



My Ombudsman

2018 4th Quarter - 2019 1st Quarter Presentation
for the One Care Implementation Council
April 9, 2019



Mission

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

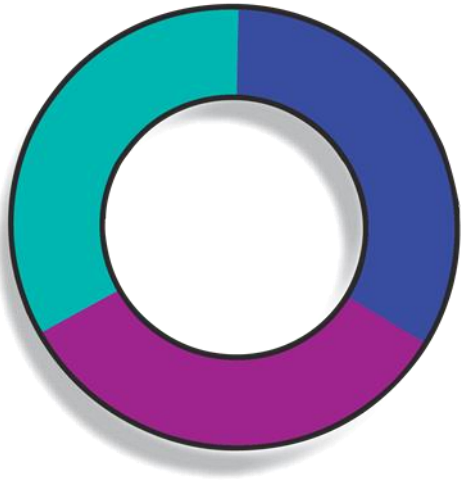
In-House Diversity and Communication Capacity

- Specialty positions for Spanish-speaking Ombudsman and ASL-Using Deaf/HOH Ombudsman
- All members of DPCs management team live with a disability; My Ombudsman team members represent different backgrounds, disabilities, race/ethnicities and language capacities, sexuality identifications and gender identities
- My Ombudsman staff members also speak Haitian-Creole, French, and Cantonese
- My Ombudsman prints and disseminates My Ombudsman informational materials in English, Chinese, Haitian-Creole, Portuguese, Russian, Spanish, and Vietnamese
- Upon request My Ombudsman can provide services in 169 languages



Expanded Outreach Activities

- My Ombudsman staff have participated in 80 outreach events from July 1, 2018-February 28, 2019, including presentations, tabling, and networking
- Outreach Manager coordinates outreach throughout the state
- My Ombudsman has a new presence on Google Business, LinkedIn and Twitter and also continues to maintain a Facebook Page



Outreach Activity Examples

Examples of outreach activities:

- Outreach to homeless members at shelters
- Outreach at events for members of different cultural and ethnic groups
- Outreach to Regional Deaf Inc. Offices and other services offices/locations for Deaf and HOH staff and members
- Staff and members from:
 - Independent Living Communities (ILCs)
 - Staff from Recovery Learning Communities (RLCs)
 - Aging Disability Resource Centers (ADRCs)
 - SHINE (Serving the Health Insurance Needs of Everyone)



Upcoming Outreach Events

Upcoming outreach events:

- Planned outreach events for DeafBlind members statewide (to be held in early spring)
- Designated Ombudsman office hours will be held around the State at Community Based Organizations (CBOs)

If Council members (or others) would like to request an My Ombudsman presentation or have suggestions for outreach events, please contact either:

- Jennifer Morazes at JenniferM@MyOmbudsman.org, or
- Joe Cronin at jcronin@MyOmbudsman.org



2018 4th Quarter - 2019 1st Quarter
One Care Data
Oct. 2018 to Mar. 2019

One Care Inquiries

Oct. 2018 - Dec. 2018 (Q4 2018)

TOTAL INQUIRIES		63*
Inquiry Topics		
Enrollment/Disenrollment		22
LTSS		9
Transportation		8
Care Coordination/Care Manager		6
Appeals/Grievance Process		5
Benefits/Access		4
Customer Service		3
General Information		3
Behavioral Health		1
Claim/Payment		1
Contractor/Partner Performance		1

*This number represents the total number of inquiries received. One individual may have more than one inquiry. For this quarter, 51 individuals made a total of 63 inquiries.

One Care Inquiries

Jan. 2019 - Mar. 2019 (Q1 2019)

TOTAL INQUIRIES		43*
Inquiry Topics		
Transportation		12
Care Coordination/Care Manager		7
Appeals/Grievance Process		6
Enrollment/Disenrollment		4
LTSS		3
Physician/Hospital		3
Benefits/Access		2
Customer Service		2
Behavioral Health		1
Contractor/Partner Performance		1
DME		1
General Information		1

*This number represents the total number of inquiries received. One individual may have more than one inquiry. For this quarter, 25 individuals made a total of 43 inquiries.

