



A Partnership between:

**Disability Policy Consortium**

**Health Care For All**

**Consumer Quality Initiatives**

# What is an Ombudsman?

- The **One Care Ombudsman (OCO)** helps individuals, including their significant others and representatives, to address concerns or conflicts that may interfere with their enrollment in One Care or their access to One Care health benefits and services.
- **OCO** services are free.



# Independent Agent

The **One Care Ombudsman** office is an independent program that is not connected to any health insurance company or plan.



# Help Find Solutions

The **OCO** works with MassHealth and each of the three One Care plans to help resolve concerns to ensure that persons with disabilities can receive their benefits and exercise their rights in One Care.



# Provide Information

The **OCO** helps people get answers to their questions about One Care - from the enrollment process to specific benefits and rights.



# Make Referrals

The **OCO** can refer individuals to information, problem resolution resources, including formal grievance and appeal processes and legal services.



# Investigate

**OCO** staff dig a little deeper to understand the problem and find potential solutions.



# Discuss Options

The **OCO** helps individuals find and consider options for resolving problems.





# Mediate

The **OCO** can bring together people who want to discuss potential solutions.



# The grievance/appeal process

While the **OCO** cannot represent individuals in grievance or appeal proceedings, our staff can help individuals find representation and understand what to expect during the process.



# Identify System-Wide Issues

The **OCO** identifies and tracks concerns and problems.

We discuss big picture issues with MassHealth and One Care plans in order to improve existing services.



# Listen

**OCO** staff listen in order to understand an issue from all sides.



# Maintain Confidentiality

The **OCO** will not reveal personal information without the individual's permission unless there is a serious and imminent threat to health and safety of the individual or others.



# Remain Neutral

**OCO** staff will not judge or decide who is right or wrong.





The **OCO** must maintain a neutral and independent role.

- We do not serve in any other role that would compromise our neutrality.
- We do not participate in formal investigations.
- We do not play any role in a formal issue resolution process, such as the One Care grievance or appeal processes.
- We do not make binding decisions or mandate policies.



# Who operates the **OCO** program?.

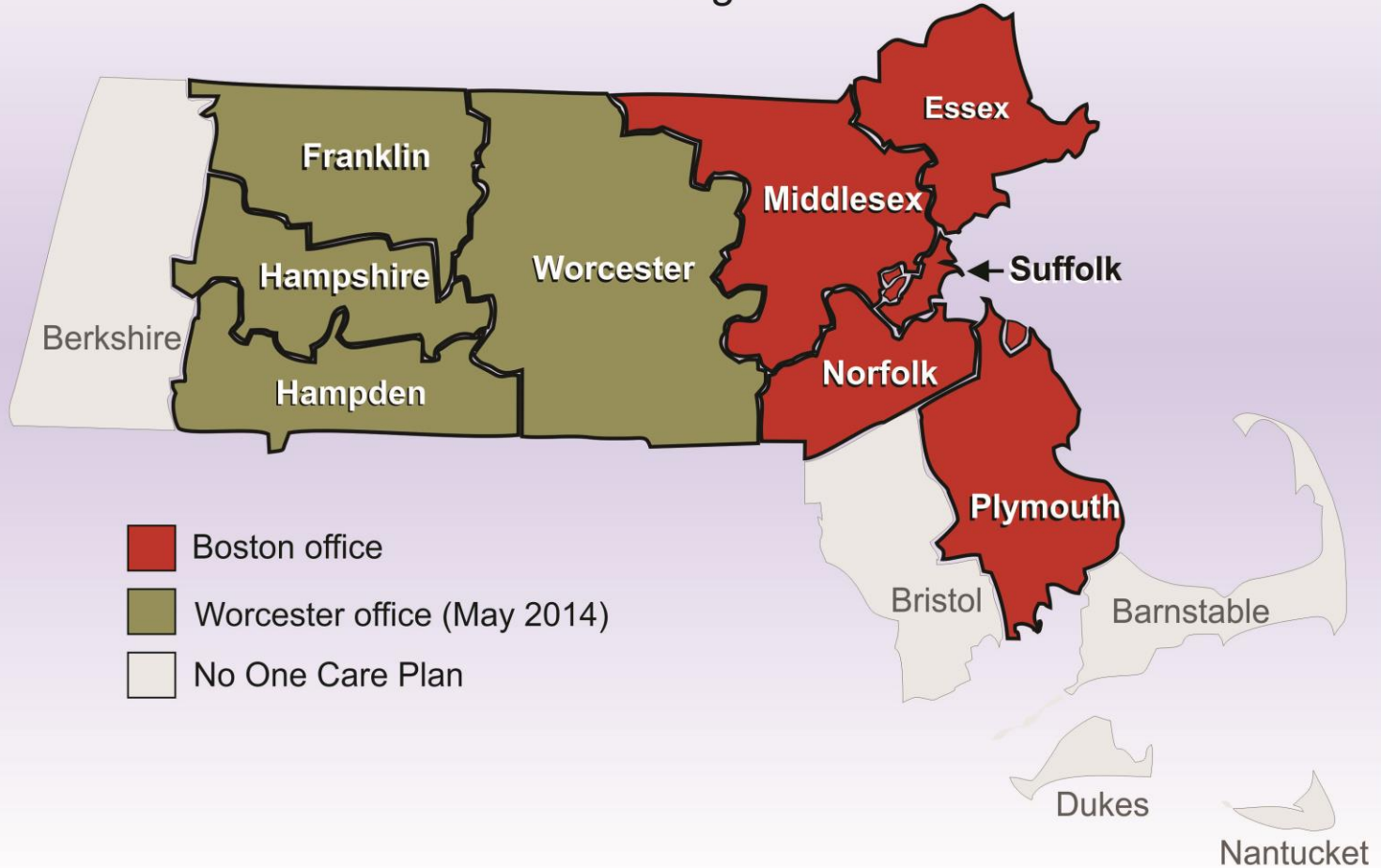
The **One Care Ombudsman** is an independent program operated in partnership by 3 disability and health care advocacy organizations:

