

Slide 1: One Care Implementation Council Town Hall Debrief

January 11, 2022

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: What went well

- High Turn out
- Promotion from plans, MassHealth, My Ombudsman and Community partners
- Increased Representation from throughout the Commonwealth
- Overall focus was on addressing concerns with One Care – BUT members did not express overall discontent with the care model
- Diversity in issues presented
- New voices were heard – people were willing to share
- Pace of the meeting allowed for thoughtful contributions

Slide 4: Refresher: Goals of the December Town Hall

To better understand One Care experiences, with a focus on:

- Care Coordination and Care Planning
- Complaints / Grievances and Appeals
- Access to Services and Supports

Slide 5: Who Was There?

Individual Attendees: 203*

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

Phone Participants: **11**

Participants who Shared: **19**

IC Members: **9**

Plan Representatives: **35**

MassHealth: **11**

CMS: **3**

My Ombudsman: **12**

Independent Living Centers: **17**

Legal Advocates: **7**

Community Based Organizations: **21**

Research / Policy: **13**

Others: 42

One Care Meeting Link: **27**

Nonagency Attendees: **15****

Meeting Support: **8**

Interpreters / CART: **6**

** Nonagency Attendees does NOT include participants who shared during the meeting.

Slide 6: Demographics Polling Question (30 Total Responses)

Where are you from in Massachusetts?

- Western Mass (2)
- Central Mass (5)
- Metro Boston (19)
- Northeastern Mass (3)
- Southeast Mass including Cape & Islands (1)

Slide 7: Demographics Polling Question** (78 Total Responses)

Who is here today?

- I am a One Care member (CCA or Tufts Unify) (14)
- I work for a One Care plan (18)
- I am a State Agency representative (6)
- I am an advocate (16)
- Other (24)

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

Slide 8: Member Experiences with Care Coordination and Care Planning

January 11, 2022

Slide 9: Care Coordination Polling Question (20 total Responses)

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

- Yes (9)
- No (11)

Slide 10: Care Planning Polling Question (17 Total Responses)

Does your care plan include *nonmedical* goals such as spending more time in the community or making your house more accessible?

- Yes (7)
- No (10)

Slide 11: Themes in Care Coordination / Care Planning

- One Care is a valuable program to help people live independently
- Care coordinator role is important for member satisfaction, and to ensuring members receive services needed
- Frequent turn over with care coordination creates disruptions to care
- Developing relationships with care coordinator and having ability to communicate directly are important to care outcomes
- Members do not understand what the Care Plan is or when it is developed
- Members do not understand or create Care Goals

Slide 12: Member Experiences Addressing Complaints

Slide 13: Member Complaints Polling Question (19 Total Responses)

Have you ever complained about any kind of problem you are having with One Care (CCA or Tufts) or a decision made about your services?

- Yes (8)
- No (11)

Slide 14: Themes around Filing Complaints

- Filing complaints is time consuming and exhausting
- Members are not clear about when they can appeal (verbal denials v. written)
- Members don't feel that they will achieve anything through appeals

Slide 15: Member Experiences with Access to Services & Supports

No content on this slide

Slide 16: Access to Services and Supports Polling Question (15 Total Responses)

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 (9)
- No (6)

Slide 17: Themes in Member Access to Services / Supports

- Members are not sure when to pay out of pocket for items and what is covered
- Medical Supplies and Durable Medical Equipment wait times can be long
- Members are not always clear about what is covered (acupuncture)

Slide 18: Polling Question (21 Total Responses)

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

- Yes (12)
- No (9)

Slide 19: What can be improved?

- Who wasn't present?
- How do we increase engagement? How do we increase buy in from community organizations?
- What themes were not present? (Substance Use Disorder)

Slide 20: Additional Opportunities to Share Experiences

- If you have an outstanding issue that you need help resolving, you can speak to My Ombudsman at 855-781- 9898 or by email at info@myombudsman.org

- There will be additional opportunities to share experiences at future Implementation Council Town Hall meetings or through upcoming Disability Advocates Advance Healthcare Rights (DAAHR) forums. For more information contact: Colin Killick ckillick@dpcma.org or Bill Henning bhenning@bostoncil.org

Slide 21: Round Robin Questions:

- 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?