**Slide 1**

**One Care: MassHealth plus Medicare**

MassHealth Demonstration to Integrate Care for Dual Eligibles

Open Meeting

December 5, 2013, 1:00 PM – 3:00 PM

Worcester Public Library

Worcester, MA

**Slide 2**

**Agenda for Today**

* Status Update
  + Timeline review
  + Enrollment report
* Early Experience Discussion
* Early Indicators Project (EIP) Update
* Auto-Assignment Round 1 Update
* One Care Ombudsman
* Implementation Council Update
* Outreach and Engagement Activities
  + Training
  + Provider Engagement Update
  + Dental Services in One Care

**Slide 3**

**Status Update: Timeline Review**

(This slide was presented in a table format)

Expected Date Action

September………………...... Enrollment guides and self-selection letters sent to

individuals in target population; outreach to potential

enrollees begins

September………………...... One Care plan marketing begins

October 1………………........ One Care start date, self-selection enrollments only

October 28…….................... 60-day notice sent to first auto-assignment group

November 22 ..............…..... 30-day reminder notice sent to first auto-assignment

group

January 1, 2014…………..... Effective date for first wave of auto-assignment

January 30, 2014 (approx)... 60-day notice sent to 2nd auto-assignment group

February 24, 2014 (approx.). 30-day reminder notice sent to 2nd auto-assignment

group

April 1, 2014…………….. Effective date for 2nd wave of auto-assignment

July 1, 2014…………….. Effective date for possible 3rd wave of auto-assignment

**Slide 4**

**Monthly Enrollment Report**

* MassHealth is issuing monthly reports on One Care enrollment activity
* Reports will be issued by mid-month
* Reports are intended to provide general information to stakeholders
* ***Numbers in this presentation represent a PRELIMINARY report on enrollments as of December 1. A final report will be issued later this month***

**Slide 5**

**Status Update: Enrollment**

Effective **December 1**, total number of enrollees: **4,689**

(The following data was presented in table format)

Total Enrollment by Plan

CCA………………... 3,737

FTC………………… 510

Network Health…… 442

Total……………….. 4,689

Note: Numbers shown represent a preliminary report on enrollment activity as of December 1 and are subject to change. A final report will be issued later in December.

**Slide 6**

**Status Update: Enrollment**

(This slide was presented in table format)

Total Enrollment by County

Essex………… 553

Franklin……… 55

Hampden……. 809

Hampshire…... 104

Middlesex…… 720

Norfolk………. 324

Plymouth……. 220

Suffolk……….. 853

Worcester….... 1,051

Total................ 4,689

NOTE: Numbers shown represent a preliminary report on enrollment activity as of December 1 and are subject to change. A final report will be issued later in December.

**Slide 7**

**Status Update: Opt-Outs**

* Total number of opt-outs as of December 1: 13,924
  + Will be excluded from any future auto-enrollment
  + If eligible, can choose to enroll by self-selection at any time
* Total opt-out number includes individuals who may be ineligible
* Of the individuals who received a One Care enrollment package, ~17% have chosen to opt out

(The following data was presented in table format)

Total Opt-Outs by County

Essex………… .......... 1,788

Franklin……… .......... 2,386

Hampden……. .......... 2,191

Hampshire…... .......... 510

Middlesex……........... 2,585

Norfolk………............ 1,076

Plymouth……............ 818

Suffolk……….. .......... 1,797

Worcester…............... 2,842

Non-Demo Counties 31

Total........................... 1,783

NOTE: Numbers shown represent a preliminary report on enrollment activity as of December 1 and are subject to change. A final report will be issued later in December.

