

One Care Implementation Council Meeting
AARP Conference Room, 1 Beacon St., 23rd Floor
Boston, MA
September 12, 2017 10:00am – 12:00pm noon

Council Meeting attendees: Suzann L. Bedrosian, Crystal Evans, Dennis Heaphy, Jeffrey Keilson (participated by phone), Dan McHale, Henri McGill, Paul Styczko, Howard Trachtman and Sara Willig.

Key Stakeholders and Support Staff attendees: Abby Animashaun (UMass Support), Corrie Altman-Moore (MassHealth), Maggie Carey (UMass Support), Daniel Cohen (MassHealth), Malinda Ellwood (MassHealth), Raymond Gomez (Tufts), Joshua Krintzman (Commonwealth Care Alliance), Jennifer Maynard (MassHealth), Scott McManus (One Care Ombudsman Office), Marybeth McCaffrey (UMass Support – on phone) and Roseanne Mitrano (MassHealth)

Unable to Attend: Dale Mitchell and Florette Willis

Handouts: Agenda; MassHealth Presentation; Council Presentation. Documents will be available online at www.mass.gov/masshealth/onecare.

1) Welcome and Introductions

- One Care Implementation Council Vice Chair Howard Trachtman opened the meeting and reviewed the agenda.

2) Review of Agenda, Approval of Meeting Minutes

- **Note:** The Implementation Council will approve the July 25th Implementation Council meeting minutes at the October 10th Implementation Council meeting.

3) MassHealth Presentation

- Corrie Altman-Moore presented a brief overview of Rhode Island's version of the CMS "Financial Alignment for Medicare-Medicaid Enrollees" demonstration. Rhode Island's demonstration is called the "Integrated Care Initiative" and their state's consumer-led committee is known as the "Implementation Council".
- **Question raised during the meeting:**
 - One Implementation Council member asked if MassHealth can provide MassHealth and One Care plan call center data like the Rhode Island Integrated Care Initiative Implementation Council? Corrie replied that she would look into what call center data is available to share with the Implementation Council.

4) Upcoming One Care Outreach Events and Role of IC Members

- Dennis Heaphy shared upcoming One Care outreach events taking place in September and October 2017. In previous Council terms, the Implementation Council has participated in events and shared their insight with eligible and current One Care members. MassHealth staff noted that some outreach events (such as the upcoming Work Without Limits event) would benefit from Implementation Council member participation. Council Members who are interested in attending any of the upcoming outreach events should email Betteanne Macdonald for event info and transportation needs (betteanne.macdonald@umassmed.edu).
- **Question raised during the meeting:**
 - One Implementation Council member asked if MassHealth would be able to provide a travel stipend for select One Care outreach events? MassHealth staff noted that financial support for travel is contingent upon related budget

allocations. MassHealth leadership will follow-up with UMass support staff to determine what financial support, if any, can be provided to Implementation Council members to attend upcoming outreach events.

5) Participants at IC Meetings

- Dennis Heaphy also discussed the new administrative process for engaging with key stakeholders, invited guests and the general public during upcoming Implementation Council meetings. Key stakeholders (which includes staff from One Care plans, CMS and the One Care Ombudsman’s Office), invited guests (individuals brought in by the Implementation Council for topic-specific presentations) and MassHealth staff do not vote. Input from the general public, invited guests or any other stakeholder will help guide and execute Council work. Only procured members of the Implementation Council vote as well as provide insight and offer their expertise. All of this is at the discretion of the Implementation Council chairs.

6) Work Plan Meeting Summary

- Dennis Heaphy summarized the major takeaway points from the 8/22 Work Plan Workgroup meeting and asked for input on key points from the Implementation Council. Input on the current draft of the Implementation Council work plan is noted below.
 - One Implementation Council member noted that the first focus area (“optimizing communication access for individual One Care members”) should be re-written. The phrase “communication access” has a specific meaning within the deaf and hard-of-hearing community – but the focus area’s current phrasing is not consistent with the use of that phrase.
 - One Implementation Council member suggested adding an additional goal for the current Council term – “monitoring and evaluating the financial sustainability of One Care in 2017 and 2018”.
 - One Implementation Council member suggested adding another goal or focus area to the forthcoming work plan draft – “Improving and increasing provider (especially behavioral health provider) outreach and education about One Care’s features and benefits”.
- MassHealth staff suggested that forthcoming work plan goals should be written in a way to help guide the upcoming One Care re-procurement process.

- **Questions raised during the meeting:**
 - One Implementation Council member asked how case management within the forthcoming Community Partners program will impact One Care case management staff and expertise. MassHealth staff shared that additional funding will be available to One Care plans and providers, and staffing levels will be carefully monitored as the Community Partners program rolls out.
 - One Implementation Council member asked how the forthcoming ACO program will impact the schedule of the One Care procurement process. MassHealth staff explained that the re-procurement process will begin January 2020 to accommodate administrative and operational requirements for that process.
- Sarah Willig, Crystal Evans, Henri McGill and Paul Styczko volunteered to participate in the upcoming 9/26 Work Plan Workgroup meeting.

7) Public Input & other comments

- One member of the public asked if MassHealth has created a plan to reduce specialized staff churn in light of the forthcoming ACO program. MassHealth staff and staff from One Care plans reassured Implementation Council members that the ACO and Community Partners programs will provide additional funding resources to hire and retain specialized staff with experience caring for complex member populations, including individuals who are part of One Care. Additionally, staff from One Care plans will continue to monitor staff hiring and retention and, if needed, report back to the Implementation Council.
- One Implementation Council member suggested that MassHealth provide more information about One Care on more user-friendly web platforms, such as the One Care Resources webpage.
- Because of recent changes in her MassHealth Standard coverage, one Implementation Council member suggested that MassHealth customer service and enrollment staff provide more information about MassHealth's eligibility redetermination process.

- One Implementation Council member suggested that MassHealth hold additional listening sessions or focus groups to collect real-time feedback from One Care members about the program's current utility, strengths and weaknesses.
- One Implementation Council member suggested that MassHealth provide a broader update on all of the member-facing survey data since the end of the last Implementation Council term. Data beyond the Fallon Total Care Satisfaction Survey results will help the Implementation Council create more focused work plan goals and inform their outreach suggestions to MassHealth.

8) Upcoming Meetings:

- **Tuesday, October 10, 2017** at the American Association of Retired Persons, Inc. (AARP), 1 Beacon Street, 23rd Floor, Suite 2301, Boston, MA 02108
- **Tuesday, November 14, 2017** at the American Association of Retired Persons, Inc. (AARP), 1 Beacon Street, 23rd Floor, Suite 2301, Boston, MA 02108