

One Care Implementation Council Planning Committee for Fall 2019

September 10, 2019

Priorities for the IC for Fall 2019

The IC is looking forward to working with MassHealth to develop strategies to promote One Care as it grows to scale

Strategies include:

- contract language
- developing quality measures
- IC presentations

First IC Priority: Care Coordination

During the September 3rd IC member zoom planning call Council Members identified **Care Coordination** as the first priority.

Specific areas of interest include understanding:

- How plans are using flexibility provided under the global payment to reduce:
 - High cost ED utilization and hospitalization rates.
 - Barriers to meaningful community engagement.
- Care Coordinator authority and autonomy in authorizing services (type of service, frequency, duration).
- How backroom functions (utilization management, medical necessity guidelines) effect care team decision-making.

Care Coordination

IC members identified the additional Care Coordination priorities:

- Ensuring the Care Coordinator work force has appropriate training, professional development opportunities, appropriate case loads, and professional support
- Improving transportation including non medical transportation
- Including Peer Support in the Integrated Care Plan
- Providing appropriate home care, discharge planning and preventive measures to reduce inpatient hospital re-admissions
- Addressing isolation
- Ensuring needs of lower cost (less medically complex) members are being met
- Addressing unique women's health needs.