

One Care Implementation Council Annual Town Hall

June 13, 2023, 10 am – 12 pm

Frequently Asked Questions

1. What is the purpose of the June 13, 2023 Town Hall meeting?
 - To hear about people's experiences in the three current One Care Plans, Commonwealth Care Alliance (CCA), Tufts Health Unify, and UnitedHealthcare (UHC) to inform the One Care Implementation Council priorities for the coming year
 - To educate people about the Implementation Council, its role, current priorities and opportunities to become a council member
 - To educate people about My Ombudsman
 - To inform people about changes taking to One Care starting in 2026
2. What if I need a reasonable accommodation or language translation / interpretation services?
 - We will have both ASL interpreters and CART available
 - We will be providing translation services for Spanish and Portuguese
 - Other requests can be made when you register for the meeting or by contacting Hilary Deignan: Hilary.Deignan@umassmed.edu
3. Do I need to register?
 - Yes, you will need to register for this meeting. If you need assistance you can reach out to My Ombudsman or Hilary Deignan at hilary.deignan@umassmed.edu
 - To register in advance, go to: <https://bit.ly/RegisterICTownHall2023>
4. What if I want to be anonymous because I don't feel comfortable sharing information during the meeting?
 - It is understandable that some people will not want to share their experiences in public.
 - We recommend you share your experience anonymously with My Ombudsman at info@myombudsman.org or call 855-781-9898 (Videophone for deaf and hard of hearing: 339-224-6831)
5. What is My Ombudsman?
 - My Ombudsman is an independent program operated by the Disability Policy Consortium (DPC) through a contract with MassHealth. The program serves MassHealth members of all ages, abilities, and identities who are currently enrolled in MassHealth health plans.

- My Ombudsman helps people when they have questions about their health plan benefits, when they have been denied a benefit or a service, or when they need help understanding their rights. Learn more at www.myombudsman.org

6. What is the One Care Implementation Council?

- The One Care Implementation Council (IC) is the first Council of its kind in the country. It was established by the disability community to make sure people with disabilities have a voice in the ongoing development and implementation of One Care.
- The IC plays a key role for One Care in monitoring access to health care and compliance with the Americans with Disabilities Act (ADA), tracking quality of services, providing support and input to MassHealth, and promoting accountability and transparency.
- 51% of Council members are persons with disabilities on MassHealth or enrolled in One Care or eligible to enroll in One Care. Guardians or family members of a person on MassHealth with a disability are eligible to become an IC member.
- Other Council members represent community-based organizations. For a full list of members go to the [One Care Implementation Council](#) page.

7. How can I become more involved in the work of the Implementation Council?

- Please go to One Care website for information ([One Care Implementation Council | Mass.gov](#)) or email MassHealth directly OneCare@mass.gov