Slide 1: My Ombudsman Discussion

Executive Office of Health & Human Services

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Boston, MA

Slide 2: Overview: My Ombudsman

- My Ombudsman is an independent program available to all MassHealth members.
- My Ombudsman can help members with questions or who need help getting benefits or services from MassHealth or their MassHealth health plan.
    - They can provide information about MassHealth benefits and rights, listen to concerns, and help address problems.
    - My Ombudsman can also explain how to file a grievance or appeal, but they cannot represent members in these processes.
- In addition, My Ombudsman is tasked with documenting and analyzing data about member-level issues within and across MassHealth health plans and Fee For Service programs in order to assist MassHealth with:

    - better understanding the everyday experiences of members in accessing care and services, and
    - identifying any potential trends or patterns to help improve the delivery of services for these members.

Slide 3: My Ombudsman – Eligibility and Utilization

- My Ombudsman is currently operated through a contract with the Disability Policy Consortium (DPC)
- It is a free resource available to any member, including members enrolled in:
    - An Accountable Care Organization (ACO)
    - A Managed Care Organization (MCO)
    - The Primary Care Clinician (PCC) plan
    - One Care
    - Senior Care Options
    - PACE (Program of All-Inclusive Care for the Elderly), and
    - Members who receive their care via Fee for Services (FFS)
- My Ombudsman currently has some multi-lingual ombudsman staff, and can also serve members who speak over 165 languages on-demand using a cultural interpreter line
- Members can access My Ombudsman services via email, website, phone, videophone (for members who are Deaf or Hard of Hearing), or in-person

- In addition to assisting members, My Ombudsman engages in community-based outreach and education

Slide 4: Questions for Discussion

Over the coming months, MassHealth will need to conduct a procurement of the My Ombudsman contract, and is currently looking for general feedback or ideas regarding the program. In particular:

- How many people here have heard of My Ombudsman?
- What has worked well with the My Ombudsman program?
- What could be improved?
- And/or, in general, what are the most important parts or characteristics of an ombudsman program to keep in mind moving forward?
- Should potential bidders be limited to community-based organizations, as now?
- Should MassHealth keep the name, “My Ombudsman”?

Slide 5: How to Access My Ombudsman Services

My Ombudsman
Need help with your MassHealth benefits? We’re here for you.

- **Phone:** 855-781-9898
- **Deaf/Hard of Hearing:** 339-224-6831
- **Email:** info@myombudsman.org
- **Web:** My Ombudsman
- Monday-Friday 9am-4pm

- Nosotros hablamos Español
- Nou pale Kreyol
- We use ASL

- We use an interpreter phone service for many other languages as needed