



My Ombudsman

MassHealth Health Plans

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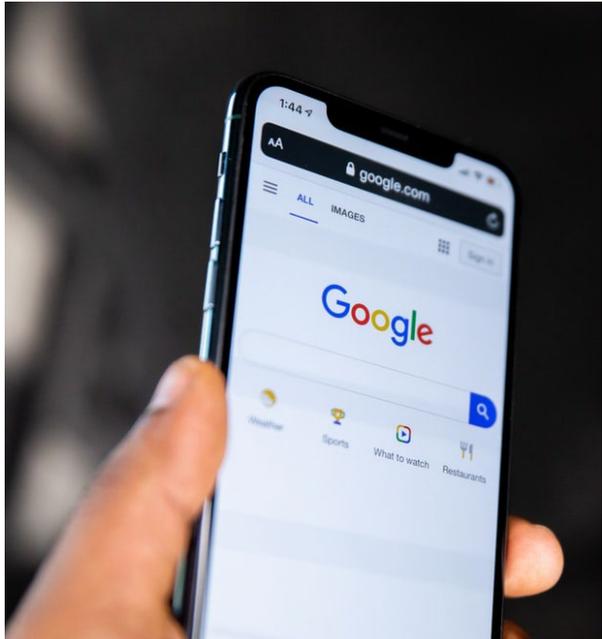
Overview

What will we talk about?



- Our mission
- What we do
- Who we are
- How we can help
- Questions & comments

Who do you ask for help or support?





Our Mission

Why we're here



My Ombudsman is operated by an independent non-profit program (the Disability Policy Consortium). At My Ombudsman, we empower individuals, including their families and caregivers, to exercise their rights and access the services provided by MassHealth and its managed care plans.

We ensure that individuals can exercise their rights and access the benefits they have as a MassHealth member.

Rooted in Disability Rights



- Operated by the Disability Policy Consortium
- Intentionally run by an independent non-profit
- The lived experience of staff **and members** guides our work
- Focused on member rights



About My Ombudsman

What we do, who we are



What We Do

- We provide MassHealth health plan members with the tools to know:
 - **How** their insurance works
 - **What** their rights are
 - **Who** to ask for support



What We Do

- We offer **information** about MassHealth health plan covered benefits, services, and member rights
- We offer **help** accessing those covered benefits and services
- We help members **understand** how to exercise their rights
- We provide **support** and encourage **self-advocacy**



Who We Help

- **Anyone enrolled in a MassHealth health plan**
- All ages
- All genders, races, ethnicities, income levels, education levels
- People with **and** without disabilities
- English and non-English speakers, including ASL users
- People who feel like they are out of options
- People who we have worked with before
- People who aren't sure if we are the "right" place to call

