



One Care Implementation Council  
10-10-17



# One Care Ombudsman

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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

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- *A member contacted the OCO after receiving a denial letter for dental work. During the investigation, the OCO discovered that the dentist had not properly completed paperwork. OCO facilitated communication between the Dental Office and the plan and the dental work was approved within 48 hours. member was “thrilled” with the outcome.*
- *A new member didn’t know who to call when their power wheelchair’s batteries had died leaving them unable to leave their home. The member states “OCO staff contacted my Care Plan who helped me get my powerchair repaired and a temporary powerchair while I waited. Within 72 hours of my call to the OCO, my power wheelchair was repaired. I am thankful to the OCO and my plan for their quick response that enabled me to enjoy the beautiful summer weather outdoors.”*

# Inquiries

7/1/17 to 9/30/17

<b>TOTAL INQUIRIES</b>	<b>28</b>
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## High Level Inquiry Topics

<b>Benefits/Access</b>	<b>subtotal</b>	<b>16</b>
• Benefits Coverage		10
• Quality of Care / Clinical Issues		5
• Pharmacy/Provider Accessibility or Medication Availability		1

<b>Enrollment</b>	<b>subtotal</b>	<b>12</b>
• MassHealth Auto-Enrollment Ltr		6
• MassHealth Mailing		3
• General Interest		3

Note 1: A single contact may present multiple inquiries



# Complaints

7/1/17 to 9/30/17

<b>TOTAL COMPLAINTS</b>
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<b>30</b>
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## High Level **Complaint** Topics

Benefits/Access	subtotal	23
• Access to LTSS *		12
• Transportation *		7
• Quality of Care/Clinical Issues *		4

\* Detail on next slide

Customer Service	subtotal	7
• Interaction with Care Team		4
• One Care Plan Member Services Center		2
• Sponsor/Plan/Pharmacy gave poor or rude customer service		1



# Complaint Details: Sub-themes

7/1/17 to 9/30/17

Access to LTSS	total	12
• Delay in timely access to LTSS		7
• Denial of LTSS request		5
Transportation	total	7
• Delay in renewing transportation authorization		4
• Transportation service 15 minutes or more late		2
• Transportation service no show		1
Quality of Care / Clinical Issues	total	4
• Dissatisfaction Care Coordinator		3
• Dissatisfaction Care Team Members		1



# How Callers Heard About the OCO

2/1/17 to 9/30/17

	total	162
• OCO Magnet		110
• Friends		15
• One Care is available in your area mailing		12
• One Care website		10
• One Care auto enrollment letters		7
• OCO website		3
• OCO newsletter		2
• OCO Outreach events		2
• One Care Plan Care Manager		1



# OCO Customer Satisfaction Survey

2/1/17 to 9/30/17

• Overall satisfaction with OCO services: Very satisfied to satisfied	90%
• Members rated the OCO as understanding their problem.	95%
• Members rated the OCO as very knowledgeable to knowledgeable	95%
• Members were responded to within 1-2 business days.	95%
• Members rated us as feeling very respected to respected.	100%

68 individuals were called. 50% (34 individuals) agreed to participate in the survey.



# How to Contact the OCO

- **Call:** [855.781.9898](tel:855.781.9898)
- **Email:** [help@onecareombuds.org](mailto:help@onecareombuds.org)
- **Website:** [onecareombuds.org](http://onecareombuds.org)
- **Address:** 11 Dartmouth Street Suite 301 Malden, Ma 02148
- **Hours of Operation:** Monday – Friday: 9:00 am to 4:00 pm
- **Walk In hours:** Monday: 1 pm-4 pm & Thursday: 9 am-12 pm

