

Notice of Opportunity to Participate in the Implementation Council for One Care

April 11, 2024

Background:

The Massachusetts Executive Office of Health and Human Services (EOHHS), the secretariat that oversees the Massachusetts Medicaid program (MassHealth), is seeking individuals to serve on the Implementation Council for the One Care program. We seek to create a truly diverse Implementation Council that will represent and serve MassHealth's many populations. One Care is a comprehensive health program that provides the delivery of Medicare and Medicaid (MassHealth) for adults between the ages of 21 and 64 at the time of enrollment who are eligible for both MassHealth and Medicare.

MassHealth established the 21-member Implementation Council upon commencement of the One Care program in 2013. Since then, the Implementation Council has served as a working committee that makes sure the voices of people on MassHealth and their family members are heard, aiming to improve the equity of care provided through representation and policy.

At this time, the current Implementation Council representatives' terms are expiring. Therefore, through this Notice of Opportunity (NOO), MassHealth is reprocurring the entire membership of the Implementation Council, with the newly formed Implementation Council to begin in 2024, and to serve with a 2-year term. Through this NOO, we seek to create a truly diverse Implementation Council, encompassing individuals from different social, racial and cultural backgrounds, including deaf and LGBTQ+ communities, as well as individuals with diverse lived experiences.

What the Implementation Council Does:

The Implementation Council plays a key role in monitoring One Care members' access to healthcare, including mental health services, substance use disorder services, and Long-Term Services and Supports (LTSS). The Implementation Council also helps to monitor compliance with the Americans with Disabilities Act (ADA), tracks the quality of services delivered to One Care Enrollees, and provides support and input to MassHealth by promoting accountability and transparency from stakeholders. Specifically, the roles and responsibilities of the Implementation Council representatives include:

- Advising MassHealth on One Care;
- Examining the quality of One Care Plans;
- Reviewing issues raised through the grievances and appeals process and My Ombudsman reports on One Care;
- Examining access to services (medical services, mental health services, substance use disorder services, and LTSS in One Care);
- Participating in the development of public education and outreach campaigns related to One Care, and related dual eligible matters;
- Developing an annual work plan;
- Developing meeting agendas for twice monthly virtual meetings; and
- Participating in voluntary subcommittees.

Implementation Council meetings are held virtually over Zoom with reasonable accommodations (American Sign Language, closed captioning, etc.) provided for participants. Meetings are held during standard daytime business hours.

Implementation Council representatives will serve for an initial term of 2 years. After the initial 2-year term, MassHealth may request that Implementation Council representatives extend the length of the terms for up to an additional 2 years, in increments of any duration.

Selection Criteria:

MassHealth seeks to select:

- 7-12 MassHealth members with disabilities or family members or

guardians of MassHealth members with disabilities. These individuals will represent at least 60 percent of the Implementation Council;

- 4-10 additional individuals representing community-based organizations, consumer advocacy organizations, service providers, trade associations, and unions. These individuals will represent no more than 40 percent of the Implementation Council;

Implementation Council representatives should be available to devote the time needed to perform the roles and responsibilities of the Implementation Council, including attending and participating in all meetings, reviewing all meeting materials prior to meetings, assisting in the development of work plan deliverables, and providing advice and guidance to MassHealth. Implementation Council representatives should possess strong analytical skills, critical reading skills, and good interpersonal and communication skills, including the ability to work constructively with MassHealth. In addition, Implementation Council representatives must reside in Massachusetts.

MassHealth is procuring representatives for each seat on the Council. Therefore, existing Council representatives who wish to continue as Implementation Council representatives must apply to continue working on the Council according to the processes detailed in this Notice of Opportunity.

Exclusion Criteria:

The following criteria excludes individuals from serving on the Implementation Council:

- Implementation Council representatives may not directly or indirectly have an employment or contractual relationship with a One Care Plan through which the One Care member renders services to the Plan, excluding non-financial participation on a consumer advisory committee, aside from individuals serving on the Implementation Council as representatives from community-based or consumer advocacy organizations, provider or trade

association representatives; and

- Implementation Council representatives may not have a direct or indirect employment or contractual relationship with My Ombudsman.

Implementation Council Selection Process:

EOHHS will convene an Evaluation Committee to evaluate Implementation Council applications based on the selection criteria listed below. The Evaluation Committee will recommend Implementation Council representatives to the Assistant Secretary for MassHealth or their designee. The Assistant Secretary or their designee will make final decisions on Implementation Council 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. The Assistant Secretary may remove Implementation Council Representatives who are not meeting their obligations, including regular meeting attendance, or who have an actual or perceived conflict of interest. EOHHS reserves the right to remove from the Implementation Council any member that has a direct or indirect employment or contractual relationship with My Ombudsman or any entity that is or applies to become a One Care Plan pursuant to any current or future procurement.

If EOHHS cannot identify qualified individuals to serve as Implementation Council Representatives, 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

Implementation Council;

- the applicant's qualifications, including stated interest, knowledge, skills and experience with One Care; and
- the applicant's letter of reference.

Submission Requirements:

Interested individuals should submit a completed nomination form and letter of reference by **May 15, 2024, at 5:00 PM**. The nomination form and a frequently asked questions (FAQ) document are available online at www.mass.gov/one-care under "Implementation Council," in "Notice of Opportunity to Join the One Care Implementation Council" or on COMMBUYS (www.commbuys.com). Directions for accessing the documents through COMMBUYS:

(1) Scroll down to the bottom of the COMMBUYS home page and click on "Contract & Bid search."

(2) On the next page click on Bids.

(3) On the Advanced Search page enter the keyword "Implementation" in the Bid Description field; from the dropdown menu in the Organization field select 1039- Executive Office of Health and Human Services; click on "Find It."

(4) The link for the relevant documents should be at or very near the top of the list. Click on that link.

Email Amy.Butcher@mass.gov or call Amy Butcher at 1-(857)208-5382 if you need the form and FAQ sent to you or would like to request reasonable accommodation, which may include obtaining the information in an alternative format.

Public Records Notice Please be aware that any information contained within the 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.