Our Team



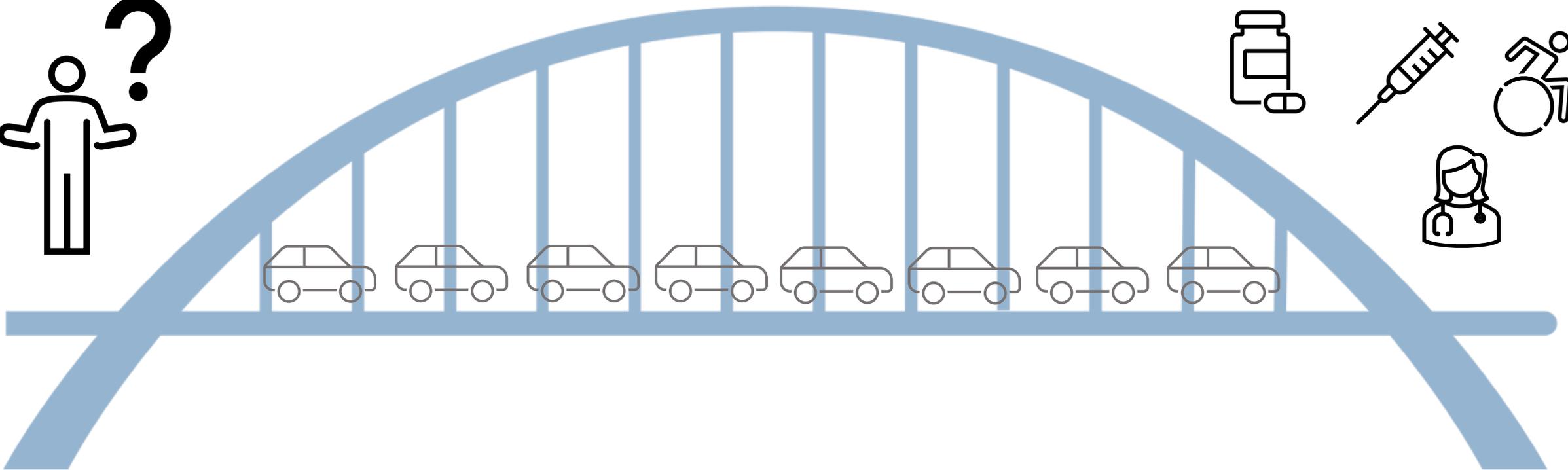
- The My Ombudsman team are:
 - People who have lived experience with disability
 - Members of culturally and linguistically diverse communities, with in-house staff who can provide services to members in American Sign Language (ASL), Cantonese, Mandarin, Portuguese, and Spanish.
 - People with diverse work backgrounds (like counseling, housing, immigration, public health, self-advocacy, research, social work)



My Ombudsman's Role

How we can help

Bridging the gap between members and their MassHealth health plans



How We Help



- Listening first
 - Real people answer phones and email
 - We offer support, ask questions, help figure out next steps
 - Everyone's story matters



Some Reasons Members Contact Us

- Appeals & Grievances
- Transportation
- Care Coordination
- Long Term Services and Supports
- Medical Equipment
- Provider Access
- **These are just a few common examples**



