

Meeting: One Care Implementation Council

Date: Tuesday, May 13, 2025

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 April 8, 2025 Meeting Minutes
- MassHealth presentation
- My Ombudsman 2025 Q1 data presentation
- One Care Member Experience Survey and Quality of Life Survey results presentation

Anticipated Attendees:

Karen Bureau, Crystal Evans (Vice-Chair), Paloma Fernandes, Maureen Glynn, Lisa Goldsmith, Dennis Heaphy (Chair), Jeff Keilson, Gary Peters, Jason Rodney, Bella Rose, Chris White, Sara Willig

Meeting Materials:

Agenda, April Meeting Minutes, MassHealth presentation, My Ombudsman presentation, One Care Member Experience Survey and Quality of Life Survey presentation

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

Agenda

Housekeeping	(UMass Chan) 10:00 – 10:02
Welcome / Approve Meeting Minutes	(Crystal Evans) 10:02 – 10:05
MassHealth Updates	(MassHealth) 10:05 – 10:30
My Ombudsman	(Sabrina Felteau) 10:30 – 11:00
One Care Member Surveys (Linda Long-Bellil & Yara Halasa-Rappel, UMass Chan)	11:00 – 11:58
Next Steps	(Dennis Heaphy) 11:58 – 12:00
Upcoming Meetings	

IC Town Hall

Tuesday, June 10, 2025

10:00 am