- The Disability Policy Consortium
- Health Care For All
- Consumer Quality Initiatives

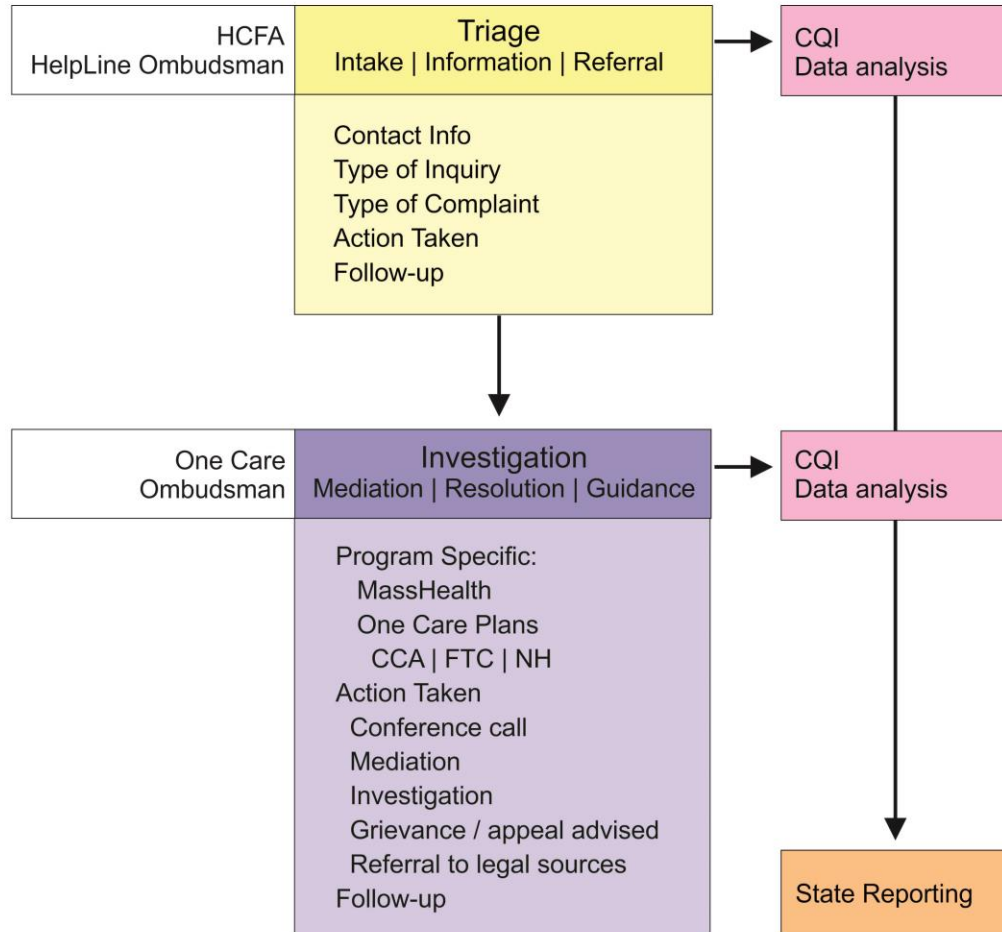




## One Care Ombudsman Statewide Coverage



# One Care Ombudsman Service Delivery



## OCO Staff

- Director - Ombudsman
- Deputy Director Ombudsman
- Central / Western Ombudsman  
(May 2014 to July 2015)
- Spanish Bilingual Ombudsman  
(May 2014)
- Deaf At-Large Ombudsman
- Administrative Assistant



# Office Information

## Hours of Operation

8:30 am to 4:30 pm, Monday – Friday

## Accessibility

- Our offices are wheelchair accessible
- Please call 1.855.781.9898 (MassRelay – dial 711) to
  - Arrange interpreter services in your preferred language and for the Deaf
  - Request OCO informational materials in Spanish, Braille, large print or electronically (PDF or Word document)



# Contact Information

Office: 11 Dartmouth Str., Ste. 301  
Malden, MA 02148

Phone: **1.855.781.9898** – toll free  
1.617.307.7775 – office  
Dial 711 – MassRelay

Email: [help@onecareombuds.org](mailto:help@onecareombuds.org)

Website: [onecareombuds.org](http://onecareombuds.org)

