



My Ombudsman

MassHealth Health Plans

Presented By

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Overview



- About My Ombudsman
- Review of Quarter 1 2022 data for One Care plans
 - Individuals assisted, inquiries, complaints
- Questions and comments



About My Ombudsman

What we do, who we are



Our Mission

My Ombudsman is an independent program operated by the Disability Policy Consortium (DPC) through a contract with MassHealth. At My Ombudsman, we empower individuals, including their families and care givers, to exercise their rights and access the services provided by MassHealth.

Our mission is to ensure that MassHealth members understand their healthcare rights and health plan benefits so they can get the care they need.

Rooted in Disability Rights



- Operated by the Disability Policy Consortium
- Intentionally run by an independent non-profit
- The lived experience of staff **and members** guides our work
- Focused on member rights



What We Do

- We offer **information** about MassHealth covered benefits, services, and member rights
- We offer **help** accessing those covered benefits and services
- We help members **understand** how to exercise their rights
- We provide **support** and encourage **self-advocacy**



Who We Help

- MassHealth members:
 - Members who get their MassHealth via Fee For Service (FFS), including members who have both Medicare and MassHealth
 - Members enrolled in any MassHealth plan:
 - One Care, SCO, or PACE plans
 - ACO and MCO health plans
 - Primary Care Clinician (PCC) plan
 - Massachusetts Behavioral Health Partnership (MBHP)

Our Team



- We have lived experience with disability
- We are part of culturally and linguistically diverse communities, with in-house staff who provide services to members in Spanish, Portuguese, Haitian-Creole, American Sign Language
 - (We can also serve members who speak over 165 languages on-demand using a cultural interpreter line)
- We have diverse work backgrounds (in counseling, housing, immigration, public health, research, self-advocacy, social work)
- We are trained in cultural competence in disability rights history, intersectionality of disability and other identities, and the Deaf and Hard of Hearing community. Other trainings have included anti-racism, allyship, and resiliency, as well as de-escalation strategies and other topics that allow us to do our work more effectively.

Deaf Services at My Ombudsman



My Ombudsman is the only health care ombudsman program with a department exclusively focused on the needs of Deaf, Hard of Hearing, LateDeafened, and DeafBlind community members, as well as individuals with hearing loss.

The department is led by Lori Siedman, who is DeafBlind and a native user of American Sign Language (ASL).

