

**One Care Implementation Council Meeting**

**September 11, 2015 1:00 PM – 3:00 PM**

**1 Ashburton Place, 21<sup>st</sup> Floor**

**Boston, MA**

**Attendees:** Bruce Bird, Suzann Bedrosian, Rebecca Gutman, Joe Finn, Dennis Heaphy (Chair), Jeff Keilson, David Matteodo, Dan McHale, Dale Mitchell, Olivia Richard, Howard Trachtman (Co-Chair), Florette Willis (Co-Chair)

**Unable to Attend:** Denise Karuth, Vivian Nunez, and Bob Rousseau

**Handouts:** Agenda, One Care Update, 2015-2016 Implementation Council Work Plan (Final Draft), Work Plan discussion presentation, New Member Onboarding discussion presentation. Documents will be available online at [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare).

**Next Open Council Meeting:** Friday October 16, 2015  
1:30-3:30pm  
250 Washington St. 2<sup>nd</sup> Floor Public Health Conference Room  
Boston, MA

### **1) Welcome, Review of Agenda, & Approval of Meeting Minutes**

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

A motion was made to approve the minutes from the July 24th, 2015 Implementation Council meeting.

One Council member abstained. The motion was approved.

### **2) 2015-2016 Work Plan Approval and Leadership Discussion**

*Dennis Heaphy, Council Chair, introduced the 2015-2016 Implementation Council Work Plan and called for the approval of the Work Plan. A presentation on Work Plan leadership was presented and discussed by the Council.*

A motion was made to approve the 2015-2016 Work Plan as presented to the Council on September 11, 2015.

Discussion

- Clarification was provided that objective 2.1 refers to the LTS Coordinator Workgroup previously convened by MassHealth.
- A comment was made emphasizing the importance of consumer feedback beyond representatives on the Council in the Work Plan objectives and activities.

The motion was approved unanimously.

- It was noted that each Work Plan goal will include a team of Work Plan leaders from the Council. The goal of the teams will be to plan and organize Council activities to achieve each Work Plan goal.
- MassHealth noted their interest in collaborating with the Council on Work Plan activities, however noted their participation would be subject to resource considerations. It was suggested that questions and requests for MassHealth participation in work plan related activities be sent to UMass Staff Support.
- Rebecca Gutman expressed interest in joining the Work Plan leadership committee for Goal 2.

### **3) New Council Member Onboarding Discussion**

*Florette Willis, Council Co-Chair, led a discussion on the process of onboarding and supporting new Council members. See Onboarding Presentation in meeting material for additional detail.*

- Additional informational material such as a primer on Medicare and Medicaid basics were suggested for new Council members.
  - MassHealth staff recommended sharing the One Care three-way contract, the Memorandum of Understanding (MOU) and some of the online trainings developed for One Care plans and providers as part of the material shared with new members.
    - It was also noted that some of these documents are very detailed and it was suggested a summary be shared with new members.
  - It was noted that information shared with new members should provide information on the One Care model and how the program is unique.
- It was noted that if new informational material on One Care or services is developed by Council members, it would be helpful to have assistance from MassHealth staff in fact-checking information.

#### **4) One Care Update**

*Robin Callahan, the Deputy Medicaid Director, provided an update on One Care.*

##### *One Care Finance and Extension Updates*

- MassHealth staff met with representatives from several federal government agencies to evaluate the financial structure and payment parameters of One Care. It was noted that the meeting was collaborative and productive.
- MassHealth noted that Council assistance and input would be helpful in thinking through what contractual requirements should be adjusted or reconsidered, what efficiencies could be implemented, what administrative simplifications should be highlighted and streamlined.
  - A Council member cautioned that the search for efficiencies should not include reducing or eliminating long term services and supports which are a pillar of the program and its model of care.

