**Slide 1**  


2018 1st Quarter Presentation

for the One Care Implementation Council

May 8, 2018

**Slide 2**

**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.

**Slide 3**

**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 Manger to get the member enrolled back into One Care the same day the member reported being disenrolled.*

**Slide 4**

**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.

**Slide 5**

**Complaints: 1st Quarter**January1 to March 31, 2018

|  |  |
| --- | --- |
| **TOTAL COMPLAINTS** | **38** |

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**

**Slide 6**

**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 | 5 |
| * Transportation service 15 or more minutes late | 2 |

|  |  |
| --- | --- |
| **DME Total** | **4** |
| * DME claim not processed in timely manner | 4 |

**Slide 7**

**How Callers Heard About the OCO: 1st Quarter**January 1 to March 31, 2018

|  |  |
| --- | --- |
| **Total** | **59** |
| * **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 |

**Slide 8**

**OCO Customer Satisfaction Survey:** 1st QuarterJanuary 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.

**Slide 9**

**Geographic Location of OCO Contacts: 1st Quarter**January 1 to March 31, 2018

*The following information was shown in a pie chart.*

Eastern Mass 71%

Central Mass 10%

Western Mass 19%

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.

**Slide 10**

**How to contact the OCO**

Phone **855.781.9898**

Email [**help@onecareombuds.org**](mailto: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**