

Notice of Opportunity to Become a Consumer Reader as Part of EOHHS' Selection of One Care and Senior Care Options (SCO) Health Plans

The Executive Office of Health and Human Services (EOHHS) is currently working through a multi-year process to re-procure its One Care and Senior Care Options (SCO) programs. Through this process, selected One Care and SCO health plans will begin coverage in 2026. One Care and SCO are comprehensive health programs that coordinate the delivery of Medicare and Medicaid for adults with disabilities (One Care) and older adults (SCO). To assist EOHHS in the SCO and One Care health plan selection process, EOHHS is looking for individuals, called "Consumer Readers," to review parts of the applications submitted by potential health plans and to provide feedback to EOHHS.

If you, or someone you know, would like to participate in this important process as a Consumer Reader, please review in detail the required responsibilities in this form and then **complete the application** posted on EOHHS' [procurement website](#). Please send your completed applications to Amy Butcher (Amy.Butcher@mass.gov) by 4pm on Friday, September 15th, 2023.

Background on One Care and SCO Programs

EOHHS contracts with several health plans to be One Care and SCO plans. One Care is an option for eligible adults with disabilities ages 21-64 at the time of enrollment who are eligible for both MassHealth and Medicare. The goal of One Care is to offer a better, simpler way for people with disabilities to get all the care they need and to be more independent. SCO is an integrated care option for adults ages 65 or older at the time of enrollment who are eligible for and enrolled in Medicare Parts A and B and eligible for and enrolled in MassHealth Standard coverage. The goal of SCO is to offer coordinated care and specialized geriatric support services, along with respite care for families and caregivers.

One Care and SCO plans coordinate the delivery of Medicare and Medicaid services for eligible individuals enrolled with the plan. One Care and SCO Enrollees have access to the services provided by both Medicare and Medicaid, including behavioral health (mental health and substance use disorder services) and community support services. Current One Care and SCO plans were chosen for contracting by EOHHS and are contracted with Medicare.

Health Care Plan Selection Process

In 2023 and 2024, EOHHS will be conducting a process to select organizations to hold One Care and SCO contracts with EOHHS, for coverage beginning in 2026. EOHHS expects to receive responses from organizations seeking to be One Care or SCO plans and will review those responses and select health plans from among those respondents. The following are steps in that process:

1. **Release RFR:** EOHHS will release a Request for Responses (RFR) at the end of 2023/early 2024, which tells organizations what EOHSS is looking for in a One Care and SCO health plan to best deliver care to eligible individuals and requests certain information from organizations interested in being a One Care or SCO plan.
2. **Responses to the RFR:** Organizations will respond to the RFR in the Spring of 2024 and describe in detail their approaches to operating a One Care and/or SCO plan, including how they will provide services and supports to enrolled members.

3. **Review of Responses:** EOHHS will review the responses received. As described below in more detail, this is when Consumer Readers will assist EOHHS in its review of certain sections of the responses.

4. **Selection:** EOHHS will select organizations to offer One Care and SCO health plans by the Fall of 2024. The selected plans that contract with EOHHS and Medicare for coverage will begin serving enrolled members on January 1, 2026.

The Role of the Consumer Readers

EOHHS is seeking approximately 8 - 10 Consumer Readers to help EOHHS in its process of choosing One Care and SCO health plans. Consumer Readers will review the portions of the responses submitted by potential One Care or SCO plans. EOHHS will assign Consumer Readers to review either One Care or SCO responses.

Consumer Readers must maintain the confidentiality of the review process and not share information about the bids or discussions with any other party. Consumer Readers also may only discuss this information with other Consumer Readers. Consumer Readers will be required to sign a confidentiality and conflicts of interest form prior to performing any activities as part of the SCO and One Care selection process.

Consumer Reader responsibilities will include:

1) Reviewing Documents:

Each Consumer Reader will be expected to read/review:

- Key portions of the RFR and attachments (approximately 180 pages)
- Key sections of responses to the RFR for all One Care or all SCO responses. EOHHS estimates there will be 3 – 9 responses per program; however, the actual number of responses received may vary from this estimate

EOHHS estimates that it will take about 12 hours, or two days, of reading per response (these are estimates for an average reader and may vary by individual). Documents will be provided to Consumer Readers in an accessible format convenient for the reader (e.g., hard copy, electronic, accessible electronic, large print, etc.). In addition, Consumer Readers will receive reasonable accommodations to support Consumer Reader participation.