Our Approach

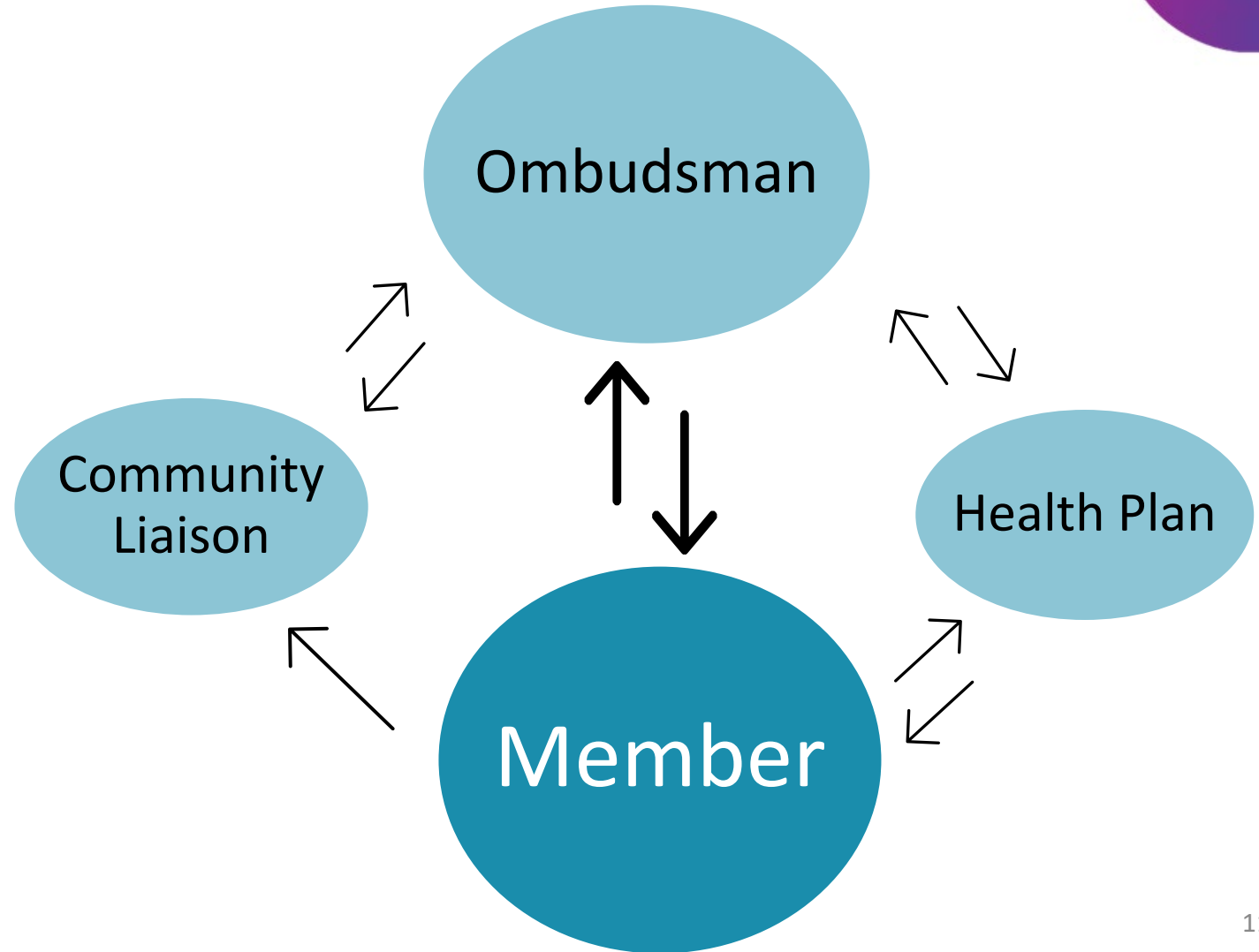


- Listening first
 - Real people answer phones and email
 - We offer support, ask questions, help figure out next steps
 - Everyone's story matters

Working with My Ombudsman



- Collaborative from start to finish
- Member, Community Liaison, Ombudsman, and MassHealth (plus any care providers) work together
- Member is always at center of the process



How We Help



For example, we:

- Answer questions on how to access MassHealth benefits such as PCA services, DME, and other Long-Term Services and Supports
- Help members understand decisions related to prior authorizations for their medication, dental services, or any other benefits by facilitating communication with their plan and/or provider, and help to identify options for moving forward if needed
- Explain how to file appeals or grievances
- And more

One Care Individuals Assisted

Quarter 4: October 1 – December 31, 2021



- 161 individuals submitted a total of 84 inquiries and 127 complaints (211 calls)
- 106 new individuals contacted us this quarter

One Care Individuals Assisted

Quarter 1: January 1 – March 31, 2022



- 153 individuals submitted a total of 67 inquiries and 131 complaints (198 calls)
- 116 new individuals contacted us this quarter

One Care Individuals Assisted

Quarter 1 2022



Date Range	# Inquiries	# Complaints	Total Calls	# Individuals	New Individuals
Quarter 1	67	131	198	153	116

One Care Health Plan Inquiries

Quarter 1 2022



Inquiry Subject	Quarter 1- Jan to Mar
General Information	16
Enrollment/Disenrollment	15
Benefits/Access	12
All others* (<11 inquiries each)*	24
TOTAL INQUIRIES	67

*Includes inquiry subjects: Appeals/Grievance Process, Behavioral Health, care Coordination, Claim/Payment, DME, LTSS, Physician/Hospital, and Transportation

One Care Health Plan Complaints

Quarter 1 2022



Complaint Subject	Quarter 1 – Jan to Mar
LTSS	23
Benefits/Access	21
Care Coordination	17
DME	15
Claim/Payment	13
All others (<11 complaints each)*	42
TOTAL COMPLAINTS	131

*Includes complaint subjects: Appeals/Grievance Process, Behavioral Health, Home Health Agency, Pharmacy/Medication, Physician/Hospital, Plan Administration, Transportation



Common Complaints

➤ LTSS

- Members reported that their PCA and/or homemaker hours were reduced, or the number of approved hours did not adequately meet their needs.
- Members reported problems with PCA/PCM staff and the quality of services provided.

