

ONE CARE: MASSHEALTH PLUS MEDICARE: ASL VIDEO TRANSCRIPT

**One Care: MassHealth plus Medicare
Bringing your care together**

Information in American Sign Language (ASL)

(Female narrator) For the best viewing experience, it is recommended that you watch this video from a desktop computer.

You can also watch from a mobile device, but doing so is not recommended because this video includes annotations.

With annotations turned on, you can choose to navigate through different parts of this video.

This video has 5 sections. A blue menu will appear at the beginning of each section.

From the menu, you can click on the section you want to watch, and you will automatically jump to that part.

It is OK if you do not select anything from the menu. The video will run continuously by itself.

Subtitles are also available.

See the image on the right?

(IMAGE IS A SCREENSHOT OF A YOUTUBE VIDEO PLAYER, WITH TWO COMMENT BUBBLES POINTING TO BUTTONS LOCATED AT THE LOWER-RIGHT SIDE OF THE VIDEO PLAYER.)

You will see several buttons on the lower-right section of your video screen.

Click on the first button to turn annotations on.

Click on the second button to turn subtitles on.

Main Menu

- Overview of One Care: MassHealth plus Medicare**
- Section 1. Introducing One Care: MassHealth plus Medicare**

- **Section 2. Understanding One Care Plans and What They Do**
- **Section 3. Signing Up for One Care and Selecting a One Care Plan**
- **Section 4. More Information**

Overview

- **What will this video tell me about One Care?**
- **Can I participate in One Care: MassHealth plus Medicare?**
- **Who can I contact about Medicare?**
- **Who can I contact about MassHealth?**
- **Is One Care a good fit for me?**

(Female narrator) Starting fall 2013, MassHealth and Medicare will join together with health plans to offer a new program called One Care.

One Care aims to make it easier for people with disabilities to get a full range of services provided by both MassHealth and Medicare.

One Care is for people aged 21-64 who are eligible for both MassHealth and Medicare.

If you sign up for One Care, you will have a Care Coordinator who will help make sure you have all the services you need.

Your Care Coordinator will help you coordinate all the care you get from your doctors, behavioral health specialists (such as mental health or substance abuse) and long-term services and supports providers.

One Care makes it possible for you to have one plan and one card so you can live healthier, stay more active, and be more independent.

This video will explain and expand on One Care to help you decide if One Care is the right fit for you.

This video will explain the following:

This Video Will Tell You:

- **which services will be covered**
- **whether you can participate**
- **how to choose a One Care plan that will work for you**
- **how to sign up**
- **what will happen if you sign up**
- **what will happen if you don't sign up**
- **what information you should expect to receive if you qualify to participate**

(Female consumer) Can I participate in One Care?

(Female narrator) There are 6 requirements for joining One Care. You must have all 6 requirements in order to receive One Care.

If you do not match any of the requirements, you cannot join One Care.

Those requirements are:

Quick Check

- Between ages 21 and 64**
- Have Medicare Parts A and B**
- Qualify for Medicare Part D (drug coverage)**
- Do not have private health insurance (like from your job)**
- Do not participate in a Home and Community Based Services (HCBS) waiver**

(Female consumer) If I'm not sure what type of Medicare coverage I have, who can I talk to?

(Female narrator) You can contact Medicare at 1-800-633-4227 or 1-877-486-2048 (TTY).

(Female consumer) If I'm not sure what type of MassHealth coverage I have, who can I talk to?

(Female narrator) You can contact MassHealth Customer Service at 1-800-841-2900 or 1-800-497-4648 (TTY).

(Female consumer) Is One Care a good fit for me?

(Female narrator) Do you have trouble finding the right doctors?

Do you wish you had one person you could call to coordinate your care and services?

Do you have physical or mental health needs that you can't get the right help with?

Do you have an intellectual disability (such as Down syndrome) and wish you could get more support from your providers?

Do you wish you could get help so you can live more independently?

Do you wish that you had better communication with your doctors and other caregivers?

Do you feel that the services you get now just aren't enough or aren't the right services?

Do you need special equipment at your appointments?

Do you need someone to translate information for you at your appointments?

If you answered "yes" to any of these questions, then One Care may be a good fit for you.

If you are thinking about joining One Care, you can review this information with another person to help you decide.

That person could be a family member or legal guardian; a friend you trust; a case manager or service coordinator; one of your providers, or someone at an organization you trust.

Section 1. Introducing One Care: MassHealth plus Medicare

- **What is One Care?**
- **What is different about One Care?**
- **Will I have a primary care provider or doctor?**
- **Will One Care plans cover medications?**
- **Will One Care cover emergency health services?**
- **What long-term services and supports will One Care cover?**
- **What other kind of support can I get from One Care?**

(Female consumer) What is One Care?

