

OCO Enrollee Contact Themes

IMPLEMENTATION COUNCIL PRESENTATION

SEPTEMBER 12, 2014

What will be presented

- Overview of structure of the OCO
- OCO Program Utilization
- Early Data/Themes
 - Transition Issues
 - Communication
 - Administrative Practices
- Questions for Implementation Council Discussion
- 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 Staff

- Director
- Deputy Director
- Triage Ombudsman
- Spanish Bilingual Ombudsman
- Deaf At-Large Ombudsman – (9/2014 – 7/2015)
- Central / Western Ombudsman - (9/2014 - 7/2015)
- Administrative Assistant



OCO Program Utilization

(March 1-August 15, 2014)

A total of 186 contacts have been received by the OCO on topics ranging from general information and guidance on benefits, providers in network, pharmacy coverage to accessible materials and facilities.

Detail:

- 173 calls have been made by potential and current enrollees or others on their behalf
- 13 calls have been made by human service programs or health agencies.
- 7 investigations have addressed topics such as communication with providers, specific benefits, the enrollment process, and handicap accessibility.

(duplicated count)



Early Data

- Various quantitative OCO metrics will be available through Early Indicators Project in the near future
- Relatively low OCO Call volume does not permit for adequate sample size to identify trends
- Identified themes may not be conclusive but can indicate red flags for further review by MassHealth and the Implementation Council
- The following themes have been identified by OCO staff

Transition Issues

Examples include:

- Concern regarding potential impact of One Care enrollment on other benefits
- Not having current providers in a new One Care plan network
- Being auto-enrolled
- One Care prescription coverage formularies are different from the MassHealth prescription drug coverage
- Lack of clarity in terms of the enrollee's role in the Care Team. I.e., How much control do I have over the Care Team's decisions?
- Lack of sufficient support by MassHealth customer service for enrollees overwhelmed by transition to One Care



Communication

Examples include:

- MassHealth disenrollment notices to eligible participants
- Individuals residing outside One Care service area receiving eligibility enrollment information from MassHealth
- Websites that do not clearly communicate information about One Care (MassHealth and Tufts Health Plan Network Health), etc.
- Confusion about “reduced” rates negatively influencing provider participation
- Lack of protocol for MassHealth customer service to respond to consumers whose concern goes beyond frequently asked questions. I.e., program specific caller issues/questions
- Rest home discouraging clients from enrolling in One Care
- No comprehensive system for identifying language needs of all One Care enrollees
- As call volume to the OCO increases, OCO will continue to work with MassHealth to ensure that our communication, escalation, and follow-up protocols are working



Administrative Practices

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 communication re: different financial eligibility criteria at 65
- Provider networks:
 - Access to essential providers is a key element in enrollment decisions
 - Providers and potential enrollees lack info about providers' options to:
 - Join plan networks
 - Enter into single-case out-of-network agreements
- Providers and potential enrollees need clearer understanding of continued access to existing providers during continuity of care period



Questions for Implementation Council Discussion

- 1) What processes does EHS have in place to identify systemic trends, and how can OCO leverage its position as an independent entity to support CMS and EHS gather concrete information on potential trends in the field to inform effective responses?
- 2) In what format does the Implementation Council wish to see complaints data from OCO presented going forward?
- 3) How can the Implementation Council support the work of the OCO, EHS, and CMS to evaluate and comprehensively address issues that have been identified as systemic?

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)



Contact Information

Office: 11 Dartmouth Str., Ste. 301
Malden, MA 02148

Phone: **1.855.781.9898** – toll free
1.617.307.7775 – office
Dial 711 – MassRelay

Email: help@onecareombuds.org

Website: onecareombuds.org