➤ Example

- One member reported that while they were waiting for the plan's decision on their appeal, they felt their condition was worsening. My Ombudsman learned that the member didn't know about their right to continue receiving their original number of PCA hours since they filed their appeal within a certain timeframe. My Ombudsman immediately escalated this issue to the contract managers and requested reinstatement of the original services as well as a new assessment. The assessment and nurse's recommendation for reinstatement of the member's original PCA hours were expedited and approved.
- Another member was dissatisfied with their homemaker vendor due to their lack of communication and no-showing to appointments. My Ombudsman helped the member relay these concerns to their Long-Term Supports (LTS) Coordinator and landed on the resolution to request a different vendor (which was approved).

Common Complaints



➤ Benefits/Access

- Members' requests for dental services were denied (deemed beyond the scope of plan coverage or deemed medically unnecessary).
- Member needs help with the authorization of a covered medical benefit.
- Member needs help finding in-network providers for a covered benefit.

➤ Example

- Member's request for dental services was initially denied. After filing an appeal, the decision was reversed, and their services were approved. They were unable to get the services started due to communication issues between the provider and the plan. My Ombudsman contacted the member's care coordinator to explain the issue and they were able to connect the plan with the provider. Member was then immediately able to schedule an appointment for dental services.
- Other members had trouble finding providers, such as an orthopedic specialist, an in-network dentist that provided sedation, or in-home massage therapy services. In situations where MYO and the member were unable to find a provider from the provider list, My Ombudsman involved the plan as necessary, and the members were able to find providers to work with.

Common Complaints



- Care Coordination
 - Members reported that care managers were non-responsive or less responsive than desired.
 - Members reported that their care managers were ineffective or unable to solve their issues.
 - Member issues ranged from transition in care from inpatient to home, difficulty finding providers, to not knowing who their assigned care coordinators were, and needing help accessing DME or LTSS.
- Example
 - A member reached out to My Ombudsman for help because they were dissatisfied with their care coordinator's assistance. The member said that they were having trouble finding an in-network dental provider, but when they relayed this to their care manager, per the member, they were not helpful and repeatedly referred the member to a list of providers that were no longer in-network or not accepting new patients. My Ombudsman researched other options and worked with the plan to help the member locate one in-network provider in their area who could see them in a timely fashion. My Ombudsman helped the member file a grievance as well.
 - In all cases, My Ombudsman re-established lines of communication between members and their care coordinators by investigating the communication barriers or helping members request a change in care coordinator.

Outreach

How Members Heard About My Ombudsman*



Source	Quarter 4 2021	Quarter 1 2022
Newsletter	0%	12%
Community Based Organization	4%	10%
Plan Brochures or Marketing	9%	9%
Plan Member Services	3%	7%
My Ombudsman Website or Internet Search	0%	6%
Care Team Member	5%	5%
Friend	4%	5%
Magnet/One Care Mailing	6%	0%
Other sources*	69%	46%

* Including but not limited to outreach events, healthcare providers, etc. (< less than 3%)

Outreach Updates



- We have been developing new partnerships with community health centers in Western MA, a statewide helpline for people seeking help with substance use, transgender healthcare advocates, and rural independent living centers, several department leads at the Massachusetts Commission for Deaf and Hard of Hearing, as well as schools and learning programs that serve the Deaf and Hard of Hearing communities.
- Social Media Health Equity Coalition: My Ombudsman has invited various non-profit organizations that share the mission of promoting health equity to join the My Ombudsman Health Equity Social Media Coalition (SMHEC). The goal of this group of diverse organizations is to publicly share and support each other's resources, events, materials, etc., through their respective social media platforms and in so doing, further help each other to reach vulnerable and potentially hard to reach communities in need of support
- My Ombudsman began using Facebook ads to promote their Facebook page and website at the end of March. Next quarter, analysis will be done to determine the effect of these ads on website traffic and program call volume, though the impact has been noticeable already.
- Also in March, My Ombudsman added a way for individuals or organizations to request outreach materials (such as brochures to put in an office space) via our website. The website can be accessed at: MyOmbudsman.org



Thank you!

Questions or comments?

Contact Us



- **Phone:** 855-781-9898
- **Videophone:** 339-224-6831
- **Email:** info@myombudsman.org
- **Web:** www.myombudsman.org
- Nosotros hablamos Español
- Nós Falamos Português
- Nou pale Kreyol
- We use ASL
- We use an interpreter phone service for many other languages as needed