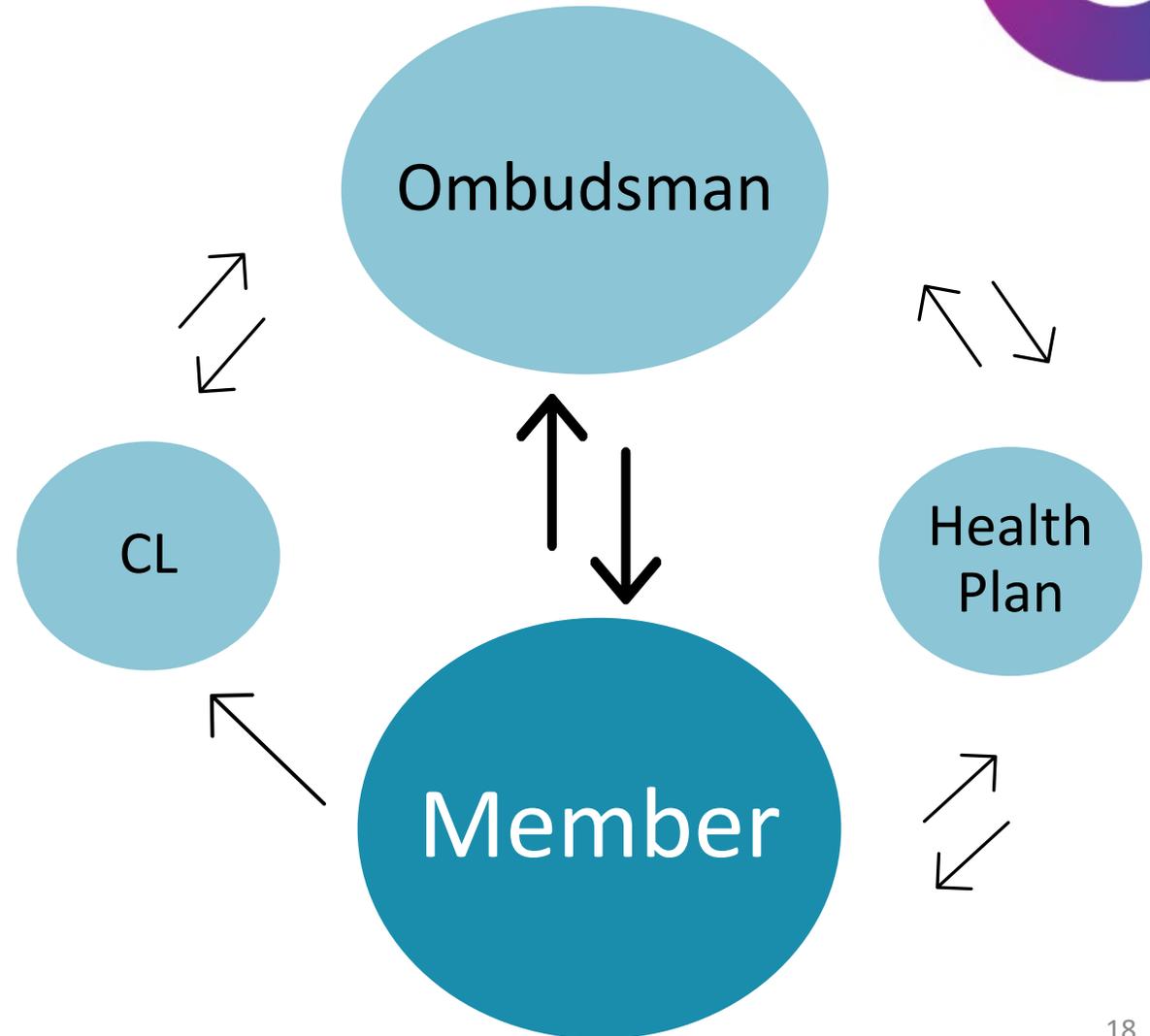
Carla

A member's journey

Working with My Ombudsman



- Collaborative from start to finish
- Member, Community Liaison, Ombudsman, and Health Plan (plus any care providers) work together
- Member is always at center of the process



Our Process



- What MassHealth health plan is Carla enrolled in?
- What **rights** does Carla have as a member?
- What **benefits** and **services** does Carla need help to **access**?
- What **barriers** are limiting Carla's ability to access those benefits and services?

Our Process



- How can we **help** Carla access these benefits and services?
- What **support** would be most useful?
- How can Carla **self-advocate** now and in the future?



Our Process

How we would help Carla **access** these benefits and services:

- Investigate
- Inform
- Mediate

How we would provide Carla with the tools to **self-advocate**, now and in the future:

- Provide information; knowledge is power
- Connect member to various support systems

How Are We Different?



- MassHealth Customer Service can help with eligibility and enrollment issues. My Ombudsman focuses on access to benefits and services.
- We are separate from MassHealth and do not have access to health plan records until we have the member's permission.
- We are not a part of MassHealth or any health plan. This helps us stay neutral and look at all sides of the story.
- Our work can help improve members' access to healthcare **and** influence change in health plan policy or decisions.

Summary



- Our mission is to help individuals exercise their rights and access the benefits they have as a MassHealth member.
- Our team’s combined experiences allow us to approach members with understanding, respect and expertise in a variety of areas.
- We abide by a “listen-first” philosophy and acknowledge that members are the experts on what they need.
- We bridge the gap between members, their health plans, and the healthcare system.

Contact Us



- **Phone:** 855-781-9898
- **Videophone:** 339-224-6831
- **Email:** info@myombudsman.org
- **Web:** www.myombudsman.org
- Nosotros hablamos Español
- Nós Falamos Português
- We use ASL
- We use an interpreter phone service for many other languages as needed.



Thank you!

Questions or comments?