



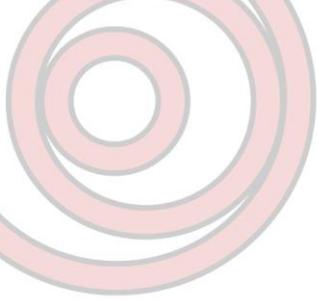
2017 4<sup>th</sup> Quarter and  
End of Year Overview Presentation  
for the  
One Care Implementation Council  
January 9, 2018



# One Care Ombudsman Mission

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The **One Care Ombudsman (OCO)** Office is an independent office which helps individuals, including their significant others and representatives, address concerns or conflicts that may interfere with their enrollment in One Care or their access to One Care health benefits and services.

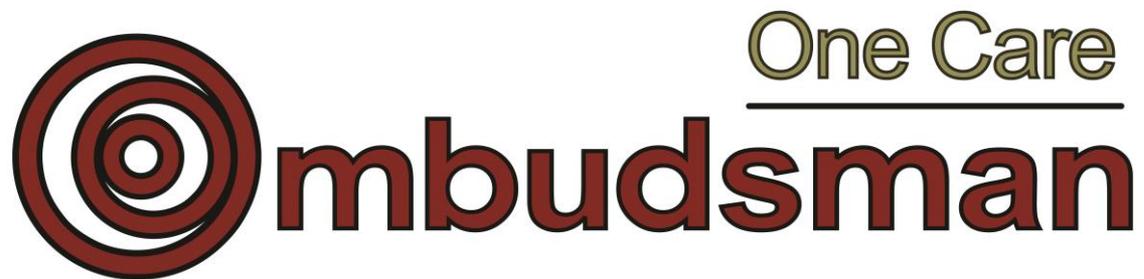


# One Care Members

## OCO Impact Examples

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- *A One Care member misplaced all of their prescription medications and had not taken medication for two days when they contacted the OCO. The OCO worked with the plan's Member Service Manager and the member's prescribing physicians. All of their medication was replaced within 8 hours of contacting the OCO.*
- *A One Care member paid \$150 out-of-pocket for a medical appointment during their Continuity of Care period. The OCO contacted the plan's billing department. The member was reimbursed for their out-of-pocket expense within two weeks of contacting the OCO.*



4<sup>th</sup> Quarter

Oct. 1, 2017 to Dec. 31, 2017

# Inquiries: 4<sup>th</sup> Qtr

Oct. 1 to Dec. 31, 2017

**TOTAL INQUIRIES**

**40**

Note: The Total “40”, includes 8 inquiries on a diverse variety of topics which are not reflected or counted in High Level Inquiry Topics “ below.

## High Level Inquiry Topics

<b>Benefits/Access</b>	<b>subtotal</b>	<b>10</b>
• Schedule Transportation		4
• Request Insurance Card		3
• Seeking Provider Directory		3
<b>Enrollment</b>	<b>subtotal</b>	<b>22</b>
• Interest in Enrolling in One Care		11
• General Information about One Care		6
• Dis-enrollment from One Care		5

Note: A single contact may present multiple inquiries



# Complaints: 4<sup>th</sup> Qtr

Oct. 1 to Dec. 31, 2017

**TOTAL COMPLAINTS**

**31**

Note: The Total “31”, includes 14 complaints on a diverse variety of topics which are not reflected or counted in “High Level Complaint Topics “ below.

## High Level **Complaint** Topics

<b>Benefits/Access</b>	<b>subtotal</b>	<b>12</b>
• Access to Long-Term Services and Supports (LTSS)*		4
• Transportation *		3
• Durable Medical Equipment (DME) *		3

\* Details on next slide

**Appeals / Grievances**

**subtotal**

**5**



# Complaint Sub-themes: 4<sup>th</sup> Qtr

Oct. 1 to Dec. 31, 2017

<b>Access to LTSS</b>	<b>Total</b>	<b>4</b>
• Delay in timely access to LTSS		3
• Denial of LTSS request		1

<b>Transportation</b>	<b>Total</b>	<b>3</b>
• Delay in renewing transportation authorization		2
• Transportation service 15 minutes or more late		1

