



2018 1st Quarter Presentation
for the
One Care Implementation Council
May 8, 2018



One Care Ombudsman 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.



One Care Members

OCO Value Statements

- *A One Care member lost transportation services to their Adult Day Program. The OCO worked with the member's plan to restore transportation services within 24 hours of the member contacting the OCO.*
- *A One Care member was denied a request for a dental crown. The OCO assisted the member in filing a Level I appeal and worked with the plan's Member Service Manager in getting the member's request approved within 48 hours of the member contacting the OCO.*
- *A One Care member reported being disenrolled from their One Care plan as member was late making a monthly premium payment. The OCO worked with the EHS Contract Manager to get the member enrolled back into One Care the same day the member reported being disenrolled.*

Inquiries: 1st Quarter

January 1 to March 31, 2018

TOTAL INQUIRIES

21

High Level Inquiry Topics

Benefits/Access	Subtotal	6
• Schedule Transportation		2
• Requesting a One Care Specialist		2
• Seeking Provider Directory		2
Enrollment	Subtotal	15
• Interest in Enrolling in One Care		10
• General Information about One Care		3
• Disenrollment from One Care		2

Note: A single contact may present multiple inquiries.



Complaints: 1st Quarter

January 1 to March 31, 2018

TOTAL COMPLAINTS	38
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Note: The Total “38”, includes 5 complaints on a diverse variety of topics which are not reflected or counted in “High Level Complaint Topics “ below.

Total High Level **Complaint** Topics

Benefits/Access	Subtotal	29
• Enrollment/Disenrollment		14
• Access to LTSS *		6
• Transportation *		5
• DME *		4
Appeals/Grievances	Subtotal	4

* Details on next slide



Complaint Sub-themes: 1st Quarter

January 1 to March 31, 2018

Access to LTSS	Total	6
• Delay in timely access to LTSS		5
• Denial of LTSS request		1

Transportation	Total	5
• Delay in renewing transportation authorization		3
• Transportation service 15 or more minutes late		2

DME	Total	4
• DME claim not processed in timely manner		4



How Callers Heard About the OCO: 1st Quarter

January 1 to March 31, 2018

	Total
• OCO Magnet	35
• OCO Outreach Events	8
• Friends	7
• One Care website	5
• One Care auto-enrollment letters	4
• One Care is available in your area mailing	0
• OCO newsletter	0
• One Care Plan Care Manager	0



OCO Customer Satisfaction Survey: 1st Quarter

January 1 to March 31, 2018

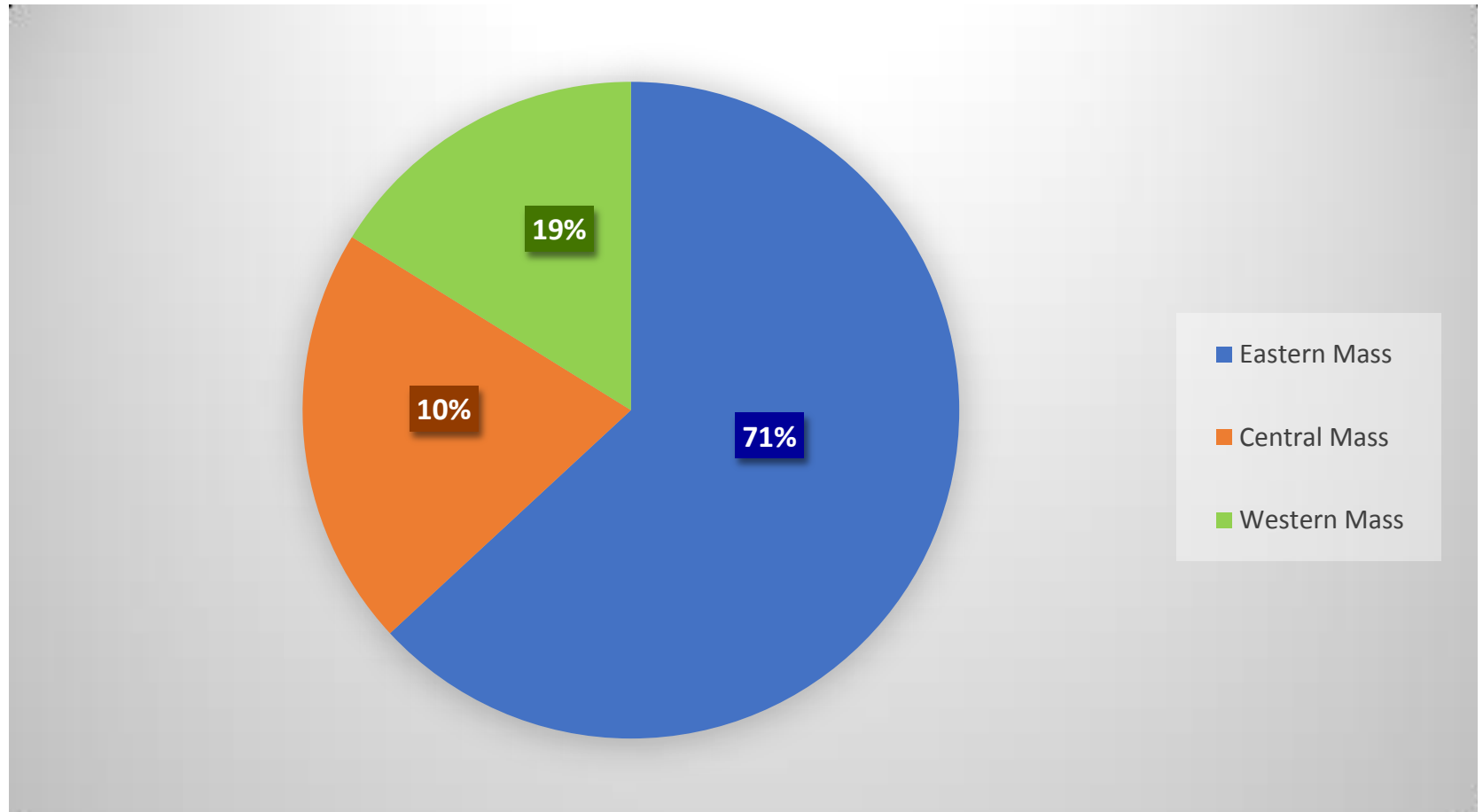
Overall satisfaction with OCO services	
• Member reported being very satisfied to satisfied with OCO services	95%
• Members rated the OCO as understanding of their problem	95%
• Members rated the OCO as very knowledgeable to knowledgeable	100%
• Members reported receiving a response within 1-2 business days	100%
• Members rated the OCO as very respectful to respectful	100%

Note: 19 individuals were called. 72% (11 individuals) agreed to participate in the survey.



Geographic Location of OCO Contacts: 1st Quarter

January 1 to March 31, 2018



Note: Geographic location is based on zip code, which the OCO began collecting in February 2017. -The OCO has zip codes for approximately 60% of OCO contacts.



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**

