# **Slide 1:**

# One Care Ombudsman

*Ensuring One Care Works for You.*

## Implementation Council Presentation

## 9-16-16

**Slide 2:**

# **OCO** value: **One Care members**

## *I found myself confused about who to call when I needed help. … The OCO helped me identify who was on my Care Team and improve communication with them. I am really happy with my plan!*

## *As my health care status changed so did my needs, OCO staff helped me communicate with my Care Manager. The OCO really listened to me and helped me.*

## *After contacting the OCO I learned more about eyeglass benefits and was able to talk to my Care Manager who helped me get a new prescription and glasses. Thanks to the OCO, I can read the newspaper again!*

**Slide 3:**

# **One Care Beneficiaries Served**

|  |  |
| --- | --- |
| Total | 1,226 |
| Inquires | 890 |
| Complaints | 328 |

(4/14-8/16)

Note: The total exceeds the combined number of inquiries and complaints by 8 as a single contact may ask one or more questions as well as have one or more complaints.

**Slide 4:**

# Principal **Inquiry** Themes

|  |  |
| --- | --- |
| Theme | 890 |
| Benefits/Access | 646 |
| Sub-themes:   * Benefits Coverage * Plan Geographic Availability * Pharmacy/Provider Accessibility or Medication Availability * Quality of Care/Clinical Issues | 202  67  46  29 |
| Enrollment | 248 |
| Eligibility | 261 |

Note: A single contact may present multiple inquiries (4/14-8/16)

**Slide 5:**

# Principal **Complaint** Themes

|  |  |
| --- | --- |
| **Theme** | **328** |
| Benefits/Access | 319 |
| Sub-themes:   * Quality of Care/Clinical Issues * Transportation * Pharmacy/Provider Accessibility or Medication Availability Issue * Access to LTSS | 119  46  33  38 |
| Customer Service | 248 |
| Sub-themes:   * Interaction with Care Team * Sponsor/Plan/Pharmacy gave poor or rude customer service * OC Plan Member Services Center * Appointment Scheduling | 103  56  59  30 |
| Payment/Claims | 52 |

Note: A single contact may present multiple complaints 4/14-8/16

**Slide 6:**

# Top **3** issues during the **past two years**

## Quality of Care/Clinical Issues

## Interaction with Care Team

## Sponsor/Plan/Pharmacy gave poor or rude customer service

**Slide 7:**

# **OCO** **Recommendations** for **Implementation Council**

## Utilization of systemic trends data to improve service delivery and outcomes

## IC Subgroup recommendations re: assuring effective communications in One Care messaging