

One Care Fact Sheet for SHINE Counselors

What is One Care and who can enroll?

One Care is a managed care program for dually eligible beneficiaries who have full MassHealth Standard or CommonHealth and are between the ages of 21-64. The target population will consist of approximately 90,240 Massachusetts residents with varying disabilities. One Care will be available to eligible members starting October 1, 2013. *Note: Individuals who are enrolled in SCO, PACE or the Frail Elder Waiver are not eligible for One Care.*

Where are One Care plans available?

One Care is available in the following Massachusetts Counties: Essex, Franklin, Hampden, Hampshire, Middlesex, Norfolk, Plymouth (with exclusions), Suffolk, and Worcester.

One Care is NOT available in Barnstable, Berkshire, Bristol, Dukes, Nantucket County, and parts of Plymouth County (Wareham, E. Wareham, W. Wareham, Lakeville, Marion and Mattapoisett).

What insurance companies are offering One Care Plans?

Commonwealth Care Alliance: T 1.866.610.2273, www.commonwealthonecare.org

Fallon Total Care: T 1.855.508.3390, www.fallontotalcare.com

Network Health: T 1.855.393.3154, www.ChooseUnify.com

	CW Care Alliance	Fallon Total Care	Network Health	Subject to Auto-Assignment	# of One Care Plans Available
Essex	X				1
Franklin	X				1
Hampden	X	X		X	2
Hampshire	X	X		X	2
Middlesex	X				1
Norfolk	X				1
Plymouth*	X partial				1
Suffolk	X		X	X	2
Worcester	X	X	X	X	3

*One Care is available in Plymouth County except for the following towns: Wareham, E. Wareham, W. Wareham, Lakeville, Marion and Mattapoisett

What benefits are offered by One Care plans?

One Care is a managed care option that provides members further access to care coordination and support services than what is offered by Original Medicare and MassHealth. One Care members continue to receive ALL of their guaranteed benefits under Medicare A, B, D and MassHealth. In addition, members will have an extension of the following services: behavioral health, long-term support, crisis stabilization, substance abuse, day programs, home modification, dental, hearing aids, transportation, etc. (Please refer to the Common Resources Page to review the full list of One Care covered benefits). *The One Care integrated model is very similar to the type of program offered by SCO plans.*

How will the needs of One Care members be evaluated?

Each One Care member will have an individually designed Personal Care Plan outlining their various physical, mental health, and long-term care needs. The Personal Care Plan will be developed by the member along with the help of their assigned care coordinator, providers, long-term support coordinator, family members or any combination of advocates the member would like involved.

What is the enrollment process?

Enrollment into One Care will vary depending on the number of One Care plans available in each county. MassHealth Customer Service will process all enrollments for One Care.

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Enrollment Process Continued...

Self Selection (Voluntary Enrollment):

Eligible duals living in Essex, Franklin, Middlesex, Norfolk, and parts of Plymouth County will initiate their own enrollment into One Care, if desired. One Care is available in Plymouth County excluding the following towns: Wareham, E. Wareham, W. Wareham, Lakeville, Marion and Mattapoisett.

Auto-Assignment (Automatic Enrollment):

MassHealth will automatically enroll eligible duals living in counties where two or more One Care plans are offered. This auto-assignment process will only impact Hampden, Hampshire, Suffolk and Worcester County. The auto-assignment process will consist of 3 rounds scheduled to roll out in January, April, and July (refer to Time Line for specifics). When a beneficiary is auto-assigned they will receive a 60 day notice from MassHealth informing them of their plan assignment. Upon receipt of this letter, the beneficiary has 3 choices:

- 1) Take no action and remain in their auto-assigned One Care plan
- 2) Switch to a different One Care plan offered in their county
- 3) Opt-out of One Care altogether

When a beneficiary opts-in OR is auto-assigned to a One Care Plan:

- Enrollment in One Care is effective the first day of the following month in which the enrollment is submitted.
- Within 90 days of enrollment, a Personal Care Plan is developed to ensure the member's range of needs are identified, addressed, and supported by the plan. Before the Personal Care Plan is implemented, the member must approve it. **During this 90 day period, the member can continue to see their current healthcare providers and One Care will be responsible for payment. Members will not be denied access to covered services during this time.**
- Once the member approves the Personal Care Plan, the plan is implemented and the member must receive care from network providers only.

When an auto-assigned member wants to opt-out of One Care:

- 1) Member should complete and return the Enrollment Decision Form in their Enrollment Guide or call MassHealth Customer Service to officially opt-out.
- 2) The member will revert back to their Medicare and MassHealth benefits.
- 3) Upon opting-out, the beneficiary will not be subject to future auto-assignments.

How will SHINE Counselors assist?

- Assist eligible beneficiaries to understand what One Care is, review choices, check provider networks, check drug formularies and describe the enrollment process.
- Complete the client contact form, including new data fields, as required by CMS

Important Note: Eligible beneficiaries can enroll, disenroll, or switch One Care Plans at any time by contacting MassHealth Customer Service at 1.800.841.2900 or TTY 1.800.497.4648