

Slide 1: One Care Implementation Council Town Hall Debrief

September 12, 2023

Slide 2: What we hope to discuss today:

- What went well?
- What themes did people hear during the Town Hall?
- What can be improved for future Town Hall meetings?
- How can we carry this momentum forward?

Slide 3: Refresher: Goals of the June Town Hall

- To hear directly from One Care members to help focus the IC's work plan priorities for the year to come
- To hear from new voices - including One Care members who do not participate in other forums on One Care such as DAAHR forums and members who live outside of metro Boston

Slide 4: Who was there?

Individual Attendees: 128*

*Total number of unique participants who attended the meeting for at least 20 minutes

One Care Members: 14

One Care Members who shared: 9

IC Members: 6

Plan Representatives: 27

MassHealth: 10

Center for Medicare and Medicaid Services (CMS): 6

State / City Agency: 14

My Ombudsman: 4

Aging Services Access Points: 1

Independent Living Centers: 5

Legal Advocates: 3

Community Based Organizations: 6

Research / Policy: 7

Others:

Others: 2

Meeting Support: 9

Interpreters / CART: 8

Phone Participants: 6

Slide 5: What town do attendees live or work in?

Note: this slide includes a map of Massachusetts excluding the Islands and shows the total number of attendees from each county. The order of counties below starts from the Western part of the state to the Eastern part of the state.

Berkshire	1
Franklin	0
Hampshire	0
Hampton	3
Worcester	11
Middlesex	24
Norfolk	10
Bristol	8
Essex	4
Suffolk	38
Plymouth	3
Barnstable	1

There were 7 attendees from out of state
Data excludes meeting support, interpreters, CART, etc.

Slide 6: Polling Question: Why did you join the One Care Town Hall today?**

- 67 Total Responses
- To learn more about One Care (16)
- To share about my experiences with One Care (4)
- To decide if I want to join One Care (0)
- **To listen / hear from One Care Enrollees (47)**

****All Attendees invited to answer / not only One Care members**

Slide 7: Care Coordination

No content present on the slide

Slide 8: Opening Poll Questions**

- Did you know all One Care members have a care coordinator that should be working with them?
 - 45 Total Responses
 - **Yes (39)**
 - No (6)
- Did you know all One Care members have a right to a Long Term Supports Coordinator (LTS-C) for each member?
 - 45 Total Responses

- **Yes (30)**
- No (15)
- Did you know all One Care members have a right to in-person visits by their care coordinator?
 - 45 Total Responses
 - **Yes (34)**
 - No (11)

****All Attendees invited to answer / not only One Care members**

Slide 9: Care Coordination Poll Questions

- Do you have a trusting relationship with your care coordinator / care partner / care manager?
 - 16 Total Responses
 - **Yes (10)**
 - No (6)
- Does your care coordinator / partner / manager do in-person visits (if you want them to)?
 - 11 Total Responses
 - **Yes (5)**
 - Sometimes (2)
 - **No (5)**

This question generated comments and chat messages from One Care members expressing confusion on the ability of in-person interaction with Care Coordinators.

Slide 10: Care Coordination Summary

- Members were not aware that they could ask their care coordinator to meet in person.
- Members were generally happy with care coordinators and reported having trusting relationships with care coordinators.
- Members continue to report frequent turnover of care coordinators as disruptive – requiring new relationships to be built.

Slide 11: Care Planning Process

No content present on the slide

Slide 12: Care Planning Process Poll Questions

- Did you have a positive experience enrolling in / joining One Care?
 - 19 Total Responses
 - **Yes (13)**
 - No (6)

- Does your One Care plan help you access community resources and events?
 - 11 Total Responses
 - Yes (3)
 - **No (8)**
- Did you know that there are flexible benefits offered in One Care?
 - 16 Total Responses
 - Yes (4)
 - **No (12)**
- Do you ever feel isolated or lonely?
 - 11 Total Responses
 - **Yes (8)**
 - No (3)

Slide 13: Care Planning Process Summary

- Most members had a positive experience enrolling in One Care.
- Most members do not feel that their One Care plan helps them access community resources and events.
- Members overall were not aware of flexible benefits.
 - Member asked if there was a separate insurance card necessary to access flexible benefits.

- Most members participating in the Town Hall expressed having felt isolated or lonely.

