Slide 1

**One Care Implementation Council**Tufts Health Unify; Network Access   
February 12, 2019

Slide 2

**Today’s Focus**

* Pre-enrollment
* Enrollment
* Connection to Services
* Other Monitoring Activities

Slide 3

**Pre-enrollment**

*Note: Four topics will be discussed in this slide deck. The checkmark below and on slides 5, 7 and 9 indicate the topic being addressed.*

**✓** Pre-Enrollment

Enrollment

Connection to Services

Other Monitoring Activities

*Implementation Council: Key Questions*

* How are providers with opened/closed panels tracked?
* What information do we have on providers accepting/not accepting new patients?
* What provider demographic data is captured?

*Tufts Health Plan Activities*

* Providers supply demographic and practice data upon enrollment
* Care managers track providers’ open/closed panel status, if known

Slide 4

**Pre-Enrollment**

Opportunities and Recommendations

* THP provider enrollment forms versus all-payer forms
* Timely notification from providers regarding open/closed panel status

Slide 5

**Enrollment**

Pre-Enrollment

**✓** Enrollment

Connection to Services

Other Monitoring Activities

*Implementation Council: Key Questions*

* How does THP measure effectiveness of Coordination of Care processes?
* Anything on PCP auto-assignment process?

*Tufts Health Plan Activities*

Continuity of Care

* Continuity of Care may be reviewed on case-by case basis
* May extend beyond 90 days depending on member need

PCP Assignment

* Historically non-issue until recently in Worcester
* One Care member education

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**Enrollment**

Opportunities and Recommendations

* Claims lag for new members
* Member engagement for newly enrolled members with new providers

Slide 7

**Connection to Services**

Pre-Enrollment

Enrollment

**✓** Connection to Services

Other Monitoring Activities

*Implementation Council: Key Questions*

* Are members denied access due to closed panels?
* What specialties are known to experience long wait times?
* Are there any interventions to mitigate long wait times? What interventions do we have?
* What is the timeline for getting a single case agreement approved? How often do members have to seek out single case agreements?

*Tufts Health Plan Activities*

* Connect members to care for specialties with long wait times
  + BH Services
  + Other Medical
* Single case agreements reviews

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**Connection to Services**

Opportunities and Recommendations

* Support providers to build capabilities

Slide 9

**Other Monitoring Activities**

Pre-Enrollment

Enrollment

Connection to Services

**✓** Other Monitoring Activities

*Implementation Council: Key Questions*

* How do we support practices in addressing health disparities?
* How do we capture and monitor provider compliance with ADA?

*THP Activities*

* Community Engagement
* Consumer Advisory Council
* Implementation Council involvement (Town Hall, Women’s Workgroup)
* Monitoring of appeals and grievances data
* Compliance program monitoring of ADA adherence
* Member assistance navigating redetermination process

Slide 10

**Other Monitoring Activities**

Opportunities and Recommendations

* Development of new provider survey to assess compliance with ADA requirements
* Capturing member demographic data in a structured way