



One Care  
mbudsman

A partnership between:

**Disability Policy Consortium**

**Health Care For All**

**Consumer Quality Initiatives**





# What is an Ombudsman?

- An Ombudsman assists with the fair and expeditious resolution of concerns and complaints in an **independent**, **impartial** and **confidential** manner.
- These services are free.



# Why have a One Care Ombudsman?

- MassHealth, disability organizations and health care advocates have all been involved in the design and development of One Care.
- However, sometimes even the best designed programs run into difficulties.



# Potential Issues

- The expanded range of services may not be offered or available
- Offices or services may not be accessible or accommodating
- Eligible individuals may be denied a service or benefit
- Other



# Purpose

1. The Ombudsman program helps individuals, their significant others and representatives address concerns or conflicts that interfere with their enrollment in, or the delivery of, One Care health care services.



# Purpose

2. The One Care Ombudsman works with persons with disabilities to **resolve** concerns or conflicts so they can receive the benefits and exercise the rights to which they are entitled.



# Purpose

3. The One Care Ombudsman can answer questions about:
  - a) How the One Care works
  - b) One Care applicant or enrollee benefits and rights or
  - c) Nearly any question related to One Care, One Care Plans or the One Care Ombudsman program



## **How does the One Care Ombudsman work?**

The One Care Ombudsman program's main purpose is to help resolve issues or conflicts.

We do this in a variety of ways:





# Services

- Provide Information

The One Care Ombudsman can answer questions on a variety of topics from the application process to specific benefits, rights or problems



# Services

- Listen

The One Care Ombudsman listens in order to understand the issue from all perspectives, including the individual and the organization.



# Services

- Maintain Confidentiality

Unless it is an emergency situation, the One Care Ombudsman will not reveal personal information without permission.



# Services

- Remain Neutral

The One Care Ombudsman does not judge or decide who is right or wrong.



# Services

- Investigate

The One Care Ombudsman digs a little deeper to understand the nature of the problem and find a solution.



# Services

- Discuss Options

The One Care Ombudsman helps individuals identify and evaluate resolution options.



# Services

- Mediate

The One Care Ombudsman can bring together the parties of your choosing in order to identify and discuss potential solutions.



# Services

- Make Referrals

The One Care Ombudsman can refer individuals to appropriate resources, including formal grievance programs and legal services.





# Services

- Identify System-Wide Issues

The One Care Ombudsman identifies system-wide concerns and problems.

We discuss big picture issues with MassHealth and One Care Plans in order to improve existing services.



# What we don't do.

As a neutral and independent agent, we:

- Do not participate in formal investigations
- Do not play formal role in the One Care grievance and appeal process
- Do not serve in any organizational role that would compromise our neutrality
- Do not make binding decisions or mandate policies

## Contact Method

Email Telephone Walk-in

## Type of Request

### Information

- Answer Question(s)
  - One Care
  - One Care Plan
  - One Care Ombudsman
- Follow-up

### Help with a problem

- Additional Information
- Options Discussion
- Investigation
- Mediation
- Referral
  - Grievance Process
  - Legal Resources
- Follow-up



## **Staff**

- **Director/Ombudsman**
- **Ombudsman**
- **At-Large Ombudsmen**
  - Central and Western Massachusetts
  - Deaf
- **Administrative Assistant**



# Anticipated Start Date

- February/March 2014

# Hours of Operation

- Monday through Friday
- 8:30 am – 4:30 pm



# Ways to Contact (To be published)

- 800 phone number
- Walk-in
- Email
  - Internet website email links
    - MassHealth
    - One Care
    - One Care Plans
    - DPC
    - HCFA



# Contact Information

- Location: To be listed
- Phone: To be listed
- Email: To be listed