




Implementation Council Presentation

9-16-16



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!*
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One Care Beneficiaries Served

Total	1,226
Inquiries	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.



Principal Inquiry Themes

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

Note: A single contact may present multiple inquiries

(4/14-8/16)



Principal Complaint Themes

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

Note: A single contact may present multiple complaints

(4/14-8/16)



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



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