(Female narrator) One Care is new and includes different health plans selected by MassHealth and Medicare.

These are called One Care plans, and they provide full MassHealth and Medicare benefits.

(Female consumer) What is different about One Care?

(Female narrator) One Care makes it easier to get the full set of services provided by MassHealth and Medicare.

One Care is made up of different health plans that include MassHealth and Medicare services. Medicare Part D drug benefits are also included.

With One Care, you will have a choice of doctors and one person, called a Care Coordinator. Your Care Coordinator will help you set up all the services you need.

Your Care Coordinator will work with you to help put together your physical, behavioral health, and long-term services and supports, and will work with you and your doctors and providers as a team to set up your Personal Care Plan to make sure you are getting the care that best meets your needs.

Also, depending on your personal needs, One Care may provide new and different ways for you to get services that you didn't have before, such as peer supports, medical equipment repair, home care, and more.

You could also receive a range of recovery-based community mental health and substance abuse services.

Your Care Coordinator will help.

The goal of One Care is to offer you a better, simpler way to get the complete care you need.

(Female consumer) Will I have a primary care provider?

(Female narrator) Yes. A One Care plan will make sure that you have a primary care provider, either a doctor or nurse practitioner (NP).

Your primary care provider, other providers and your Care Coordinator will work with you as a team to meet your care needs.

If your health care needs were to change, those changes can be added to your Personal Care Plan.

(Female consumer) Will One Care plans cover medications?

(Female narrator) Yes. One Care plans cover medications.

Each plan will provide a list of all the medications they cover. Some plans may

require you to pay for some of the cost of your medications like you do now.

(Female consumer) Will One Care cover emergency health services?

(Female narrator) Yes. Through your One Care plan, you will have access to doctors, nurses, and mental health providers 24 hours a day.

They can help you get the services you need or get you to an emergency department, if needed.

(Female consumer) What long-term services and supports will One Care cover?

(Female narrator) Long-term services and supports (LTSS) can help you do the daily activities that you need assistance with because of your disability or illness.

You can receive LTSS in your home or at community programs, or in a facility like a nursing home.

LTSS can be things that help you do activities, like the following:

- a wheelchair;
- a device that helps you communicate, or
- repairs or training for your durable medical equipment (DME).

LTSS can be a person that helps with activities, like the following:

- bathing;
- getting dressed;
- shopping;
- doing laundry;
- managing your medications;
- living more independently in your home and community, or
- getting involved in community activities that you're interested in.

Different types of people can provide LTSS, such as the following:

- a personal care attendant (PCA);
- a home health aide;
- a peer, or
- case managers and service coordinators.

LTSS can be programs that help you with daily living skills, such as the following:

- **day programs;**
- **adult foster care, or**
- **adult day health.**

(Female consumer) What other kind of support can I get from One Care?

(Female narrator) Depending on your Personal Care Plan, your One Care plan may also offer community support services. These are services that you get in your home or at a community program.

They include the following:

- **care to help you live more independently;**
- **help from a peer, or someone with similar life experiences, who can help you advocate for yourself and support your recovery;**
- **home modifications so you can get around better where you live, or**
- **other services that meet your individual needs.**

Section 2. Understanding One Care Plans and What They Do

- **What will a One Care plan do for me?**
- **What is a Personal Care Plan?**
- **What is a Care Team?**

- **Who will be on my Care Team?**
- **I like the doctors, specialists, and other health care providers that I see now. Will they be part of my Care Team?**
- **What will my Care Coordinator do for me?**
- **How will my Care Team know what services I need?**
- **Will the Care team know how to help me with long-term services and supports (LTSS)?**
- **Will I be able to keep my Personal Care Attendant (PCA)?**
- **Will my current service coordinator, case manager, or people from other organizations in the community still be involved with my care?**
- **Will my Care Team maintain my privacy and confidentiality?**

(Female consumer) What will a One Care plan do for me?

(Female narrator) Your One Care plan will make sure that you get the services that you need.

You will have a Care Coordinator who will help you manage your health needs related to

your physical, mental health, substance abuse, and other long-term support services.

You will also have a Care Team that will help you manage your health care needs.

(Female consumer) What is a Personal Care Plan?

(Female narrator) All your health care needs will be recorded in your Personal Care Plan.

With your Care Team involved, your Care Coordinator will work with you to create and develop your Personal Care Plan.

