

Meeting: One Care Implementation Council

Date: Tuesday, November 14, 2023

Start/End Time, location: 10:00 AM – 12:00 PM via Zoom videoconferencing.

<https://umassmed.zoom.us/j/824379753?pwd=TGp5RUpRRzFmZ0g4Vm9BWFhtam45dz09>

Password: 273263

Purpose of Meeting:

- Review and vote on October 10, 2023 Meeting Minutes
- MassHealth presentations on Long Term Services and Supports (LTSS) Denials Workstream and on HEDIS and CAHPS reporting
- My Ombudsman Q2 and Q3 report

Anticipated Attendees: Crystal Evans (Vice-Chair), Dennis Heaphy (Chair), Jeff Keilson, David Matteodo, Dan McHale, Kestrell Verlager, Chris White, Sara Willig, Darrell Wright

Meeting Materials: Agenda, October Meeting Minutes, MassHealth presentations, and My Ombudsman presentation

[Documents will be available online after the meeting.](#)

Agenda

Housekeeping	(UMass Chan) 10:00 – 10:05
Welcome / Approve Meeting Minutes	(Crystal Evans) 10:05 – 10:10
MassHealth Update	(MassHealth) 10:10 – 10:40
MassHealth Quality Report, HEDIS and CAHPS Reporting	(MassHealth) 10:40 – 11:20
My Ombudsman Presentation	(Leslie Diaz) 11:20 – 11:55
Next Steps	(Dennis Heaphy) 11:55 – 12:00

Upcoming Meetings:

Full Council Meeting
Tuesday, December 12, 2023
10:00 am - 12:00 pm