**Slide 1**

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2018 3rd Quarter Presentation for the One Care Implementation Council

November 13, 2018

**Slide 2**

**The One Care Ombudsman (OCO) is now My Ombudsman**

* As of 6/1/18, the One Care Ombudsman (OCO) changed our name to **My Ombudsman**.
* We continue to support One Care members with their inquiries and complaints, but now also support members from ACOs, MCOs, SCOs, PACE and MBHP.
* We have the same telephone number and are located at the same address.
* In June 2018, My Ombudsman worked with MassHealth to send a letter to current One Care members updating them on the transition of One Care Ombudsman services into My Ombudsman

**Slide 3**

**Mission**

**My Ombudsman** is an independent non-profit that empowers individuals, including their families and caregivers, to access their services provided by MassHealth and its managed care plans.

**Slide 4**

**New In-House Communication Capacity**

* Specialty positions for Spanish-speaking Ombudsman and Deaf/HOH Ombudsman
* My Ombudsman has an in-house, staff ASL-English interpreter
* My Ombudsman prints and disseminates My Ombudsman informational materials in English, Chinese, Haitian-Creole, Portuguese, Russian, Spanish, and Vietnamese

**Slide 5**

**Expanded Outreach**

* New specialty position for Itinerant Ombudsman who will perform office hours and outreach throughout state
* My Ombudsman staff have participated in 29 outreach events so far, including presentations, tabling and networking
* Target audiences for each outreach event include a variety of different communities across the state, including Deaf, Brazilian, and Haitian communities, as well as those living in public housing, and staff at other state agencies

**Slide 6**

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**3rd Quarter
One Care Data**

July to September, 2018

**Slide 7**

**One Care Inquiries**July 1 to September 30, 2018

|  |  |
| --- | --- |
| **TOTAL INQUIRIES** | **69\*****(90/Q2)** |
| Inquiry Topics |
| Enrollment/Disenrollment (breakout below) | 24 |
| * *Interest in Enrolling in One Care*
 | 15 |
| * *Disenrollment from One Care*
 | 9 |
| Care Manager Contact | 13 |
| Benefits Access | 10 |
| Schedule Transportation | 6 |
| General Information about One Care/My Ombudsman | 6 |

\*This number represents the total number of inquiries received. One member may have more than one inquiry. For this quarter, 57 members made a total of 69 inquiries.

**Slide 8**

**One Care Inquiries**July 1 to September 30, 2018

|  |  |
| --- | --- |
| **TOTAL INQUIRIES** | **69\*****(90/Q2)** |
| Inquiry Topics (cont.) |
| LTS Coordinator | 3 |
| Appeals Process | 2 |
| Continuity of Care | 2 |
| Seeking Legal Assistance | 2 |
| DME Vendor | 1 |

\*This number represents the total number of inquiries received. One member may have more than one inquiry. For this quarter, 57 members made a total of 69 inquiries.

**Slide 9**

**One Care Complaints**July 1 to September 30, 2018

|  |  |
| --- | --- |
| **TOTAL COMPLAINTS** | **113\*****(42/Q2)** |
| Complaint Topics |
| Enrollment/Disenrollment (breakout below) | 36 |
| * + *Late re-determination paperwork or proof of residency/income*
 | 22 |
| Access to LTSS (breakout below) | 16 |
| * *Access to homemaker services*
 | 7 |
| Care Coordination | 15 |
| * *Care manager specific*
 | 12 |

\*This number represents the total number of complaints received. One member may have more than one complaint. For this quarter, 93 members made a total of 113 complaints.

**Slide 10**

**One Care Complaints**July 1 to September 30, 2018

|  |  |
| --- | --- |
| **TOTAL COMPLAINTS** | **113\*****(42/Q2)** |
| Complaint Topics (cont.) |
| *Benefit Access* | 12 |
| Transportation | 11 |
| Appeals/ Grievances | 9 |
| Payment/Claims | 7 |
| *DME (break-out below)* | 7 |
| * *Power chairs/repairs*
 | 3 |

\*This number represents the total number of complaints received. One member may have more than one complaint. For this quarter, 93 members made a total of 113 complaints.

**Slide 11**

**Evaluating Ombudsman
Services and Outreach**July 1 – Sept. 30th, 2018

|  |  |
| --- | --- |
| **Overall satisfaction with My Ombudsman services: Very satisfied to satisfied** | **95%** |
| * Members rated us as feeling very respected to respected.
 | 95% |

|  |
| --- |
| **How Members Heard About My Ombudsman** |
| Magnets | 46% |
| Care Manager | 16% |
| Outreach/Mailing to One Care Members | 12% |

100 individuals were called. 20% (20 individuals) agreed to participate in the survey across all plans.

**Slide 12**

**Supporting One Care Members**

A My Ombudsman caller was having a problem accessing cultural foods that supported her digestion. The My Ombudsman Office worked with The Care Manager to obtain transportation approval to a supermarket close to her home within 48 hours.

**Slide 13**

**How to contact My Ombudsman**

Hot Line (855) 781-9898

Videophone (339) 224-6831

*Email us at info@myombudsman.org*

[*www.myombudsman.org*](http://www.myombudsman.org/)

We speak Spanish, French, and Haitian Creole.

We use ASL.

11 Dartmouth Street, Suite #301

Malden, MA 02148

Office Hours: Monday – Friday 9am-4pm

Walk in hours: Monday 1pm-4pm Thursday- 9am-12pm