Your Personal Care Plan will include services that you need for your physical and mental health care and LTSS, and a list of your doctors and providers, and the medications you take.

Your Personal Care Plan will also include your health, independent living, and recovery goals, and how those goals will be accomplished.

If you want, you can talk about ways for your family members or social supports to be involved with your care.

Your One Care plan will work with you always, and your family, friends, and advocates if you prefer.

Your Personal Care Plan is created, developed, and set up with a special focus on you.

(Female consumer) What is a Care Team?

(Female narrator) Your One Care plan will help you set up a Care Team.

A Care Team is a group of people that will work with you, find out what your needs are, and help you create and develop a Personal Care Plan.

They will talk with you about what you want and what your preferences are, and help figure out what services are available to meet your needs.

They will also help identify who can provide services, and where and when you can receive those services.

Your Care Team will work with you to stay independent or become more independent.

Who is the most important person on your Care Team? You are.

(Female consumer) Who will be on my Care Team?

(Female narrator) The people in your Care Team include: you; your Care Coordinator; your primary care provider; your mental health provider if you choose, and your Independent Living Long-Term Services and Supports Coordinator—or LTS Coordinator for short—if you choose.

Your Care Team may include anyone else you want, like:

- family members, friends, and other caregivers;**
- advocates, people who can make sure your best interests are being addressed;**

- **other physicians, specialists, clinicians, nurses, or social workers;**
- **community health workers;**
- **peer specialists;**
- **service coordinators from state agencies you work with, or**
- **community services providers.**

Only people you want will be on the Care Team. The people on your Care Team can change as your needs change.

(Female consumer) I like the doctors, specialists, and other health care providers that I see now. Will they be part of my Care Team?

(Female narrator) If your doctors, specialists, and other providers are signed up with the One Care plan that you choose, they may be part of your Care Team.

Your One Care plan will work with you to make sure that the providers on your Care Team are able to meet your needs. These might be providers you already see or providers that are new to you.

You can ask your current doctors, specialists, and providers if they are part of a One Care plan, or if they will join.

Each One Care plan has a different group of providers they work with. It is important to compare One Care plans so you know which ones work with your current providers.

(Female consumer) What will my Care Coordinator do for me?

(Female narrator) Your Care Coordinator will work with you and your Care Team to do these things:

- complete a review of your care needs;**
- help you set up your Personal Care Plan and decide how you will work together with your Care Team;**
- work with you to carry out your Personal Care Plan;**
- help with communication within the Care Team;**
- make sure that all services are accessible to meet your needs;**
- make sure that you can get to your appointments;**

- **get you a language interpreter, if you need one, for your appointment or community program, and**
- **be your primary contact to your One Care plan.**

(Female consumer) How will my Care Team know what services I need?

(Female narrator) You and your Care Team will do an assessment.

The assessment will help figure out all your health needs related to medical, mental health, functional (your ability to take care of yourself), and social support.

During this meeting, you can discuss your goals, preferences, medical concerns, and social support needs, and so on.

During your assessment, the following may be discussed:

- **your care needs and current services;**
- **overall health factors;**
- **current medications;**
- **ability to do everyday tasks, like getting around, eating, and cleaning;**

- **mental health and substance abuse needs, including recovery supports;**
- **appointment needs, like help with scheduling, or getting special equipment or a language interpreter for your appointment;**
- **equipment and technology needs;**
- **transportation needs;**
- **food, nutrition, and exercise needs and goals; and**
- **supports from family and friends.**

The information collected during your assessment will be used to help develop your Personal Care Plan.

(Female consumer) Will the Care Team know how to help me with long-term services and supports (LTSS)?

(Female narrator) If you need long-term services and supports (LTSS), someone called an Independent Living Long-Term Services and Supports Coordinator (LTS Coordinator) will be part of your Care Team.

Your One Care plan will help you find an LTS Coordinator who fits your needs.

Even if you don't need one now, you can add an LTS Coordinator to your Care Team at any time.

Your LTS Coordinator can help you in the following ways:

- be involved in the review of your care needs;**
- educating you and your Care Team about which LTSS are available for you;**
- help carry out your Personal Care Plan;**
- advocate with you about getting the long-term services and supports you need, and**
- connect you to the services in your Personal Care Plan.**

(Female consumer) Will I be able to keep my Personal Care Attendant (PCA)?

(Female narrator) If you have a Personal Care Attendant (PCA) that you get through MassHealth, and you like your current PCA and want to keep your current PCA, you can.

If you use an agency to pay your PCA, One Care must also be able to pay that agency.

If you have questions about the rules for hiring or keeping a PCA, you can discuss them with your LTS Coordinator.