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**Early Experience Discussion**

**Slide 9**

**Early Indicators Project (EIP) Update**

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**Early Indicators Project (EIP) Overview**

* Analyzing *early* quantitative and qualitative indicator data to assess the perceptions and experiences of enrollees (both self-selected and auto-assigned) in One Care, as well as those who have chosen to opt out
* Distinct from One Care programmatic evaluation / quality measures
* Characteristics of early indicators:
  + Measurable – data exists and is readily accessible
  + Truly early – information must be available in the short term
  + Actionable – provides information that can point to actions or steps we can take to achieve a course correction

**Slide 11**

**EIP Workgroup and Data Sources**

* EIP Workgroup members:
  + 4 representatives from the Implementation Council
  + 3 MassHealth staff
  + 2 UMass staff
* Data sources the workgroup will use include:
  + Surveys and focus groups
  + MassHealth Customer Service
  + One Care plans
  + SHINE
  + MassHealth enrollment data
  + One Care Ombudsman
* EIP workgroup will:
  + Establish indicator data elements
  + Develop questions for surveys and focus groups
  + Define survey and focus group methodologies
  + Participate in trend identification and analysis

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**EIP Update: Focus Groups**

(The following data was presented in table format)

Five Focus Groups of Eligible Members

Early opt-ins............................................ December 16, 2013........... Boston

Early opt-outs.......................................... December 19, 2013........... Worcester

Auto-enrollees......................................... Feb. / Mar. 2014................ TBD

Spanish language................................... Feb. / Mar. 2014................ TBD

Enrollees with intellectual

disabilities and their caregivers.......... Feb. / Mar. 2014................ TBD

* 2013 focus groups will seek feedback on MassHealth’s initial One Care materials/outreach, reasons for decision, and early experiences
* 2014 focus groups will explore early experiences and population-specific concerns/experiences

**Slide 13**

**EIP Update: Surveys**

* Two surveys of eligible MassHealth members:
  + Survey 1: Initial One Care mailing recipients (mid-December 2013)
    - Target sample size = 300
    - Opt-outs, self-selects, and no-action members
    - Telephone only
    - Reactions to materials and reasons for enrollment decision
    - Expectations for One Care and early experience
  + Survey 2: Self-selected and auto-assigned enrollees (2014)
    - Target sample size = 3,000
    - More comprehensive
    - Telephone and mail
    - Three deployments, approximately 120 days after each auto-assignment wave
    - Early experience – continuity of care, assessments, successes/problems

**Slide 14**

**Public Reporting on EIP Findings**

* First step – brief monthly reports summarizing data from various sources as data becomes available
  + First reports anticipated in January 2014
  + Will be published on the One Care website
* Next step – EIP workgroup will develop a “dashboard” of illustrative data and trends
  + Produced quarterly, starting April 2014
  + Will include relevant data from all sources
  + Will capture meaningful data and trends to present a picture of program performance

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**Auto-Assignment Round 1 Update**

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**Auto-Assignment Round 1 – Overview**

* Auto-assignment (passive enrollment) is the term MassHealth is using to describe the process of assigning, notifying, and automatically enrolling someone in a One Care plan.
* There are three planned rounds of auto-assignment, for coverage effective January 1, April 1, and July 1, 2014.
* Round 1 of auto-assignment
  + Included approximately 6,886 individuals, who appear in MassHealth data to have less acute needs than others in the eligible population (C1 rating category)
  + 60-day notice sent to those individuals Oct. 28
  + 30-day notice sent Nov. 22 to those who had not communicated a different choice to MassHealth

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**Auto-Assignment Round 1 – Results to Date**

* Out of 6,886 individuals in the 60-day mailing:
  + 77% still on track to be covered by their assigned plan for Jan. 1
  + 18% have opted out of One Care
  + 4% have decided to enroll in their assigned plan for an earlier effective date
  + 1% have switched to a different plan
* MassHealth continues to encourage all individuals to carefully consider their enrollment options, using resources such as:
  + Enrollment packet materials (also available on One Care website, [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare))
  + SHINE (Serving the Health Insurance Needs of Everyone) counselors (for an appointment, call 1-800-243-4636)
  + MassHealth Customer Service (call 1-800-841-2900, TTY: 1-800-497-4648)

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**One Care Ombudsman**

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**Implementation Council Update**

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**Outreach and Engagement Activities**

**Slide 21**

**Training for Plan Staff and Providers**

(The following data was presented in table format)

Webinars: May 23, 2013 Intro to One Care\*

June 13, 2013 Contemporary Models of Disability\*

Sept. 26, 2013 Enrollee Rights\*

Oct. 17, 2013 ADA Compliance\*

Nov. 14, 2013 Cultural Competence

January 2014 Behavioral Health / Recovery Model

2014 (TBD) Wellness

All webinars will be posted on the One Care learning website:

[**http://www.mass.gov/masshealth/onecare/learning**](http://www.mass.gov/masshealth/onecare/learning)

to enable access by plan staff and providers at any time.

