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My Om

1. Noun _____
2. Noun Plural _____
3. Noun Plural _____
4. Noun Plural _____
5. Noun Plural _____
6. Proper Noun _____
7. Adjective _____
8. Noun Plural _____
9. Noun Plural _____
10. Adverb _____
11. Adjective _____
12. Noun Plural _____
13. Proper Noun _____
14. Noun Plural _____
15. Noun Plural _____
16. Noun Plural _____
17. Noun Plural _____
18. Noun Plural _____
19. Proper Noun _____
20. Noun _____
21. Noun _____

My Om

My Ombudsman is an independent _____Noun_____ that empowers _____Noun Plural_____, including their _____Noun Plural_____ and _____Noun Plural_____, to access their _____Noun Plural_____ provided by _____Proper Noun_____ and its _____Adjective_____ care plans.

To accomplish this goal, My Ombudsman:

Answers _____Noun Plural_____ or _____Noun Plural_____

Works _____Adverb_____ with the _____Adjective_____ _____Noun Plural_____, _____Proper Noun_____, and other _____Noun Plural_____

These _____Noun Plural_____ ensure _____Noun Plural_____ can access their _____Noun Plural_____ and the _____Noun Plural_____ they have as a _____Proper Noun_____ _____Noun_____.

Who Does My Ombudsman Serve?

My Ombudsman serves MassHealth members, as well as their family members and caregivers, who are enrolled in an Accountable Care Organization (ACO), the _____Noun_____ Behavioral Health Partnership (MBHP), a Managed Care Organization (MCO), a One Care plan, a Program of All-Inclusive Care for the Elderly (PACE) organization,

or a Senior Care Options (SCO) plan and are seeking assistance accessing behavioral health (BH), long-term services and supports (LTSS), and other integrated health services.

What Does My Ombudsman Do?

My Ombudsman helps resolve members' issues and conflicts in a variety of ways. My Ombudsman:

Provides information. My Ombudsman staff members answer questions about MassHealth health plans, including information about specific benefits, member rights, and how to access services.

Investigates. My Ombudsman staff members talk to all relevant parties to understand concerns, discuss options, and build solutions.

Mediates. My Ombudsman staff members can bring together people who want to solve problems.

Discusses options. My Ombudsman can help individuals find and consider options for addressing their concerns.

Explains grievance/appeal process. If the member chooses, My Ombudsman staff members can work with members and their plan to try to resolve a concern before filing a grievance or an appeal. While My Ombudsman cannot represent a member in grievance or appeal proceedings, staff members can explain how to file an appeal and

what to expect during the appeal process.

Makes referrals. My Ombudsman can refer individuals to information and problem resolution resources, including formal grievance and appeal processes and legal services.

How Are My Ombudsman Services Provided?

Listening. My Ombudsman staff listen in order to understand an issue from all sides.

Maintaining confidentiality. My Ombudsman will not reveal personal information without the individual's permission unless there is a serious and imminent threat to health and safety of the individual or others.

My Ombudsman Stays Neutral.

My Ombudsman staff will not judge or decide who is right or wrong or make decisions.

My Ombudsman will not serve in any other role that would compromise their ability to be impartial.

My Ombudsman will not represent a member in a grievance or appeal proceeding.

Who Operates The My Ombudsman Office?

My

Ombudsman is an independent office operated by the Disability Policy Consortium (DPC) through a contract from MassHealth. DPC is an organization of disability activists who share a common goal of equal opportunity for all individuals.

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