



2018 3rd Quarter Presentation
for the
One Care Implementation Council
November 13, 2018



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, SCO, 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



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.



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



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



3rd Quarter One Care Data

July to September, 2018

One Care Inquiries

July 1 to September 30, 2018

TOTAL INQUIRIES	69* (90/Q2)
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Inquiry Topics	
Enrollment/Disenrollment (breakout below)	24
• <i>Interest in Enrolling in One Care</i>	15
• <i>Disenrollment from One Care</i>	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.

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.

One Care Complaints

July 1 to September 30, 2018

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

One Care Complaints

July 1 to September 30, 2018

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

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.



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.



How to contact My Ombudsman

Hot Line (855) 781-9898
Videophone (339) 224-6831

Email us at info@myombudsman.org
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