**Slide 1**

**One Care Ombudsman Program Update**

**One Care Stakeholder Open Meeting Presentation  
November 6, 2014**

**Slide 2**

**What will be presented**

* Overview of structure of the OCO
* OCO Program Utilization
* Common Inquiry/Complaint Domains
  + Transition Issues
  + Communication
  + Administrative /Technical Practices
* Office Information
* Contact Information

**Slide 3**

**OCO Role**

* Inform and educate consumers
* Investigate and help mediate and resolve complaints
* Identify systemic issues and opportunities for improvement
* Maintain a neutral and independent role

**Slide 4**

**OCO Program Utilization**   
(Third Quarter: July – September 2014)

The OCO received a total of 192 on topics ranging from general information and guidance on benefits, provider networks and pharmacy coverage, to enrollee rights

Detail:

* 152 calls from potential and current enrollees or others on their behalf
* 8 calls from providers
* 38 investigations have addressed topics such as communication with providers, specific benefits, the enrollment process, and enrollee rights

(duplicated count)

**Slide 5**

**Common Inquiry & Complaint Domains**

Most of the inquiries and complaints the OCO has received to date relate to:

* Transition issues
* Communication
* Administrative/Technical

**Slide 6**

**Transition Issues**

Examples include:

* Concern about impact of One Care enrollment on current benefits, access to providers, etc.
* Lack of clarity about the enrollee’s role in the Care Team
* Members unaware that plan formularies may differ from MassHealth prescription drug coverage
* Members need more individualized information and support from MassHealth customer service

**Slide 7**

**Communication**

Examples include:

* Spanish speaking enrollees receiving English-language MassHealth notices
* One Care information MassHealth’s and One Care plans’ websites unclear
* Slow responses from Care Team members can affect enrollees’ access to information and/or services

**Slide 8**

**Administrative/Technical**

Examples include:

* Confusion about continuation of One Care enrollment after turning age 65:
  + - General message is that if enrolled at 64 you can keep your One Care plan
    - No clear broad-scale communication re: different financial eligibility criteria at 65
  + Provider networks:
    - Providers and potential enrollees lack info about providers’ options to join plan networks or enter single-case out-of-network agreements
    - Providers and potential enrollees need clearer understanding of continued access to existing providers during continuity of care period

**Slide 9**

**Office Information**

Hours of Operation

8:30 am to 4:30 pm, Monday – Friday

Accessibility

Our offices are wheelchair accessible

Please call 1.855.781.9898 (MassRelay – dial 711) to

Arrange interpreter services in your preferred language and for the Deaf

Request OCO informational materials in Spanish, Braille, large print or electronically (PDF or Word document)

**Slide 10**

**One Care Ombudsman Statewide Coverage**

This slide contains an illustration of the state of Massachusetts broken into three areas using the colors red, green and gray.

The color red highlights the counties in Massachusetts covered by the Ombudsman’s Malden Office:

* Essex
* Middlesex
* Suffolk
* Norfolk
* Plymouth

The color green highlights the counties in Massachusetts covered by the Ombudsman’s Worcester Office:

* Worcester
* Franklin
* Hampshire
* Hampden

The color gray highlights the counties in Massachusetts where there are currently no One Care Plan coverage:

* Berkshire
* Bristol
* Barnstable
* Dukes
* Nantucket

**Slide 11**

**Contact Information**

Offices: East: 11 Dartmouth Str., Ste. 301 Walk-in hours  
 Malden, MA 02148

Central/ 484 Main Str., Ste. 600\* By Appointment   
West: Worcester, MA 01608 Only

\*For automatic door accessibility use the entrance to the left when facing the building. Take the elevator to the 6th floor; the OCO is located in the Easter Seals office (Suite 600).

Phone: **1.855.781.9898** – toll free

1.617.307.7775 – office

Dial 711 – MassRelay

Email: help@onecareombuds.org

Website: onecareombuds.org