# Slide 1/Title Slide:

# One Care: MassHealth plus Medicare

# MassHealth Demonstration to Integrate Care for Dual Eligibles

Open Meeting

August 17, 2015 2:00 PM -4:00 PM

1 Ashburton Place, 21st Floor

Boston, MA

# Slide 2:

# Agenda for Today

## Opening Remarks from Assistant Secretary Daniel Tsai

## Updates on Fallon Total Care Closure and Member Transitions

## Commonwealth Care Alliance Enrollment Cap

## Long-Term Supports Coordinator Discussions

## Opportunity to Extend the One Care Demonstration

## Update on One Care Renewals

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# Communications about Fallon Total Care (FTC) Closure

## FTC sent a letter to its members about the closure on July 28th, including information about the transition, preliminary coverage options, and who to call for help

## FTC is hosting two enrollment information sessions:

## Representatives from MassHealth, Medicare, SHINE, the One Care Ombudsman and Tufts Health Plan – Network Health (Tufts) will be on site to answer questions and discuss enrollment choices.

## MassHealth staff will be able to record enrollment decisions and assist with renewals.

## Event 1: Monday, August 17th, 2015 10:00 AM – 1:00 PM at the Worcester Public Library, Worcester, MA

## Event 2: Wednesday, August 19th, 2015 1:00 PM-4:00 PM at the Springfield Public Library, Springfield, MA

## Fallon is also working closely with providers in their network to keep them informed about the transition and to partner with them on transition support for members.

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# Communications about FTC Closure *(cont.)*

## MassHealth has a created a new page on the One Care website with information related to FTC’s closing. The page includes:

### member notices, including FTC’s July 28th letter to its enrollees

### upcoming outreach events and meetings

### Resources (who to call)

### other updates as they are available

### Visit the One Care website at <http://www.mass.gov/masshealth/onecare>, and go to “News and Community” to access the new page

## In late August, MassHealth will be sending out a joint letter with the Centers for Medicare & Medicaid Services (CMS) to all FTC members that will provide additional details on member choices and next steps

## 

## MassHealth will continue providing updates through stakeholder emails, the One Care website, and the Duals website

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# Coverage Options for FTC Members

## Members have certain choices about how to receive their health care after September 30th, 2015. In general they can enroll in:

### MassHealth fee for service (FFS) with Original Medicare (FFS) and a Medicare Part D plan,

### Medicare Advantage plan with MassHealth (FFS), or

### Another One Care plan (if available)

### Program of All-Inclusive Care for the Elderly (PACE) - members who are 55+ and meet nursing facility level of care

### Senior Care Options (SCO) - members who are 65+

## Older members who choose MassHealth FFS may also be eligible for the Massachusetts Home Care Program for help with meals and other community supports.

## Members who do not take any action will be enrolled automatically in MassHealth FFS, Original Medicare, and Humana Insurance Company (Humana) for Medicare prescription drug coverage

### Members can also choose a different Medicare Part D plan

## Members who transition to FFS are encouraged to remain in FTC until September 30th, 2015, at which point they will be transitioned automatically

### This will help ensure continuity of care for service prior authorizations, as it gives MassHealth as much time as possible to load prior authorizations into our systems.

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# Continuity for FTC Members’ Prior Authorizations

## MassHealth Services

### MassHealth will honor service authorizations from Fallon Total Care for at least 90 days from October 1, 2015. (MassHealth services are mostly long-term services and supports and transportation.)

### Certain authorizations will remain in place for at least 6 months from October 1, 2015. They are:

#### Personal Care Attendant services (PCA)

#### Durable medical equipment (DME)

#### Oxygen and respiratory therapy equipment

#### Renal dialysis services

## Medicare Services

### Members may need to work with their health care provider to get authorization for certain health care services covered by Medicare (generally, inpatient/outpatient hospitals and doctor visits)

### Medicare Part D

#### Humana (and any Medicare Part D plan) will provide access to at least one 30-day supply of the Part D drugs members currently take during their first 90 days in the plan, if, for example:

##### the drugs are not on the plan’s formulary,

##### the plan’s rules do not let the member get the amount ordered by their doctor, or

##### if the drug requires prior approval by the plan

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# Help Is Available for FTC Members

## These resources are also posted on the One Care website and were included in FTC’s July 28th mailing:

## For questions about health care choices:

### MassHealth Customer Service Center 8:00am to 5:00pm, Monday - Friday Phone: 1-800-841-2900 or TTY 800-497-4648

### One Care Ombudsman 9:00am to 5:00pm, Monday - Friday Phone: 1-855-781-9898 (Toll Free) or MassRelay: dial 711

### SHINE (Serving the Health Insurance Needs of Everyone) 9:00am to 5:00pm, Monday - Friday Phone: 1-800-243-4636 or TTY: 1-800-872-0166

