## Slide 1:

## One Care Ombudsman

OCO Activities Overview: Oct – Dec 2015

## One Care Implementation Council

## 3-18-16

Slide 2:

# **Inquiry** Themes

|  |  |  |  |
| --- | --- | --- | --- |
| Theme | Previous cases (04/14 – 09/15) | # of new cases  (10/15 – 12/15) | Total cases |
| Eligibility | 172 | 16 | **188** |
|  |  |  |  |
| Enrollment | 169 | 26 | **195** |
|  |  |  |  |
| Benefits/Access | 282 | 69 | **351** |
| Highlights:   * One Care Benefits Coverage * Plan Geographic Availability * Pharmacy/Provider Accessibility or   Medication Availability   * Quality of Care/Clinical Issues | 107  18  33  19 | 38  19  0  0 | 145  37  33  19 |
|  |  |  |  |

Note: A single contact may present multiple inquiries and/or complaints

# Slide 3:

# **Complaint** Themes

|  |  |  |  |
| --- | --- | --- | --- |
| Theme | Previous cases  (04/14 – 09/15) | # of new cases  (10/15 – 12/15) | Total cases |
| Benefits/Access | 135 | 33 | **168** |
| * Quality of Care/Clinical Issues * Transportation * Access to LTSS * Pharmacy/Provider Accessibility or Medication Issue | 41  17  10  13 | 10  10  1  0 | 51  27  11  13 |
| Customer Service | 59 | 30 | **89** |
| * Interaction with Care Team * Sponsor/Plan/Pharmacy gave poor or rude customer service * OC Plan Member Services Center * Appointment Scheduling | 25  13  8  5 | 17  1  5  7 | 42  14  13  12 |
| Payment/Claims | 26 | 8 | **34** |

Note: A single contact may present multiple inquiries and/or complaints

# **Slide 4:**

# **Outreach**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Date | Event | Location | City | | Audience | Attendees | |
| OCO Presentations | | | | | | | |
| 12/3/15 | Tufts Targeted Outreach Event | Bruce Bolling Municipal Bldg | | Roxbury | General Public | | 25 |
| 12/4/15 | Tufts Targeted Outreach Event | Boston Public Market | | Boston | General Public | | 25 |
| 12/8/15 | Tufts Targeted Outreach Event | Bunker Hill Comm College | | Chelsea | General Public | | 25 |
| 12/9/15 | Tufts Targeted Outreach Event | Kroc Comm Center | | Dorchester | General Public | | 25 |
| OCO Newsletter | | | | | | | |
| 12/7/15 | Email | NA | | NA | NA | | 750 |

Note: Reflects all attendees (staff and consumers)

Slide 5:

Illustrative OCO Case **1**:   
**Quality of Care**/**Payment** – Denial

* A One Care Enrollee contacted the OCO following denial of payment for a dental implant deemed medical necessity by a provider.
* An OCO conversation confirmed the provider had deemed it medically necessary. OCO staff contacted the plan’s Member Services Manager who engaged the dental vendor, plan’s dental coordinator and the Appeals and Grievance team in further discussion.
* The denial was overturned within 72 hours due to incorrect reading of x-rays.

Slide 6:

Illustrative OCO Case **2**: **Payment** - Late

* A member received a ‘payment overdue bill’ from their provider.
* The member contacted the provider who stated that, unless the bill was paid, the provider would be unable to continue their patient-provider relationship.
* The member called the OCO for help.
* After escalation by the OCO to the State Contract Manager, the One Care plan settled accounts with the provider.

Slide 7:

Implementation Council **Questions**

* Marketing of OCO to One Care Members
* Meeting with LTSS coordinators
* Utilizing OCO data to enhance One Care quality improvement