(Female consumer) Will my current service coordinator, case manager, or people from other organizations in the community still be involved in my care?

(Female narrator) Yes. If you want, your Care Team will work with any service providers that you have from other federal, state, and community programs.

For example:

- **social service agencies;**
- **community-based mental health and substance abuse service programs;**
- **federal agencies, like the Department of Veterans Affairs;**
- **state agencies, like the Department of Developmental Services (DDS); the Department of Mental Health (DMH); the Department of Public Health (DPH); the Massachusetts Commission for the Blind (MCB); the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH); and**

the Massachusetts Rehabilitation Commission (MRC).

(Female consumer) Will my Care Team maintain my privacy and confidentiality?

(Female narrator) Yes. Your Care Team members have to follow all privacy and confidentiality rules and laws.

These are the same rules that MassHealth, Medicare, your doctors, and any other health care providers must follow.

Section 3. Signing Up for One Care and Selecting a One Care Plan

- When does One Care start?**
- What questions should I think about when choosing a plan?**
- How do I find out if my doctors and providers are part of a One Care plan?**
- How do I sign up for One Care?**
- How will I know that One Care has started?**
- What happens if I don't choose a One Care plan?**
- What will happen to my current benefits if I choose to be part of One Care?**
- I don't want to be a part of One Care. What should I do?**

- **Will anything change if I tell MassHealth that I do not want to sign up for One Care?**
- **What happens if I sign up for One Care and then decide I don't want to be in it anymore?**

(Female consumer) When does One Care start?

(Female narrator) If you qualify, you will be able to join a One Care plan starting in fall 2013.

(Female consumer) What questions should I think about when choosing a One Care plan?

(Female narrator) As you compare and choose One Care plans, here are some important questions to ask yourself:

- **What do you need, and how can a One Care plan meet those needs?**
- **Would you like someone to help you better organize your health care and services?**
- **Which One Care plans are available where you live?**
- **Which doctors and providers do you want to keep seeing?**

- **Are your doctors and providers part of the One Care plan you're interested in?**
- **Do you want additional options for how to get services, like peer support for recovery, wellness supports, medical equipment repair, or home care?**

(Female consumer) How do I find out if my doctors and providers are part of a One Care plan?

(Female narrator) Starting in fall 2013, if you qualify, MassHealth will send you information about each One Care plan.

(Female consumer) How do I sign up for One Care?

(Female narrator) You will receive information from MassHealth if you qualify.

The information packet will include an Enrollment Guide, which looks like this:

(IMAGE SHOWS COVER PAGE OF ONE CARE ENROLLMENT GUIDE)

The Enrollment Guide will give you the following information:

- a list of One Care plans available in each city or town;
- how to sign up;
- forms that you will need to mail back to MassHealth, and
- phone numbers you can call for help or to get more information.

(Female consumer) How will I know that One Care has started?

(Female narrator) If you qualify for One Care, MassHealth will send you information explaining how to sign up for One Care.

If you do not want to sign up for One Care, the information packet will also tell you what to do.

**For more information about One Care, you can go to the One Care website:
www.mass.gov/masshealth/onecare.**

(Female consumer) What happens if I don't choose a One Care plan?

(Female narrator) Once MassHealth sends you information about One Care, you can

choose a plan or tell MassHealth that you do not want to join.

If you've received your information packet and MassHealth does not hear from you, MassHealth may sign you up for a One Care plan.

If MassHealth chooses a One Care plan for you, you will have two months to tell MassHealth that you want to make changes.

After two months has passed, your One Care coverage will start.

(Female consumer) What will happen to my current benefits if I choose to be part of One Care?

(Female narrator) Once you choose a One Care plan, you will start working with your Care Coordinator.

Your Care Coordinator will work with you to set up your Personal Care Plan and figure out the best way for your One Care plan to meet your personal health and care needs.

Your Personal Care Plan should be in place within the first 90 days you are in One Care.

You can keep seeing your doctors and getting your current services while you and your Care Team are creating your Personal Care Plan.

If you are taking any Medicare Part D prescription drugs, you can get a temporary supply.

(Female consumer) I don't want to be part of One Care. What should I do?

(Female narrator) It is important to know that choosing to keep getting your health services the same way you have been, or signing up for One Care is your decision and your choice.

If you do not want to sign up for One Care, you must tell MassHealth. There are 2 ways you can tell MassHealth.

MassHealth will send you information with an Enrollment Guide. There will be a form in your Enrollment Guide that you can fill out and send back to MassHealth.

