

OCO Program Update

ONE CARE STAKEHOLDER OPEN MEETING PRESENTATION

NOVEMBER 6, 2014

What will be presented

- Overview of structure of the OCO
- OCO Program Utilization
- Common Inquiry/Complaint Domains
 - Transition Issues
 - Communication
 - Administrative /Technical Practices
- Office Information
- Contact Information

OCO Role

- Inform and educate consumers
- Investigate and help mediate and resolve complaints
- Identify systemic issues and opportunities for improvement
- Maintain a neutral and independent role



OCO Program Utilization

(Third Quarter: July – September 2014)

The OCO received a total of 192 on topics ranging from general information and guidance on benefits, provider networks and pharmacy coverage, to enrollee rights

Detail:

- 152 calls from potential and current enrollees or others on their behalf
- 8 calls from providers
- 38 investigations have addressed topics such as communication with providers, specific benefits, the enrollment process, and enrollee rights

(duplicated count)



Common Inquiry & Complaint Domains

Most of the inquiries and complaints the OCO has received to date relate to:

- Transition issues
- Communication
- Administrative/Technical

Transition Issues

Examples include:

- Concern about impact of One Care enrollment on current benefits, access to providers, etc.
- Lack of clarity about the enrollee's role in the Care Team
- Members unaware that plan formularies may differ from MassHealth prescription drug coverage
- Members need more individualized information and support from MassHealth customer service



Communication

Examples include:

- Spanish speaking enrollees receiving English-language MassHealth notices
- One Care information MassHealth's and One Care plans' websites unclear
- Slow responses from Care Team members can affect enrollees' access to information and/or services



Administrative/Technical

Examples include:

- Confusion about continuation of One Care enrollment after turning age 65:
 - General message is that if enrolled at 64 you can keep your One Care plan
 - No clear broad-scale communication re: different financial eligibility criteria at 65
- Provider networks:
 - Providers and potential enrollees lack info about providers' options to join plan networks or enter single-case out-of-network agreements
 - Providers and potential enrollees need clearer understanding of continued access to existing providers during continuity of care period



Office Information

Hours of Operation

8:30 am to 4:30 pm, Monday – Friday

Accessibility

Our offices are wheelchair accessible

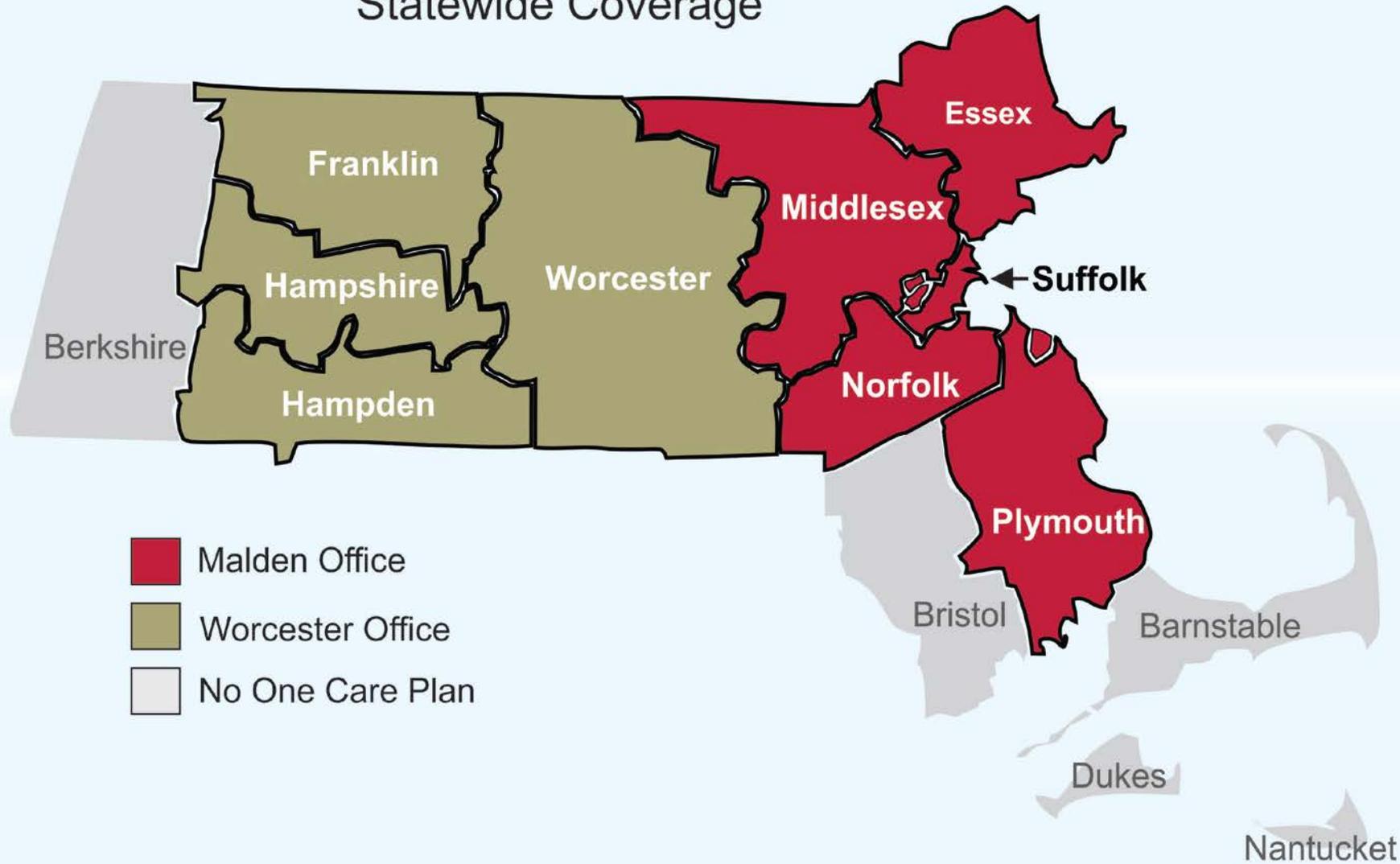
Please call 1.855.781.9898 (MassRelay – dial 711) to

Arrange interpreter services in your preferred language and for the Deaf

Request OCO informational materials in Spanish, Braille, large print or electronically (PDF or Word document)



One Care Ombudsman Statewide Coverage



Contact Information

Offices:	East:	11 Dartmouth Str., Ste. 301 Malden, MA 02148	- Walk-in hours
	Central/ West:	484 Main Str., Ste. 600* Worcester, MA 01608	- By Appointment Only

*For automatic door accessibility use the entrance to the left when facing the building. Take the elevator to the 6th floor; the OCO is located in the Easter Seals office (Suite 600).

Phone: **1.855.781.9898** – toll free

1.617.307.7775 – office

Dial 711 – MassRelay

Email: help@onecareombuds.org

Website: onecareombuds.org

