



Implementation Council Presentation

6-17-16



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





OCO value: One Care plans

- ▶ Our work 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 understanding 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



One Care Beneficiaries Served

Total	927
Inquiries	696
Complaints	226

(4/14-12/15)

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.



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

Note: A single contact may present multiple inquiries

(4/14-12/15)



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 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

Note: A single contact may present multiple complaints

(4/14-12/15)