<b>DME</b>	<b>Total</b>	<b>3</b>
• DME claim not processed in timely manner		3



# How Callers Heard About the OCO: 4<sup>th</sup> Qtr

Oct. 1 to Dec. 31, 2017

	Total Responses	64
• OCO Magnet		40
• Friends		8
• OCO Outreach Events		5
• One Care website		4
• One Care auto enrollment letters		2
• One Care is available in your mailing area		2
• OCO newsletter		2
• One Care Plan Care Manager		1



# OCO Customer Satisfaction Survey: 4<sup>th</sup> Qtr

Oct. 1 to Dec. 31, 2017

<ul style="list-style-type: none"><li>• <b>Overall satisfaction with OCO services: Very satisfied to satisfied</b></li></ul>	<b>95%</b>
<ul style="list-style-type: none"><li>• Members rated the OCO as understanding their problem.</li></ul>	95%
<ul style="list-style-type: none"><li>• Members rated the OCO as very knowledgeable to knowledgeable</li></ul>	100%
<ul style="list-style-type: none"><li>• Members were responded to within 1-2 business days.</li></ul>	95%
<ul style="list-style-type: none"><li>• Members felt very respected or respected by OCO staff.</li></ul>	100%

16 individuals were called - 60% (10 individuals) agreed to participate in the survey.





# 2017 Overview

Jan. 1 to Dec. 31, 2017

# OCO 2017 Overview: Ombudsman Services

(Jan. 1, 2017 to Dec. 31, 2017)

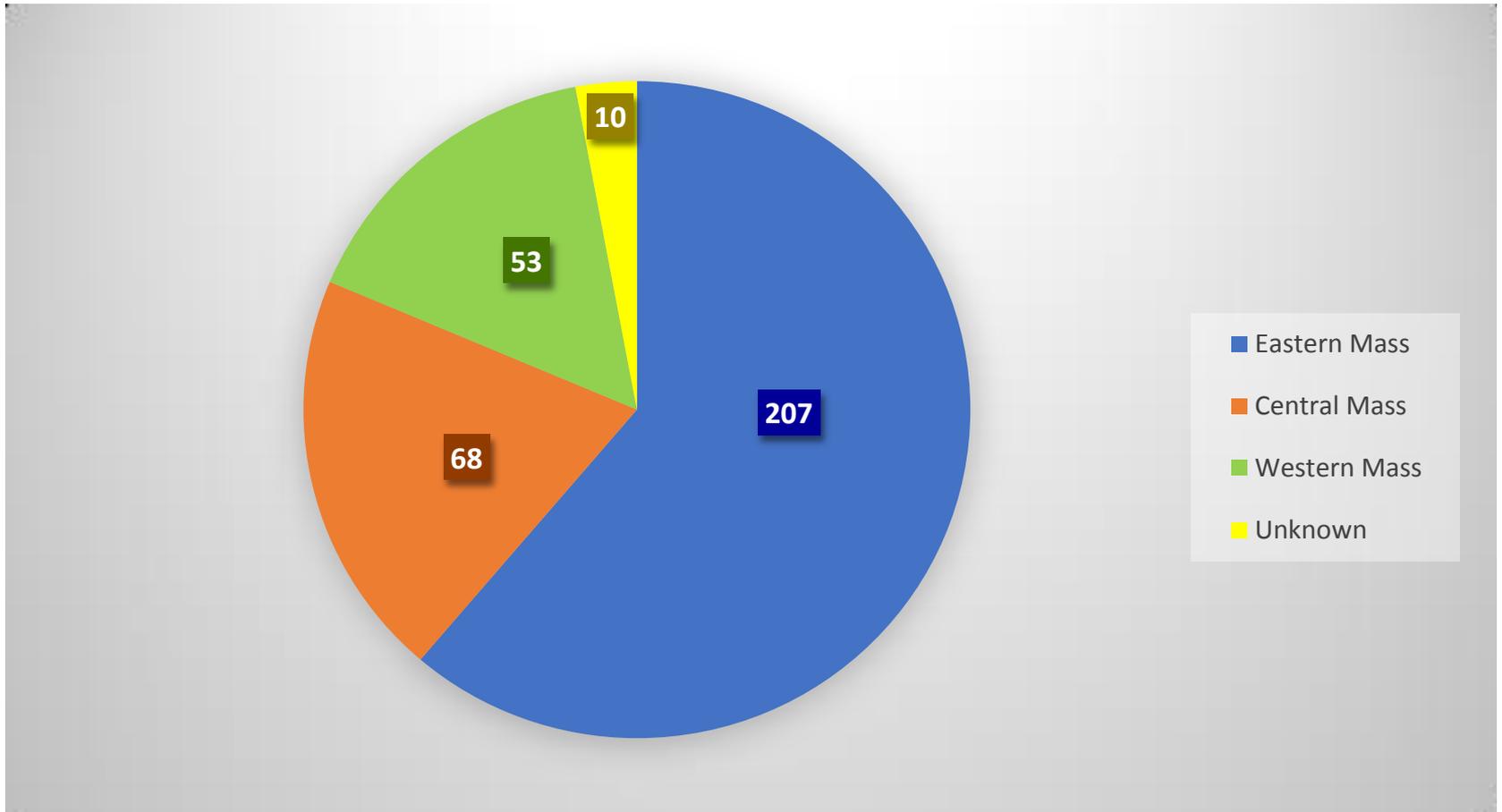
	# of Individuals	# of Contacts
<b>TOTAL NUMBER OF INQUIRIES</b>	<b>137</b>	<b>174</b>
<b>TOTAL NUMBER OF COMPLAINTS</b>	<b>117</b>	<b>164</b>
<b>Total</b>	<b>254</b>	<b>338</b>