2) Participation in Meetings:

Consumer Readers will be required to participate in meetings according to the schedule below. All meetings will be held virtually with accommodations to support Consumer Reader participation. A note taker will be provided to help organize discussions and document the discussions.

Each Consumer Reader will be expected to:

- Attend a kick-off meeting with EOHHS staff in early 2024, prior to receiving responses for review
- Attend approximately ten half-day to full-day meetings in the Spring of 2024 to discuss the responses with other Consumer Readers
- Attend, either virtually or in-person, presentations from the organizations who submitted the responses, along with EOHHS personnel (several hours over the course of 2-4 business days in the Spring to Summer of 2024)
- Two to three half-day or full-day meetings to share perspectives with EOHHS

Stipends for Consumer Readers

Consumer Readers will receive stipends for their preparation and participation as follows:

- \$24 per hour of reviewing the responses for up to 12 hours for each response (i.e., up to \$288 per response);
- \$60 per meeting for up to ten group meetings to discuss the responses with other Consumer Readers; and
- \$30 per hour of meeting time with EOHHS.

Consumer Readers may decide not to receive payment or request a decreased payment, as to not impact certain benefits/eligibilities.

Consumer Reader Qualifications

Consumer Readers must be 21 years old or older.

Consumer Readers may not be employed by, have a financial interest in, or have other conflicts of interest with any organizations submitting a response to the One Care and SCO RFR.

In addition, EOHHS will prioritize individual diversity in selecting Consumer Readers that includes a range of experiences with One Care and SCO, including One Care and SCO members and individuals with knowledge of or experience with One Care and SCO, personally, or through (a) family member(s).

Application Process

If you would like to participate, please complete the Consumer Reader Application. The “CONSUMER READER APPLICATION” is posted on EOHHS’ [procurement website](#) and on [COMMBUYS](#). Please send your completed applications to Amy Butcher (Amy.Butcher@mass.gov) by 4pm on Friday, September 15th, 2023. EOHHS reserves the right to reject applications received after this deadline.

Consumer Reader Selection Process

The Executive Office of Health and Human Services (EOHHS) will convene an evaluation committee to evaluate Consumer Reader applications based on the selection criteria listed below. The Evaluation Team will recommend Consumer Readers to the Assistant Secretary for MassHealth or his designee. The Assistant Secretary or his designee will make final decisions on Consumer Reader selection. EOHHS reserves the right to contact applicants or their references during the evaluation process to request written or oral clarification of their submission or otherwise discuss the response.

EOHHS may, in its sole discretion, require a Consumer Reader to recuse themselves from review of specific matters or may remove a Consumer Reader in the event of a perceived or actual conflict of interest.

The Assistant Secretary may remove Consumer Readers who are not meeting their obligations, including regular meeting attendance, or who have an actual or perceived conflict of interest, and may redesignate Consumer Readers to the SCO or One Care responses, as needed.

If EOHHS cannot identify qualified individuals to serve as Consumer Readers, it may reopen the procurement in order to fulfill these requirements. Pursuant to 801 CMR 21.06 (6), EOHHS reserves the right, at any time and without penalty, to amend or clarify this Notice, or to change the requirements, scope, budget or schedule. Pursuant to 801 CMR 21.06 (7), EOHHS reserves the right, at any time and without penalty, to cancel this Notice and reject all applications.

Submitted applications will be evaluated on:

- the strength, clarity, appropriateness and comprehensiveness of the applicant's response;
- demonstrated understanding of the goals, roles and responsibilities of the Consumer Reader;
- the applicant's qualifications, including stated interest, knowledge, skills and experience with One Care and SCO;
- personal knowledge of various geographic areas of Massachusetts;
- the applicant's letter of reference.

When determining whether a Consumer Reader will be assigned to read SCO or One Care responses, EOHHS will consider Consumer Reader applicant preferences specified on the Consumer Reader Application Form as well as the Consumer Reader's relevant experiences, perspectives, and expertise.

Public Records Notice

Please be aware that any information contained within a submitted application form, including voluntary self-identification as a recipient of MassHealth or Medicare coverage, may be made public. All responses and information submitted in response to this application form are subject to the Massachusetts Public Records Law, M.G.L. c. 66, § 10, and M.G.L. c. 4, § 7, subsection 26.