**Slide 1**

**OCO Role**

* Inform and educate consumers
* Investigate and help mediate and resolve complaints
* Identify systemic issues and opportunities for improvement
* Maintain a neutral and independent role

**Slide 2**

**OCO Staff**

* Director - Ombudsman
* Deputy Director Ombudsman
* Central / Western Ombudsman

(September 2014 to July 2015)

* Spanish Bilingual Ombudsman
* Deaf At-Large Ombudsman

(September 2014 to July 2015)

* Administrative Assistant

**Slide 3**

**Program Utilization**

(March 1-August 15, 2014)

* There have been 186 calls to OCO for general information and guidance on benefits, providers in network, pharmacy coverage and accessible materials.
  + 173 calls have been made by enrollees, potential enrollees or parties on their behalf
  + 13 calls have been made by human service programs or health agencies
* There have been 7 investigations to date. Investigations have dealt with issues of communication with providers, specific benefits, the enrollment process, and handicap accessibility.

**Slide 4**

**Leadership and Learning**

* The OCO is one of the first duals demonstration ombudsman programs to launch
* The OCO will participate in a multi-state learning collaborative with other duals demonstration ombudsman programs in September
  + - Share best practices and lessons learned
    - Find out what other states may be doing differently

**Slide 5**

**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

1. Arrange interpreter services in your preferred language and for the Deaf or
2. Request OCO informational materials in Spanish, Braille, large print or electronically (PDF or Word document)

**Slide 6**

**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: [www.onecareombuds.org](http://www.onecareombuds.org)