You can also contact MassHealth Customer Service to tell them you do not want to join One Care. Telephone numbers are as follows: 1-800-841-2900 or 1-800-497-4648 (TTY).

If you have not gotten your Enrollment Guide, please wait before contacting MassHealth Customer Service.

(Female consumer) Will anything change if I tell MassHealth that I do not want to sign up for One Care?

(Female narrator) If you tell MassHealth that you do not want to join One Care, you will continue to get your services from MassHealth and Medicare, just like you do now.

(Female consumer) What happens if I sign up for One Care and then decide I don't want to be in it anymore?

(Female narrator) If you decide that you don't want to be in One Care anymore, you can go back to getting services the way you did before, through MassHealth and Medicare.

You just need to tell MassHealth. Telephone numbers are as follows: MassHealth Customer Service: 1-800-841-2900 or 1-800-497-4648 (TTY)

Section 4. More Information

- **What other information can I get about One Care?**
- **Services covered by One Care**
- **Additional Resources**

(Female narrator) More information about One Care will be coming in fall 2013.

Information provided will include:

- **One Care plans you can sign up for;**
- **One Care plan websites with information about providers and medications;**
- **a schedule of when MassHealth will send letters out;**
- **who you can call to get help and advice about One Care, and if you should be in One Care;**
- **who you can call if you are having trouble getting in or out of a One Care plan;**
- **who you should call if you are having trouble getting services, and**

- **what to do if you want to join One Care, but want to make sure you keep getting services.**

(Female narrator) Services included in One Care plans will now be shown.

If you are not sure what these services are and what they mean, you can find answers in the Enrollment Guide.

You can also call MassHealth Customer Service for help.

Your provider(s), a family member or guardian, a trusted friend, or advocate may also be able to help you.

All Medicare Part A, Part B, and Part D services and all MassHealth services are included in One Care.

One Care plans will cover the following services:

Covered Services

- **adult day health**
- **adult foster care**
- **ambulance (emergency)**

- **audiologist services**
- **behavioral health services (mental health and substance abuse)**
- **chiropractic care**
- **chronic disease and rehabilitation hospital inpatient**
- **community health center**
- **day habilitation**
- **dental services**
- **durable medical equipment (DME) and supplies, replacement parts, training, modifications, and repairs**
- **family planning**
- **group adult foster care**
- **hearing aids**
- **home health**
- **hospice**
- **independent nursing**
- **inpatient hospital**
- **laboratory/x ray/imaging**
- **medically necessary non-emergency transportation**
- **nurse midwife services**
- **nurse practitioner services**
- **orthotic services**
- **outpatient hospital**
- **outpatient surgery**
- **oxygen and respiratory therapy equipment**
- **personal care assistance**

- **pharmacy**
- **physician**
- **podiatry**
- **prosthetics**
- **renal dialysis services**
- **skilled nursing facility**
- **speech and hearing services**
- **therapy: physical, occupational, and speech/language**
- **vision care**
- **medically necessary state-funded abortion services**

(Female narrator) One Care includes all Medicare and MassHealth services.

One Care also provides Diversionary Behavioral Health Services. If you have behavioral health needs, you may be able to receive these services instead of going to the hospital or a behavioral health facility.

Your Care Team will work with you to decide if these services are right for you and should be in your Personal Care Plan.

Diversionary behavioral health services provided by One Care include the following:

Diversions Behavioral Health Services

- **acute treatment services for substance abuse**
- **clinical support services for substance abuse**
- **community crisis stabilization**
- **community support program**
- **emergency services program**
- **intensive outpatient program**
- **partial hospitalization**
- **program of assertive community treatment**
- **psychiatric day treatment**
- **structured outpatient addiction program**

(Female narrator) Community-based services are also available through One Care.

Community-based services can promote wellness, recovery, self-management of chronic conditions, and independent living.

Community-based services may also help you stay out of the hospital or nursing facility.

Your Care Team will work with you to decide if these services are right for you and should be in your Personal Care Plan.

Community-based services provided by One Care include the following:

Community-Based Services

- **care transitions assistance (across settings)**
- **community health worker support**
- **day services**
- **home care services**
- **home modifications**
- **medication management**
- **peer support/counseling/navigation**
- **respite care**
- **transportation**

Additional Resources

MassHealth Customer Service

- **1-800-841-2900**
- **1-800 497-4648 (TTY)**

Medicare

- **1-800-MEDICARE (1-800-633-4227)**
- **1-877-486-2048 (TTY)**

For more information about One Care, or to get a copy of the companion document available in English, Spanish, Braille, and large print, go to www.mass.gov/masshealth/onecare

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Bringing your care together**