

# One Care Implementation Council

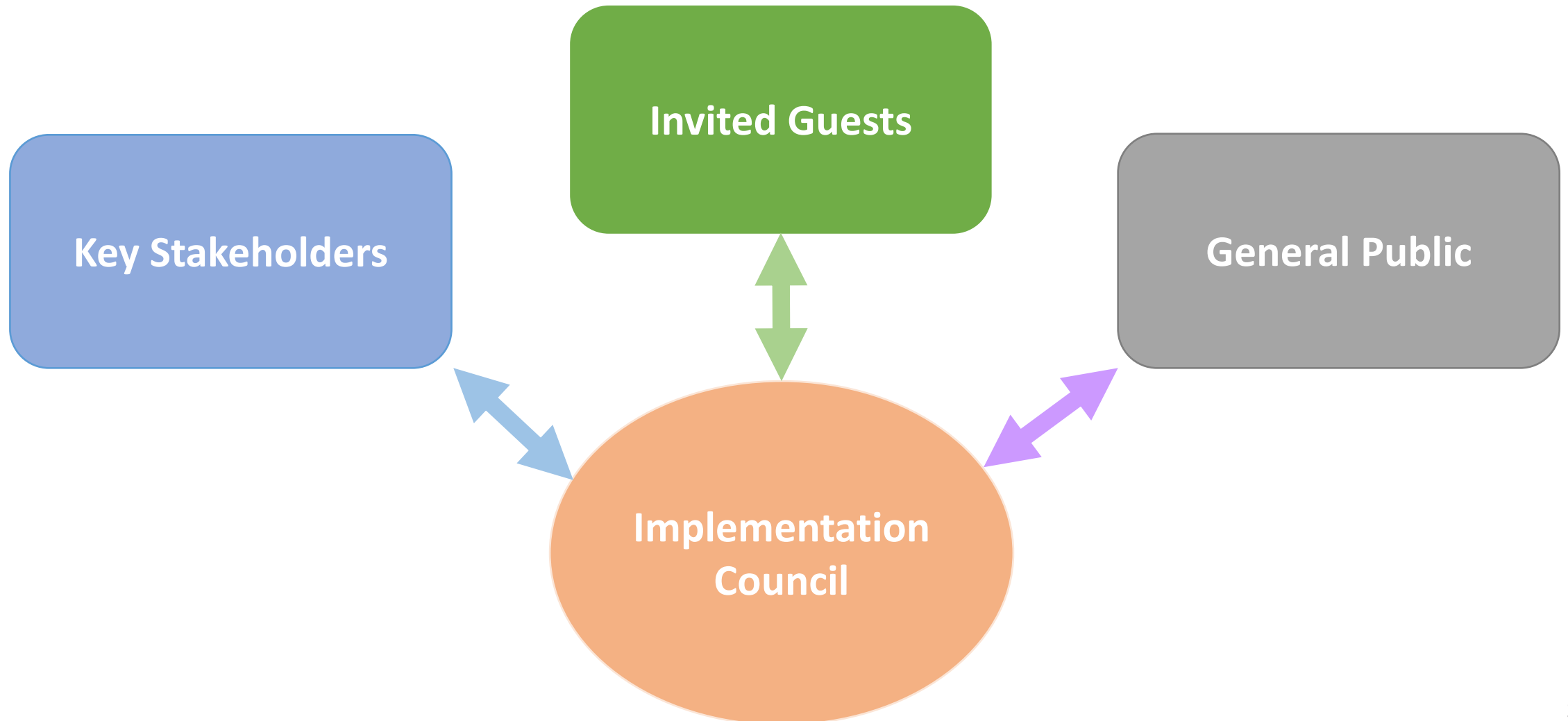
September 12, 2017

# Upcoming Events

Date	Time	Conference / Outreach event	City
September 8 – 10 (Fri - Sat - Sun)	11:00 am - 5:00 pm	Abilities Expo	Boston, MA
September 14 (Thurs)	8:00 am - 12:00 pm	Friends of the Homeless Resource Center/Shelter	Springfield, MA
September 20 (Wed)	8:00 am - 12:00 pm	Community Teamwork Inc. (CTI)	Lowell, MA
September 27 -28 (Wed - Thurs)	8:30 am - 5:00 pm	Independent Living Conference	Marlborough, MA
October 5 – 6 (Thurs - Fri)	8:00 am – 4:30 pm	Work Without Limits Conference and Career Fair	Norwood, MA

