

One Care Implementation Council

Dennis Heaphy, Chair
One Care Implementation Council
c/o Disability Policy Consortium
89 South St. 203
Boston, MA 02111

Penny Williams, Grants Management Specialist
Centers for Medicare & Medicaid Services
Office of Acquisitions and Grants Management
7500 Security Boulevard
Mail Stop: B3-30-03

April 15, 2014

Dear Ms. Williams:

The Massachusetts One Care Implementation Council wishes to go on record expressing its unabridged support for full-funding of the State's application for CMS Ombudsman funds to support the work and activities of the One Care Ombudsman Office.

Worcester, Franklin, Hampshire, and Hampden counties located in central and western Mass make up nearly 50% of One Care enrollment. With CMS Ombudsman funds, the Massachusetts' One Care Ombudsman Office will be able to establish a dedicated Ombudsman position in Worcester County augmenting its capacity to meet the needs of One Care eligible and enrolled persons with disabilities in central and western Massachusetts.

According to the 2010 Census, Spanish speaking individuals are concentrated in Hampden County (20.9%), Suffolk County (19.9%) and Essex County (16.5%). CMS Ombudsman funding will also establish an Ombudsman position dedicated to the needs of Spanish speaking individuals in these counties and throughout the state.

CMS Ombudsman funding will also fund the creation and distribution of an innovative multimedia campaign designed to strengthen members' knowledge of their access and health care rights under One Care and the Americans with Disabilities Act.

Finally, the CMS Ombudsman funding will support the full operation of the One Care Ombudsman Office in the third and final year of the Financial Alignment Initiative for Medicare and Medicaid in Massachusetts.

The One Care Ombudsman (OCO) Office is an essential component of the Dual Demonstration Project in Massachusetts. OCO services safeguard the core goals of Financial Alignment Initiative. Ensuring that members' health care rights and benefits are protected and that highly integrated and coordinated health care services are provided which lower costs and improve the quality of health and safety of its members; persons with disabilities who have complex health care needs.

Full funding the State's CMS Ombudsman funding request will ensure the One Care Ombudsman Office has the resources it needs to serve the needs of Duals eligible persons with disabilities throughout the state.

Sincerely,

Dennis Heaphy, Chair
One Care Implementation Council