### 1-800-Medicare 24 hours a day, 7 days a week 1-800-Medicare (Phone: 1-800-633-4227) or TTY: 1-800-486-2048

## For FTC members with questions about upcoming medical procedures, equipment orders, or other arrangements for services:

### Fallon Total Care Navigators           8:00am to 8:00pm, Monday - Friday Phone: 1-866-477-1668

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# Next Steps for FTC Member Transitions

## MassHealth is working with FTC, the Implementation Council, Disability Advocates Advancing our Healthcare Rights (DAAHR), the One Care Ombudsman (OCO), and SHINE to:

### review drafts of member materials,

### discuss continuity of care plans,

### develop member outreach strategies, and to

### identify and plan for high-risk members

## MassHealth is working with the Executive Office of Elder Affairs, the Department of Mental Health (DMH), and the Department of Developmental Services (DDS) to identify services available from these agencies to ensure a smooth transition for high risk members, especially those in active treatment and/or with complex LTSS/BH needs

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# Commonwealth Care Alliance (CCA) One Care Enrollment Status

## As of August 7, 2015, Commonwealth Care Alliance (CCA) is at capacity and is temporarily not accepting enrollment of new One Care members.

## This change DOES NOT affect current CCA members or One Care members who had previously been enrolled in CCA and who wish to re-enroll, as long as they reside in a county served by the plan.

## Current members and new enrollees who wish to enroll in CCA’s Senior Care Options (SCO) plan will not be affected by this change.

## We encourage you to check the One Care website at <http://www.mass.gov/masshealth/onecare> under the “One Care Plans” section for future updates on CCA’s availability as a One Care plan option.

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# Long-Term Supports Coordinator Discussions

## MassHealth is convening meetings with Tufts and their contracted Community-Based Organizations (CBOs) to discuss the provision of the Long-Term Supports (LTS) Coordinators in the Tufts One Care plan.

## The goal of these meetings is to address existing concerns with payment issues; provision of LTS-Cs; and to develop a plan to ensure mutual understanding and positive working relationships going forward.

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# Tufts’ One Care Expansion Plans

## We are working with Tufts on the possibility of them taking up to 500 members in Worcester County through the end of CY2015.

## Tufts seeks to expand its service area to include Norfolk County and increase its One Care footprint in Suffolk County

### Expansion in these areas where Tufts has the opportunity to develop favorable provider contracts will help to offset the additional challenges of taking on new enrollees in Worcester County.

### We anticipate that this will involve passive enrollment of members in these counties, but we also welcome new ideas on increasing enrollment volume.

## MassHealth is currently engaged with the Implementation Council on a fresh, “hybrid” approach to passive enrollment that would provide significantly more person to person opportunities to discuss One Care with potential enrollees in targeted communities.

## Final planning target date is September 8th.

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# Ensuring Ongoing Financial Stability of One Care

## Pursuant to the Commonwealth’s Memorandum of Understanding (MOU), CMS is convening a meeting in September to evaluate the financial structure and payment parameters of One Care, including:

### Base rate methodology

### Savings percentages

### Quality withholds

### Risk adjustment

### Admin rates

## 

## Attendees will include leadership from CMS, the federal Office of Management and Budget, the federal Office of the Actuary, and MassHealth with inputs from One Care enrollees.

## MassHealth and CMS will continue discussion with stakeholders

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# Opportunity to Extend the One Care Demonstration

## On July 16, 2015, the Centers for Medicare & Medicaid Services (CMS) released guidance outlining an opportunity for interested states to apply to extend their demonstrations for dual eligible individuals by two years.

## Interested states must submit a non-binding letter of intent by September 1, 2015.

## MassHealth plans to submit a letter of intent to extend One Care.

## The guidance is posted on the Massachusetts Duals Demonstration website at <http://www.mass.gov/masshealth/duals> under “Related Information.”

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# Update on Renewals

## In August 2015, MassHealth began sending renewals notices to households which contain individuals with a disability, including One Care members.

### Number of households containing individuals with disabilities

* Total One members: 1227
* CCA Members: 709
* FTC Members: 393
* THP-NH Members: 125
* Mail Date: 8/1/2015
* Due Date: 9/15/15

## MassHealth outreach efforts include:

### Provided One Care plans with a file identifying members subject to renewal

### Partnered with HCFA on training for organizations serving individuals with disabilities

### Developed a fact sheet that was shared with stakeholders, organizations serving individuals with disabilities, One Care Implementation Council and other state agencies

## MassHealth will provide renewal assistance at the FTC outreach events

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# Plan Financials – Next Update

## MassHealth had been preparing a plan level breakout of One Care spending to date, but a data issue prevented us from sharing this today.

## We plan to provide updated One Care spending in aggregate and by plan, and will spend time on this in future communications and meetings.

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## Discussion/Questions?

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## Visit us at <http://www.mass.gov/masshealth/onecare>

## Email us at OneCare@state.ma.us