*\* Available online now!*

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**Information for Providers**

* MassHealth **All** **Provider Bulletin for One Care** is available on the EOHHS website. It includes general information such as:
  + Overview of One Care and covered services
  + One Care plans and service areas
  + 90-day continuity of care period
  + Provider responsibilities (e.g., submit claims for payment to One Care plans for enrolled members)
* **Transmittal Letter** is also available on the EOHHS website.
  + Lists new Eligibility Verification System (EVS) messages for One Care:
    - 667: One Care. Commonwealth Care Alliance member. For medical, behavioral health, and long-term services and support services, call 1-866-610-2273.
    - 668: One Care. Fallon Total Care member. For medical, behavioral health, and long-term services and support services, call 1-855-508-3390.
    - 669: One Care. Network Health member. For medical, behavioral health, and long-term services and support services, call 1-888-257-1985.

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**Information for Providers (cont’d)**

* MassHealth is developing additional provider materials, expected to be available in January 2014
* Materials designed both for:
  + Providers who are participating in One Care
  + Other MassHealth providers who may not yet be contracted by a One Care plan
* **One Care Provider FAQs** 
  + How do I become a contracted One Care provider?
  + How do I submit claims? What is the timeline for processing claims?
  + How do I check what services are covered for a One Care enrollee?
  + Who will support One Care enrollees to select their providers?
  + What is included in the comprehensive assessment?

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**Information for Providers (cont’d)**

* A **One Care Provider Flyer** will provide an overview of One Care, including
  + Benefits to members
  + Eligibility criteria
  + Overview of the covered services
  + How to contract with the One Care plans
* A **One Care Provider Guide** will be available with more details about
  + One Care covered services
  + Enrollment in One Care
  + Care delivery
  + Enrollee grievances and appeals
  + Key contacts and One Care resources

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**Provider Materials Distribution**

* All of the materials will be posted on the One Care website [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare)
* In addition:
  + The FAQs and Provider Guide may be distributed by MassHealth to contacts our contacts at provider associations, for further distribution to their networks, as appropriate
  + The flyer may be mailed to MassHealth providers
* MassHealth is continuing conversations with providers regarding the best strategies for reaching and engaging them about One Care

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**Dental Services in One Care**

**Slide 27**

**Dental Services in One Care**

* MassHealth has received several questions about the dental benefits in One Care
* To clarify dental coverage, MassHealth created a one-page overview of the dental services that are available to One Care enrollees
* One Care enrollees have access to a more comprehensive package of dental services than was previously available to them in FFS
* The one-pager is available on the One Care website, [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare), in the section “One Care Consumers & Caregivers”

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**Dental Services in One Care**

(The following data was presented in table format)

Service One Care MassHealth Fee-for-Service

All fillings\*.................................................... 🗹

Dentures (including repairs)........................ 🗹

Crowns (including repairs).......................... 🗹

Periodontic services (root canals)............... 🗹

Endodontic services (gum treatment)......... 🗹

Oral surgery................................................ 🗹 🗹

Extractions.................................................. 🗹 🗹

Routine cleanings, exams,

x-rays, and emergency services............. 🗹 🗹

Note: Each One Care plan may have different coverage rules or limits on dental services, such as prior authorization requirements, limits on the number of visits in a year, and restrictions to medically necessary care. Please consult each plan for details about benefits, coverage rules, and the network of dental services providers.

\* MassHealth fee-for-service coverage subject to change in 2014

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Visit us at [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare)

Email us at [onecare@state.ma.us](mailto:onecare@state.ma.us)