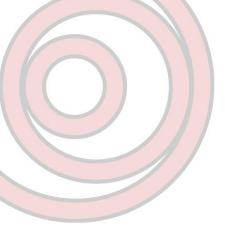


Implementation Council Presentation

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!

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 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)



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)

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