

## Meeting: One Care Implementation Council

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**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=TGp5RUprRRzFmZ0g4Vm9BWFhtam45dz09>

**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**

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

IC Town Hall  
Tuesday, June 10, 2025  
10:00 am