



## 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



# 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



# 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.



# 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



# 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)