# OCO 2017 Overview

(Feb. 2 to Dec. 31, 2017)

## Geographic Location of OCO Contacts



Note: Based on zip code, which the OCO began collecting in February 2017.



# 2017 Trends (vary by time period)

## TRANSPORTATION

Months	Trend	Number of Calls	Resolved
Jan - Feb	Difficulty scheduling transportation	5	✓
Mar - May	Rude / late drivers	2	✓
Jul - Dec	Members' reminder calls	3	✓

## DENTAL

Months	Trend	Number of Calls	Resolved
Jan - Mar	Accurate completion of prior authorizations	2	✓
Mar - May	Western Mass provider availability	2	✓
Aug - Oct	Members billed for dental services	3	✓

# On-going Trend: **Messaging**

Approximately 1 out of 5 callers who contact the OCO struggle with understanding the language of MassHealth, One Care and/or One Care plan notices.

This includes language related to:

- Continuity of Care
- Redetermination Requests
- Changes in One Care and One Care plans
- Denial letters

## Recommendations:

- Putting information in a list format appears to be more helpful than paragraph format.
- Simplifying language in all notices to 3<sup>rd</sup> grade reading level.



# OCO 2017 Overview: Outreach

(Jan. 1 to Dec. 31, 2017)

<b>NUMBER OF OUTREACH PRESENTATIONS</b>	<b>TOTAL</b>	<b>18</b>
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<b>NUMBER OF OUTREACH ATTENDEES</b>	<b>TOTAL</b>	<b>500</b>
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<b>NUMBER OF MATERIALS DISTRIBUTED</b>	<b>TOTAL</b>	<b>3,200*</b>
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Note: \*This includes OCO magnets, flyers, brochures, babel sheets and business cards.



# OCO 2017 Overview

(Jan. 1 to Dec. 31, 2017)

## Outreach and Presentations

	Location			Audience		
	Eastern Mass	Central Mass	Western Mass	Enrollees	Staff at Community Based Organizations (CBOs)	General Public
YTD	16	1	1	15	100	385

## Materials Distribution

	Magnets	Flyers		Brochures	
		Spanish	English	Spanish	English
YTD	1,600	50	500	100	600

Note: \*These numbers exclude babel sheets and business cards



# OCO 2017: Outreach Networking

(Jan. 1 to Dec. 31, 2017)

Throughout 2017 the **OCO** continued its work to build networks with a variety of stakeholder organizations. These efforts included:

- Distributing marketing materials to LTS Coordinator offices
- Distributing marketing materials at Aging and Disability Resource Center (ADRC) events
- Conducting presentations to SHINE staff and volunteers

In addition to regular networking with the organizations listed above, we are currently engaged in outreach planning with:

- Pine Street Inn
- Transformation Center
- Massachusetts Association for Mental Health (MAMH)



# How to contact the **OCO**

Phone **855.781.9898**

Email **help@onecareombuds.org**

Website **onecareombuds.org**

Address **11 Dartmouth St., Ste 301  
Malden, MA 02148**

Hours of Operation **Monday – Friday  
9:00 am to 4:00 pm**

Walk-in Hours **Monday: 1 pm to 4 pm  
Thursday: 9 am to 12 noon**

