# 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](https://www.mass.gov/service-details/one-care-implementation-council-0) 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