

**One Care Implementation Council Meeting**

**February 28 2014 11 PM – 1 PM**

**1 Ashburton Place, 21<sup>st</sup> Floor**

**Boston, MA**

**Council Members Present:** Suzann Bedrosian, Bruce Bird, Theodore Chelmow, Myiesha Demery, Anne Fracht, Joe Finn, Denise Karuth (by phone), Jeff Keilson, David Matteodo, Dan McHale, Dale Mitchell, Olivia Richard, Bob Rousseau, Peter Tallas, Howard Trachtman (Co-Chair), Florette Willis (Co-Chair)

**Council Members Absent:** Rebecca Gutman, Dennis Heaphy (Chair), Audrey Higbee, Vivian Nunez, Jorge Pagan-Ramos

**Handouts:** Agenda, Meeting Minutes (1/31/14), Approved Motions Summary Document, Early Indicators Project update presentation, Implementation Council Outreach Proposal. Documents will be available online at [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare).

**Next Open Council Meeting:** Friday March 28, 2014 1:00-3:00pm  
1 Ashburton Place, 21<sup>st</sup> Floor  
Boston, MA

### **1) Welcome and Review of Agenda**

Co-Chairs, Florette Willis and Howard Trachtman, facilitated the meeting. The meeting began with introductions and a review of agenda items.

### **2) Approval of Meeting Minutes**

A motion was made to approve the Implementation Council meeting minutes from the 1-31-14 Council meeting.

The motion was seconded.

The motion passed unanimously.

#### *Comments*

- A comment was made that several topics have been brought forth as agenda items for the Council but have been tabled for several months. Specifically the topic of independent monitoring and evaluation was raised as a concern requiring attention from the Council.
- It was noted that the Annual Review of 2013 has been postponed several times at Council meetings. It was suggested that the Council commit to a discussion on the topic.
- A suggestion was made to involve the whole Council in the development of the meeting agendas.
  - It was noted that Council members are always welcome to request agenda items or suggest items of discussion for Council meetings. Members can do this by contacting the Council Chair or Co-Chairs.

### **3) One Care Update**

Corri Altman More, Director of Policy at MassHealth, provided an update on recent One Care activities including enrollment, round two auto-assignment, the LTS Coordinator role, assessment data, mailings to additional members, and outreach.

- A question was asked as to whether data were available on the number of LTS Coordinators that have been hired by each plan.
  - It was clarified that One Care plans contract with community-based organizations to fulfill this role and therefore do not directly hire LTS Coordinators.

- A question was asked as to whether data were available on how many referrals have been made to LTS Coordinators for members who are categorized as rating category C3.
  - MassHealth is currently developing a mechanism to collect this type of data.
- It was noted that MassHealth is working with a variety of stakeholders including One Care plans and representatives from the Implementation Council to develop a common understanding and vision for the LTS Coordinator role and how it is implemented.
- A question was asked in regards to who will be implementing the training protocol referenced for providers and plans in regards to the LTS Coordinator role.
  - It was noted that implementation of the training protocol will be part of the discussion with the LTS Coordinator Stakeholders that MassHealth has convened.
- A comment was made that data will be needed to assess whether plans have adequate capacity to serve all the new members.
  - MassHealth noted that the April auto-assignment date was prepared for in January in close collaboration with each One Care plan, taking into consideration plan capacity and current workload.
  - The data that will be collected on assessments and referrals to LTS Coordinators will help MassHealth in assessing any current gaps to better prepare for the increase in enrollment during the second round of auto-assignment.
- A question was asked as to when the newly collected data on assessments and referrals was anticipated to be available and whether it would be used to inform the next round of auto-assignment.
  - It is anticipated that data on assessments and referrals will be available next month.
- A question was asked as to when the mailing for the third round of auto-assignment will be distributed.
  - Toward the end of April.
- A comment was made by an audience member that approximately 30 community-based organizations have contracted with One Care plans for LTS Coordinator services and that the lack of referrals is not believed to be a result of a lack of capacity on the provider end, but rather an underutilization of the service.