*If you are interested in attending as an Implementation Council Consumer Representative, please contact Betteanne: [Betteanne.macdonald@umassmed.edu](mailto:Betteanne.macdonald@umassmed.edu)*

# Provide Input to Implementation Council



# Implementation Council Members\*

## WHO

- Up to 21 procured members elected each term (currently 13 members)
- 50%+ of Council made up of members with disabilities, family members or guardians
- Includes representatives of community-based organizations
- Includes representatives of consumer advocacy organizations
- May include union representatives
- Includes providers representing the diverse communities affected by One Care

## ROLES

- Advises EOHHS on the One Care program
- Participates in development of public education and outreach campaigns
- Monitors and examines access to health care (medical, behavioral health, and LTSS)
- Provides feedback on compliance with the Americans with Disabilities Act
- Tracks and examines quality of services
- Promotes the program's accountability and transparency
- Develops annual work plan and meeting agendas
- Votes on motions and proposed actions

\* As outlined in the Implementation Council Procurement documents.

# General Public

## WHO

- Any interested person

## PARTICIPATION

- Guests
- Attends any meeting
- Share remarks during public comment period
- Does not vote

# Invited Guests

## WHO

- Outside entity or individual with specific knowledge to share

## PARTICIPATION

- Guests
- To share information or observe
- Engages in dialogue at discretion of the Chairs
- Does not vote

# Key Stakeholders

## WHO

- Representative from the One Care plans (Tufts and CCA)
- Representative from the Centers for Medicaid and Medicare Services (CMS)
- Ombudsman Office staff member
- Representatives from MassHealth

## ***PROPOSED*** PARTICIPATION

- Guest, not member
- Attends each meeting from a seat at the table (or phone)
- Shares information at discretion of Chairs
- Engages in dialogue either in real-time or deferred for future meeting follow-up
- Does not vote

# Work Plan Workgroup, Meeting # 1 Review *(from Aug 22)*

## ***Potential Focus Areas for Work Plan Goals***

**Working Draft**

1. Communication access and accessible outreach to individual members
2. Optimize access to One Care services for individual members, Care Teams, and One Care Plans
3. Leverage specialized One Care member-facing staff and community resources (e.g. the Long-Term Supports Coordinator and Certified Peer Support Specialists), including those with behavioral health expertise
4. Help assure succession planning for Implementation Council leadership



# Work Plan Workgroup, Meeting # 1 Review *(from Aug 22)*

Working Draft

## Topic areas for input

1. Distinguish the One Care program from other MassHealth programs
2. Protect individual consumer choice and care preferences by improving member education, quality of care, service utilization and overall experience within One Care program
3. Increase general understanding of vendor/plan relationship to improve quality of access to durable and non-durable medical supplies for One Care members
4. Ensure One Care plan care teams function at levels needed to meet member goals and ensure that plans take full advantage of two funding streams

# Work Plan Workgroup Meeting # 1 Review *(from Aug 22)*

## Topic areas for input *(continued)*

Working Draft

5. Assure succession planning for Implementation Council leadership
6. Protect consumer choice and quality of care as One Care grows
7. Ensure member access to quality independent living and recovery model services
8. Ensure all members have services needed to take full advantage of One Care

# Next Meeting: Council Work Plan Workgroup

Tuesday September 26

10:00 am - 12:00 pm

American Association of Retired Persons (AARP)

1 Beacon Street, 23<sup>rd</sup> floor, Suite 2301

Boston, MA 02108

# Next Meeting: **Implementation Council**

Tuesday, October 10, 2017

10:00 AM - 12:00 PM

American Association of Retired Persons, Inc. (AARP)

1 Beacon Street, 23rd floor

Suite 2301, Boston, MA 02108