25, 2013 11:00am-1:00pm

1 Ashburton Place, 21st Floor

Boston, MA

Friday, November 15, 2013 1:00-3:00pm

1 Ashburton Place, 21st Floor

Boston, MA

Friday, December 20, 2013 1:00-3:00pm

State Transportation Building, Conference Room 1-3

10 Park Plaza

Boston, MA