

Slide 1: One Care Implementation Council Meeting

Executive Office of Health & Human Services

MassHealth Demonstration to Integrate Care for Dual Eligibles

January 11, 2022, 10:00 AM – 12:00 PM

Virtual Meeting via Zoom

Slide 2: Agenda

- 1. One Care Updates**
- 2. Care Model Focus Initiative Overview**
- 3. December Town Hall debrief**

Slide 3: One Care Updates

- Effective January 1, 2022:
 - Three One Care Plans are now available in Massachusetts:
 - Commonwealth Care Alliance
 - Tufts Health Unify
 - UnitedHealthcare Connected
 - Two or more One Care Plans are available in 10 of 12 counties where One care is offered (Bristol, Essex, Franklin, Hampden, Hampshire, Middlesex, Norfolk, Plymouth, Suffolk, and Worcester counties)
- One Care Enrollment Approach

- Enrollment into One Care is currently by **Self-selection** only
- Modest passive enrollment will begin for an April 1, 2022 effective date, excluding the most complex populations (C2B, C3B, and C4)

Slide 4: Care Model Focus Initiative Overview

- Purpose - intensify efforts to identify and take the action steps that will result in:
 - Greater alignment
 - Clearer expectations
 - Increased focus on performance around key aspects of enrollee experience, service delivery, and program accountability in One Care
- CMFI will include assessment of how we are doing and how we might further enhance program execution along the domains of:
 - Person-centered care
 - Care team roles and composition
 - Assessment process/timing
 - Individualized Care Plans
 - Care coordination (including LTSS and BH)
 - Member experience and satisfaction
 - Member protections
 - Communications to and from members
 - Health equity for One Care members
 - Care Model performance indicators

- See full CMFI details at: [Care Model Focus Initiative \(CMFI\) for the MassHealth One Care Program | Mass.gov](#)

Slide 5: Care Model Focus Initiative (cont.)

- Robin Callahan (Robin.callahan2@mass.gov) will serve as Coordinator for the Care Model Focus Initiative
- We look forward to the engagement of enrollees, health plans, the Implementation Council, advocates, and our MassHealth internal teams, in drilling down to continue and improve upon the important work of One Care
- MassHealth will form a working core team and certain sub-groups to delve into the Care Model domains to:
 - Assess what challenges exist that need more attention
 - Prioritize areas of needed improvement, identify action steps needed to improve
 - Establish deliverables and timelines for those activities

Slide 6: CMFI Core Team

- Members of the CMFI Core Team will be from MassHealth units, MyOmbudsman, the One Care Plans, designees of the Implementation Council, and CMS
- The Implementation Council will identify its own designees to the core team
- Opportunity for up to **five** additional individuals posted on COMMBUYS
 1. MassHealth members who are eligible for and receiving both Medicare and MassHealth benefits, who are enrolled, or are eligible to be enrolled, in the One Care program.

2. Advocates and other individuals with experience in, and knowledge of, independent living principles for people with disabilities; long-term care services and supports; peer supports; or behavioral health recovery models/services; or, beneficiary protections in the Medicare and MassHealth programs.
3. Health care professionals/providers of any level or specialty who have experience in providing services to people with complex needs or have an interest in doing so.

Slide 7: One Care MassHealth + Medicare

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