

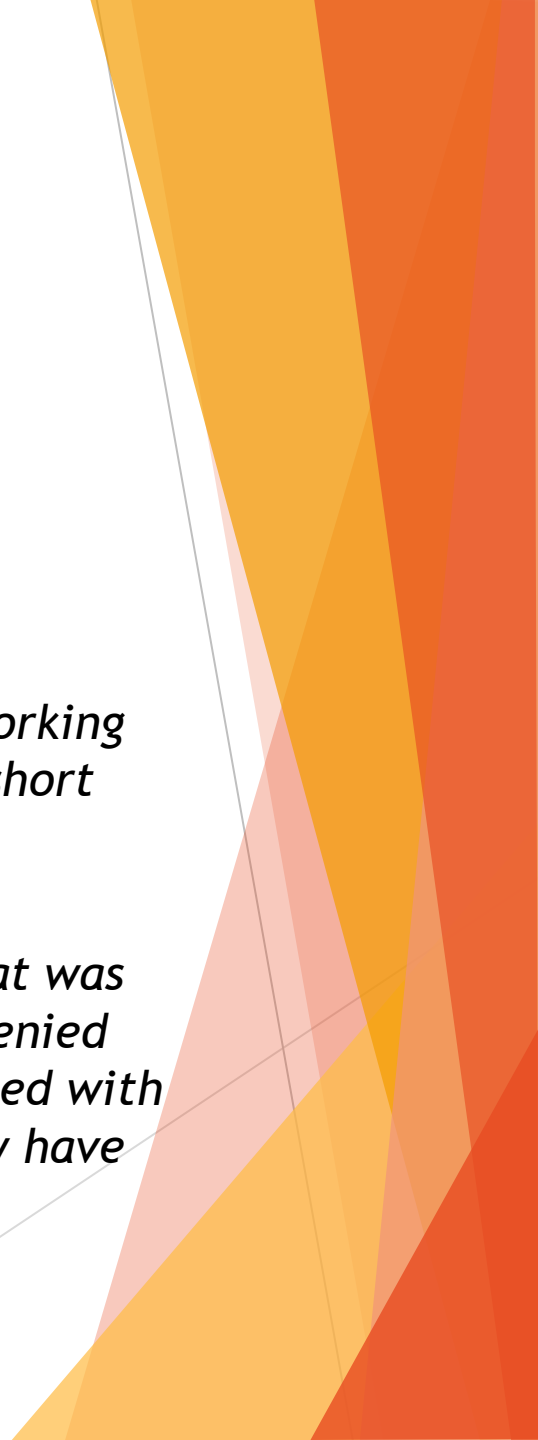


Implementation Council Presentation

12-16-16



One Care Members: OCO Value Statements

- ▶ *I am deaf and need Interpreter services for medical appointments. I had to schedule an important medical appointment for the next day. The OCO assisted me in working with the plan to ensure an Interpreter was available on short notice. It was such a relief!*
 - ▶ *My request was denied for a dental crown for a tooth that was more than 50% exposed. I appealed the denial and was denied again. At that point, I contacted the OCO. The OCO worked with my Care Manager and within a week I was approved. Now have the new crown that I desperately needed.*
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Inquiries

Total Inquiries	96
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9/1/16-11/30/16

Principal Inquiry Themes

Benefits/Access	39
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Sub-themes:

- | | |
|--|----|
| • Benefits Coverage | 25 |
| • Plan Geographic Availability | 4 |
| • Pharmacy/Provider Accessibility or Medication Availability | 1 |
| • Quality of Care/Clinical Issues | 9 |

Enrollment	57
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Sub-themes:

- | | |
|----------------------------------|----|
| • MassHealth Mailing (outreach) | 50 |
| • MassHealth Auto-Enrollment Ltr | 4 |
| • General Interest | 3 |

Note 1: A single contact may present multiple inquiries



Complaints

Total Complaints	57
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9/1/16-11/30/16

Principal Complaint

Benefits/Access	42
<ul style="list-style-type: none">• Quality of Care/Clinical Issues *• Transportation *• Pharmacy/Provider Accessibility or Medication Availability Issue• Access to LTSS	<ul style="list-style-type: none">161565

* = Detail on last two slides

Customer Service	15
<ul style="list-style-type: none">• Interaction with Care Team• Sponsor/Plan/Pharmacy gave poor or rude customer service• OC Plan Member Services Center	<ul style="list-style-type: none">492

Note 1: A single contact may present multiple complaints

Note 2: Only principle themes are represented



Complaint Sub-theme Detail

Quality of Care/Clinical Issues	CCA	THP
Dissatisfied with Care Team	5	3
Dissatisfied with Care Coordinator	4	0
Confusion ICP	0	0
Sub-Total	10	3
Total	13	

9/1/16-11/30/16



Complaint Sub-theme Detail

Transportation	CCA	THP
Transportation service 15 minutes or more late	6	0
Transportation service no show	1	0
Delay in renewing transportation authorization	3	0
Non medical vendor outside of 20 mile service area	4	0
Requested out-of-network vendor 40 miles away	1	0
Sub-Total	15	0
Total	15	

9/1/16-11/30/16