

Meeting: One Care Implementation Council

Date: Tuesday, July 8, 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 May 13, 2025 Meeting Minutes
- SHINE overview
- CareSource introduction
- MassHealth presentation
- My Ombudsman 2025 Q1 data presentation
- IC presentation with the 2025 Town Hall overview and a look back at presentations on care coordination in the past year

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, May Meeting Minutes, My Ombudsman presentation, IC 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
SHINE Overview	(Cindy Phillips) 10:05 – 10:10
CareSource (CCA) Welcome	(CareSource) 10:10 – 10:15
MassHealth Updates	(MassHealth) 10:15 – 10:40
My Ombudsman	(Sabrina Felteau) 10:40 – 11:10
IC Discussion	(Dennis Heaphy) 11:10 – 11:58

Next Steps

(Dennis Heaphy) **11:58 – 12:00**

Upcoming Meetings

Full Council Meeting

Tuesday, September 9, 2025

10:00 am