- A counter comment was made by a plan representative noting that the plan's experience had been that some community-based organizations were no longer taking referrals due to issues of capacity.
- A comment was made by an audience member that approximately 633 referrals for LTS Coordinators have been made to Independent Living Centers (ILCs) and Aging Services Access Points (ASAPs), which is more than January, but not enough to match the projected percentage of individuals who are expected to be categorized as rating category C2, C3 or F1. It was suggested that this issue be a top priority of Council.
- A comment was made that the role of Certified Peer Specialists should not be overlooked and that One Care plans should consider contracting with the Transformation Center and similar organizations to provide this service. It was noted that collaboration between Peer Specialists and LTS Coordinators should be pursued.

#### **4) Early Indicators Project (EIP) Workgroup Updates**

Olivia Richards, Implementation Council and EIP Workgroup member, provided an overview of the preliminary findings and upcoming activities of the EIP Workgroup. Slides from the presentation are available on the One Care website.

- A comment was made that data collected under demographic information should include gender identity.
- A question was asked as to which groups, if any, would be over sampled and a suggestion was made to oversample LGBT populations because they would likely be underrepresented.
- It was noted that the Implementation Council passed a motion regarding One Care plans collecting data on sexual orientation and gender identity. It was requested that MassHealth provide a status update on this issue.
- It was noted that call volume to MassHealth Customer Service increased significantly in early January in part because of MassHealth activity around health care reform efforts.
- A question was asked as to who will be making the survey calls to One Care enrollees.
  - A team from the UMass Medical School Office of Survey Research will be conducting calls.

## 5) Presentation on Council Outreach Proposal

Council members Florette Willis and Myiesha Demery presented a proposal on a One Care multicultural peer outreach effort.

- It was noted that the proposed outreach strategy is an effort to reach uninformed consumers who could greatly benefit from One Care and inform them about One Care and their options.
- A question was asked as to why the cities of Worcester, Springfield and Boston were chosen as outreach targets. It was noted that Lowell and Lawrence have very diverse communities.
  - It was noted that the suggested cities are starting points and the outreach effort could expand to additional communities.
- A question was asked regarding why the proposal does not include existing networks of peer organizations that have staff that could be available to conduct One Care outreach to peer populations with sufficient resources.
  - It was noted that Recovery Learning Communities (RLCs) are included in the proposal.
- It was noted that there is a strong consumer base in Springfield that could assist with the outreach effort.

## 6) Updates from the Provider Strategy Workgroup

Dale Mitchell, provided an update on a recent Provider Strategy Workgroup meeting.

- The first question discussed by the workgroup was the Council's capacity to affect provider participation in One Care. It was noted that MassHealth may have greater leverage in this arena.
- The provider strategy workgroup meeting recommended the following motion for the Council's consideration.

Motion: The Council recommends that MassHealth conduct a series of meeting with providers, advocates, One Care plans and Implementation Council representatives to investigate issues and concerns around provider contracts with One Care plans.

The motion was seconded.

Discussion:

- It was noted that workgroup members discussed the larger context of managed care and that the larger organizations that One Care plans are a part of have existing relationships with providers that influence their contracting.
- Concern was expressed over the term “investigate” in the motion as initiating an investigation was not the spirit of the discussion of workgroup members.
  - A comment was made that the term investigate was intended as a proactive term, referencing action being taken on looking further into the issue.
- A comment was made that more information on the number and type of providers currently contracting with One Care plans is needed to understand the full scope of the situation.
  - It was noted that a data collection effort of this scale would be time consuming and that anecdotally there has been evidence that certain primary care providers are not available through One Care. This motion was intended to start dialog on the topic with various stakeholders.
- It was noted that concern referenced in the motion was not in regards to network adequacy, but instead to what factors may be deterring certain providers, especially primary care providers, from contracting with One Care plans.
- A comment was made by a member of the audience. It was noted that she would like to join One Care and gain access to the additional services it offers, however several of her providers belong to Partners and they have chosen not to participate in One Care. She urged the Implementation Council to be active on the issue of provider contracting.

Ayes: 15

Nays: 1

Abstentions: 1

**Next Implementation Council Meetings**

Friday, March 28, 2014 1:00-3:00pm

1 Ashburton Place – 21<sup>st</sup> Floor

Boston, MA

Friday April 25, 2014 10:00-12:00pm

State Transportation Building, Rooms 1-3

Boston, MA