Slide 14: Access to Services and Supports

No content present on the slide

Slide 15: Access to Services and Supports Poll Questions

- Right now, are you getting all the mental health and substance use disorder (SUD) supports that you need?
 - 19 Total Responses
 - **Yes (6)**
 - No (5)
 - Does not apply (8)
- Right now, are you getting all the Long Term Services and Supports (LTSS) that you need?
 - 18 Total Responses
 - Yes (1)
 - **No (10)**
 - Does not apply (7)
- Did you know that with One Care you should not pay a copay for prescription medications, including many over the counter medications?

- 17 Total Responses
- **Yes (9)**
- No (8)

Slide 16: Did you know you have a right to services from My Ombudsman, a confidential service to answer questions, address complaints, and assist you with access to services?

15 Total Responses

- **Yes (12)**
- No (3)

Slide 17: Access to Services and Supports Summary

- Members voiced there should be seamless integration of MassHealth, Medicare, and One Care benefits including when being discharged from a hospital.
- Members shared they are having difficulties filling PCA hours and accessing all the LTSS services they need.
- Members believe providers, including drivers for transportation who work with One Care members, should be required to take regular training on disability and disability culture.

- Members discussed transportation challenges for Deaf One Care members, including communicating with drivers.
- Many members were not aware that they should not have copays for prescriptions.

Slide 18: Would you recommend One Care to a friend or family member?

13 Total Responses

- **Yes (10)**
- No (3)

Slide 19: Trends from December 2021 Town Hall to June 2023 Town Hall

No content present on the slide

Slide 20: More members stated they would recommend One Care to a friend or family member in 2023.

**Would you recommend One Care to a friend or family member?
2021 vs. 2023**

Note: the following percentages are shown in bar graphs on this slide.

- 2021

- Yes 57%
 - No 43%
- 2023
 - Yes 77%
 - No 23%

Slide 21: Town Hall Attendance by Category 2021 vs. 2023

Total Meeting Attendance

2021: 203 people

2023: 128 people

Note: the following percentages are shown in bar graphs on this slide. The amounts are a percentage of the total number of attendees for that year. The asterisk below means that the category was not tracked in 2021.

Phone Participants

2021 5%

2023 5%

Interpreters / CART

2021 3%

2023 6%

Meeting Supports

2021 4%

2023 7%

Other

2021 21%

2023 2%

Research / Policy

2021 6%

2023 5%

CBOs

2021 10%

2023 5%

Legal Advocates

2021 3%

2023 2%

ILCs

2021	8%
2023	4%

ASAPs*

2021	
2023	1%

My Ombudsman

2021	6%
2023	3%

State / City Agency*

2021	
2023	11%

CMS

2021	1%
2023	5%

MassHealth

2021	5%
2023	8%

Plan Representatives

2021 17%

2023 21%

IC Members

2021 4%

2023 5%

Participants who Shared

2021 9%

2023 7%

One Care Members*

2021

2023 11%

* This category was not tracked in 2021.

Slide 22: Representation in 2023 was similar to 2021 and showed participation from throughout the Commonwealth.

Where are you from? (One Care members only)

Note: the following percentages are shown in bar graphs on this slide.

Western Mass

2021 7%

2023 6%

Central Mass

2021 17%

2023 18%

Metro Boston

2021 63%

2023 65%

Northeastern Mass

2021 10%

2023 12%

Southeastern Mass including Cape & Islands

2021 3%

2023 0%

Slide 23: More members reported having a trusting relationship with their care coordinator in 2023.

Note: the following percentages are shown in bar graphs on this slide.

Care Team Relationships

Do you have a trusting relationship with a member of your care team **who you can reach out to when you need something?**

- 2021
 - Yes 45%
 - No 55%

Do you have a trusting relationship with your care coordinator / care partner / care manager?

- 2023
 - Yes 63%

- No 38%

Slide 24: In 2021, members were asked generally if their needs were met. In 2023, members were asked more specifically if SUD and LTSS needs were met.

Access to Services and Supports

Note: the following percentages are shown in bar graphs on this slide.

2021: On your care team, do you have access to the providers you need? For example, behavioral health, LTSS, primary Care, medical specialists, peer supports.

- Yes 60%
- No 40%

2023: Right now, are you getting all the mental health and substance use disorder (SUD) supports that you need?

- Yes 32%
- No 26%
- Does not apply 42%

2023: Right now, are you getting all the Long Term Services and Supports (LTSS) that you need?

- Yes 6%
- No 56%
- Does not apply 39%

Slide 25: Round Robin Discussion

- What went well?
- What important points did people hear during the Town Hall?
- What can be improved for future Town Hall meetings?
- How can we carry this momentum forward?