

Consumer Advisory Board (CAB) Frequently Asked Questions (FAQ)

What is a Consumer Advisory Board (CAB)?

A Consumer Advisory Board (CAB) is a group of members, or family, friends and advocates involved in their care, who help guide Mass General Brigham Health Plan for people with Medicare and MassHealth (Medicaid).

Who can participate in a Consumer Advisory Board (CAB)?

MGBHP Members enrolled in either Senior Care Options or One Care, and their caregivers, family, and advocates can participate.

What do Consumer Advisory Board (CAB) members do?

CAB members will meet on a regular basis to share about their experiences they have with our plan, offer feedback on programs, and suggest ideas on how we can improve.

Why should I join?

Your participation will help to improve Mass General Brigham Health Plan SCO or One Care programs for you and other members like you.

How often are the meetings?

Meetings are quarterly.

How long do meetings last?

Meetings last between 60 and 90 minutes.

What is the location of the meetings?

Meetings are held online and in-person and scheduled based on the group's availability.

Do I get paid to participate?

No, members are not paid to participate, but transportation to in-person meetings is covered.

What if I don't speak English?

That's okay! Translation support will be made available, and feedback can be captured in other languages.

What if I need help using Zoom / a computer?

That's okay too! The Consumer Advisory Board team can assist you with this!

Can someone else attend with me?

Yes, if you wish to have a family member, a friend or an advocate who is involved in your care join the meetings that is fine.

What if I need to miss a meeting?

We will send out meeting invites ahead of time and ask that you just respond to let us know if you can attend for planning purposes.

Will this affect my health benefits/services?

No, your participation will not affect your health coverage or services provided to you by Mass General Brigham Health Plan SCO or One Care.

How many members will be a part of the Consumer Advisory Board (CAB)?

At this time we are looking for 12 members to join our SCO Consumer Advisory Board and 12 members to join our One Care Consumer Advisory Board.

How long would I be part of the Consumer Advisory Board (CAB) if I decided to join?

While we are asking CAB members to participate for a period of 12 months, participation is voluntary, and members can leave at any time.

What if there are no more seats available on the Consumer Advisory Board (CAB)?

If seats on the Consumer Advisory Board are full, we will add you to a waiting list to participate in the future. In addition to the CAB, members can provide feedback in future surveys or through their care team.

What topics will be discussed?

Each meeting has a planned agenda, including topics suggested by members. Topics may include discussion about our offerings, services, access to care and communication.

How will you use my feedback?

Your feedback will help us improve the health plan – for you and others. Notes will be taken during meetings and shared with staff to improve the health plan.

Will my feedback be shared publicly?

No, your feedback will not be shared publicly. Your name and personal health information will not be shared unless you give separate permission. If you choose to share personal experiences, we will treat that information with care and respect.

How will I know what was done with the feedback?

As part of each meeting, we share how your feedback was used. This will help you see the impact your participation is having on the plan.

What if I have additional questions or want to sign up?

Please visit our website, mgbadvantage.org/member-resources/cab, contact healthplandualscab@mgb.org or reach out to Member Services at 888-816-6000 (TTY 711), 8AM to 8PM EST Mon-Sun (Oct 1 – Mar 31) and 8AM to 8PM EST Mon – Fr (Apr 1 – Sep 30).

Disclaimer:

Mass General Brigham SCO (Senior Care Options) is a Dual Special Needs Plan (D-SNP) with a Medicare contract and a contract with the Commonwealth of Massachusetts Medicaid program. Enrollment in the plan depends on the plan's contract renewal with Medicare.

Mass General Brigham One Care is a Dual Special Needs Plan (D-SNP) that contracts with both Medicare and MassHealth (Medicaid) to provide benefits of both programs to enrollees. Enrollment in the plan depends on the plan's contract renewal with Medicare.

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