

# Annual Town Hall

## One Care Implementation Council

Tuesday, June 11, 2024, 10:00 am

### Frequently Asked Questions

1. What is the purpose of the Town Hall meeting?
  - To hear from people about why One Care is worth protecting.
  - To share experiences, ask questions, and hear from other One Care members.
2. What if I need a reasonable accommodation, language translation, or interpretation services?
  - We will have both ASL interpreters and CART available.
  - Other requests, including translation services, can be made when you register for the meeting or by contacting Hilary Deignan: [hilary.deignan@umassmed.edu](mailto:hilary.deignan@umassmed.edu)
3. Do I need to register?
  - Yes, you will need to register for this meeting. If you need assistance, you can reach out to My Ombudsman at [info@myombudsman.org](mailto:info@myombudsman.org) or Hilary Deignan at [hilary.deignan@umassmed.edu](mailto:hilary.deignan@umassmed.edu)
  - **To register in advance, go to: [bit.ly/ictownhall](https://bit.ly/ictownhall)**
4. What if I want to be **anonymous** because I don't feel comfortable sharing information during the meeting?
  - It is understandable that some people will not want to share their experiences in public.
  - We recommend you share your experience anonymously with My Ombudsman by emailing [info@myombudsman.org](mailto:info@myombudsman.org) or calling **855-781-9898** (Videophone for deaf and hard of hearing: **339-224-6831**)
5. What is My Ombudsman?
  - My Ombudsman helps MassHealth members of all ages, abilities, and identities when they have questions about their health plan benefits, when they have been denied a benefit or a service, or when they need help understanding their rights. Learn more at [www.myombudsman.org](http://www.myombudsman.org)
6. What is the One Care Implementation Council?
  - The Implementation Council is a group of health care consumers and community members that works directly with MassHealth and One Care

Plans (Commonwealth Care Alliance, Tufts Health One Care, and UnitedHealthcare) to provide feedback and personal experiences about the quality of their health care.

- The Council is committed to protecting the mission of [One Care](#) and guarantees an opportunity for consumers to voice their health care needs and wants.

7. How can I become involved in the work of the Implementation Council?

- You can email MassHealth directly at [OneCare@mass.gov](mailto:OneCare@mass.gov)