Slide 1

One Care

Ombudsman

Ensuring One Care Works for You.

Implementation Council Presentation

6-17-16

Slide 2

OCO value:
One Care members

* The OCO made me feel empowered. (*Member, One Care plan)*
* OCO staff helped me have a voice and encouraged me in my abilities to assess my options and choose my outcomes. (*Member, One Care plan)*

“Mission: 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”

Slide 3

OCO value:

One Care plans

* Ourwork together is collaborative. (*Tufts Health Unify)*
* It is the more complex issues that the OCO and the Plan work together to resolve and to build under-standing and increase member awareness/education.
* Through our partnership with the OCO we were able to reach a few of our unreachable members to complete ‘Welcome call’ and connect members with the care team. (*Commonwealth Care Alliance)*

Slide 4

One Care Beneficiaries Served

Total 927

Inquiries 696

Complaints 226

(April 2014 to December 2015)

Note: The total exceeds the combined number of inquiries and complaints by 5 as a single contact may ask one or more questions as well as have one or more complaints.

Slide 5

Principal Inquiry Themes

Theme 696

Benefits/Access 351

Sub-Themes

* Benefits Coverage 145
* Plan Geographic Availability 37
* Pharmacy/Provider Accessibility or
Medication Availability 33
* Quality of Care/Clinical Issues 19

Enrollment 195

Eligibility 188

(April 2014 to December 2015)

Note: A single contact may present multiple inquiries

Slide 6

Principal Complaint Themes

Theme 226

Benefits/Access 168

Sub-themes:

* Quality of Care/Clinical Issues 51
* Transportation 27
* Pharmacy/Provider Accessibility or
Medication Availability Issue 11
* Access to LTSS 13

Customer Service 89

Sub-themes:

* Interaction with the Care Team 42
* Sponsor/Plan/Pharmacy gave poor or
rude customer service 14
* OC Plan Member Services Center 13
* Appointment Scheduling 12

Payment/Claims 34

(April 2014 to December 2015)

Note: A single contact may present multiple inquiries