- A question was asked regarding whether One Care encounter data could be used to inform contract changes.
  - MassHealth noted staff will be exploring what data will be available to inform contract adjustments that may not have been available at the start of the program.
- MassHealth confirmed that a letter of intent to extend the program for two additional years was submitted.
  - A Centers for Medicare and Medicaid Services (CMS) representative commented that the two year extension of the demonstration is intended to give states and CMS a better sense of the results of the new models in terms of both quality and cost. It was noted that neutral cost and improved care would also be a process success.
- A question was asked regarding the possibility of One Care plans finding and using independent funding as part of the One Care plan contract adjustments.
  - It was noted that One Care health plans are independent organizations with their own programs and funding streams. MassHealth and Medicare are payers of services for individuals eligible for Medicaid and Medicare, respectively. MassHealth and Medicare are paying the health plans to deliver services on their behalf for One Care members.

*Fallon Total Care (FTC) Closure Information*

- A question was asked regarding former FTC enrollees who use Personal Care Attendant (PCA) services and whether their PCA hours will continue to be authorized when they return to the fee-for-service system.
  - PCA services, Durable Medical Equipment, Oxygen and Respiratory therapy equipment, and Renal dialysis services authorizations will remain in place at least 6 months from October 1, 2015.
  - It was noted dental services will also be authorized for 90 days.
- A question was asked whether the FTC termination letter explained how enrollees can search for a Part D pharmacy benefit that best fits their needs.

- The letter refers enrollees to the 24/7 Medicare information line that can provide more information on specific Part D Plans coverage and benefits. The letter also provides contact information for SHINE Counselors who can assist enrollees in making their Part D decisions.

#### *One Care Plans' Enrollment Status*

- A question was asked regarding why Tufts Health Plan – Network Health was the only One Care plan choice for enrollees transitioning out of FTC?
  - It was noted that CCA is temporarily not accepting new enrollees. It was noted that Senior Care Options enrollees and current CCA enrollees are not affected by this enrollment status.

#### *Growing One Care*

- A comment was made that ongoing discussions between Community-based Organizations and Tufts is only one aspect of what needs to be in place before the program grows. Concern was expressed that a plan's business plan should not drive enrollment and program growth. Instead evidence-based practices and data should be used to determine the preparedness of each One Care plan interested in taking on new members.
- A comment was made that the demonstration is only as good as its results and that the quality metrics and outcomes related to improved health care access, improved health outcomes will be very important to demonstrating program success.
- A question was asked regarding whether there has been an increase in opt-outs from FTC since the termination letters were mailed.
  - Yes, FTC enrollment has dropped to approximately 4,300 enrollees. Approximately 200 enrollees joined CCA before the plan's temporary closure to new membership. And 170 have enrolled in Tufts.

### **5) Council Member Updates**

#### *One Care Meetings in Washington D.C.*

- Council members, Dennis and Olivia, attended a meeting with MassHealth, CMS and other government agency representatives in Washington D.C. on September 2<sup>nd</sup>.

- While in D.C., Council representative also met with several legislative aides to discuss One Care and the program's sustainability. It was noted that staff the Council members met with were supportive of the program, invested in its success, and interested in receiving data on how One Care is working.
- A question was asked regarding how the Massachusetts experience with the Duals Demonstration compares to other states' experiences.
  - It was noted that the Massachusetts model is unique in that it focuses on individuals with disabilities ages 21-64, while all other Duals Demonstrations include elders.
  - It was also noted that since Massachusetts was the first Duals Demonstration to launch, One Care is the most mature which highlights the importance of adjusting finances to make the program sustainable for Massachusetts and the other states that follow.

#### *Tufts Network Health and CBOs*

- It was noted that the issues experienced by CBO's in working with Tufts in the delivery of LTSS has been challenging. Appreciation was expressed to MassHealth for brokering conversations to address the challenges.

#### **6) Comments from Attendees**

- A member of the audience noted that current strategies being used to communicate with One Care enrollees and potential enrollees are not working. It was also noted that the bottom line of the program should be care for individuals and not finances.
  - MassHealth noted that much of the conversation and meeting topics revolved around financing today because of the departure of one health plan and temporary closure of another due financial instability.
  - MassHealth appreciated the comment about needing a new approach to reach enrollees as part of One Care outreach. Several strategies are currently being considered and input on suggested approaches is appreciated.

**Next Council Meeting:**

November 13, 2015

12:00PM -2:00PM

Transportation Building

10 Park Plaza, Boston MA