One Care Complaints

Oct. 2018 - Dec. 2018 (Q4 2018)

TOTAL COMPLAINTS		131*
Complaint Topics		
Care Coordination/Care Manager		22
LTSS		22
Claim/Payment		14
Appeals/Grievance Process		13
Transportation		13
Enrollment/Disenrollment		12
Pharmacy/Medication		10
Benefits/Access		8
DME		8
Physician/Hospital		4
Customer Service		3
Contractor/Partner Performance		1
Other		1

*This number represents the total number of complaints received. One individual may have more than one complaint. For this quarter, 95 individuals made a total of 131 complaints.

One Care Complaints

Jan. 2019 – Mar. 2019 (Q1 2019)

TOTAL COMPLAINTS		132*
Complaint Topics		
Transportation		28
Care Coordination/Care Manager		17
LTSS		15
Benefits/Access		13
Pharmacy/Medication		13
Appeals/Grievance Process		12
DME		8
Claim/Payment		5
Customer Service		4
Physician/Hospital		4
Enrollment/Disenrollment		3
Behavioral Health		2
Confidentiality/HIPAA		2
Contractor/Partner Performance		2
LTS-C		2
Other		1

*This number represents the total number of complaints received. One individual may have more than one complaint. For this quarter, 92 individuals made a total of 132 complaints.

One Care Trends: Care Management

Care Management: 61 Complaints* from Jul. 2018 – Mar. 2019	
Sub-topics:	
Care Manager Performance	82
Request for Care Manager Change	68
Member Experience	24
Communication	21

*This number represents the total number of care management complaints received. Individuals may make more than one complaint, and/or have overlapping concerns across and within care management sub-topics. For this time period, 51 individuals made a total of 61 care management complaints.

One Care Trends: Transportation

Transportation
55 Complaints* from Jul. 2018 – Mar. 2019

Sub-topics:

• Scheduling	102
• Vendor/Driver Issues	42
• Member Experience	35
• Policy	23
• Plan Transportation Customer Service	20

*This number represents the total number of transportation complaints received. Individuals may make more than one complaint, and/or have overlapping concerns across and within transportation sub-topics. For this time period, 36 individuals made a total of 55 transportation complaints.

Broader MassHealth Themes from Deaf and Hard of Hearing (HOH) Members

Deaf and HOH Members

103 Contacts* From Jul. 2018 to Mar. 2019

Themes:

Lack of live interpreters/Dissatisfaction with VRI in appointments

Lack of understanding among community members about MassHealth coverage

Lack of customer service staff that can explain MassHealth in ASL

MassHealth communications in pictorial and Vlog form

*Reflects Deaf and HOH member feedback from inquiries, complaints and outreaches; including individuals enrolled in other MassHealth health plans in addition to One Care. These contacts were made with 82 individuals.

Evaluating Ombudsman Services and Outreach

Results from My Ombudsman Member* Satisfaction Follow-Up Surveys:	
Members who rated our ability to understand their problem well to very well.	97%
Members who indicated they felt respected by Ombudsman staff	97%
Overall member satisfaction: members who were satisfied to very satisfied.	91%

How Individuals** Heard About My Ombudsman:	
One Care	24%
Care Manager	20%
Magnets	10%
MassHealth Customer Service	10%

*100 individuals were called. 20% (20 individuals) agreed to participate in the survey. Respondents included individuals enrolled in other MassHealth health plans in addition to One Care.

** Respondents included individuals enrolled in other MassHealth health plans in addition to One Care.

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, Haitian Creole, and Cantonese.
We use ASL.

Address:

11 Dartmouth Street, Suite #301
Malden, MA 02148

- Office Hours: Monday – Friday, 9am-4pm
- Walk in hours: Mondays: 1pm-4pm; Thursdays: 9am-12pm