One Care Plans

Commonwealth Care Alliance
www.commonwealthonecare.org

Customer Service Line: **1-866-610-2273**

TTY: **Call 711**
(deaf, hard of hearing, or speech disabled)

Available in the following counties:
Essex, Franklin, Hampden, Hampshire, Middlesex, Norfolk, Plymouth*, Suffolk, and Worcester

*Commonwealth Care Alliance's service area includes all of Plymouth County except for the towns of East Wareham, Lakeville, Marion, Mattapoisett, Wareham, and West Wareham.

Fallon Total Care
www.fallontotalcare.com

For information before you enroll:
1-800-879-0852

Customer Service Line: **1-855-508-3390**

TTY: **Call 711**
(deaf, hard of hearing, or speech disabled)

Available in the following counties:
Hampden, Hampshire, and Worcester

Network Health
www.ChooseUnify.com

Customer Service Line: **1-855-393-3154**

TTY: **1-888-391-5535**
(deaf, hard of hearing, or speech disabled)

Available in the following counties:
Suffolk and Worcester

Enrolling in One Care

SHINE: Serving the Health Insurance Needs of Everyone

SHINE counselors work with you and your caregivers to help you understand your options.

1-800-243-4636

Monday – Friday 9 a.m.-5 p.m.

TTY: **1-800-872-0166**
(deaf, hard of hearing, or speech disabled)

MassHealth Customer Service

Call for help with enrolling:

1-800-841-2900

Monday – Friday 8 a.m.-5 p.m.

TTY: **1-800-497-4648**
(deaf, hard of hearing, or speech disabled)

Concerns or Problems?

One Care Ombudsman

An Ombudsman is available to help you with any concerns or complaints you may have about One Care or the services you receive. All services are confidential and free.

1-855-781-9898

TTY: **Call 711**
(deaf, hard of hearing, or speech disabled)

11 Dartmouth Street, Suite 301
Malden, MA 02148

www.onecareombuds.org
help@onecareombuds.org

If you would like to find out if your primary care or other providers are in a One Care plan, visit the plan's website or call the phone numbers above.

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One Care: Facts and Features

One Care
MassHealth+Medicare
Bringing your care together

One Care: MassHealth plus Medicare

One Care is a new way to get your MassHealth and Medicare benefits together.

One Care offers services that you can't get now.

It's a better, simpler way to get the care for your individual needs and goals.

www.mass.gov/masshealth/onecare

Your Current Care:

Medicare

- All Part A (Hospitals)
- Part B (Doctors)
- Part D (Prescriptions)

AND

MassHealth Services

If you join One Care, you **DO NOT** lose your MassHealth and Medicare benefits.

One Care:

Medicare

- All Part A (Hospitals)
- Part B (Doctors)
- Part D (Prescriptions)

AND

MassHealth Services

AND

- No co-payments
- One person to coordinate your care
- A personal care plan
- All prescriptions through one plan

AND more options for

- Dental services
- Vision services
- Community support services
- Behavioral health services
- Non-medical transportation
- An LTS Coordinator
- Medical equipment, supplies, and repair
- Personal assistance services

This description of services is not a complete list. A One Care List of Covered Services is available on the One Care website, **www.mass.gov/masshealth/onecare.** If you sign up for a One Care plan, you will get a summary of the services covered by your plan. You will also get a Member Handbook from the plan, which contains a full list of benefits.

No co-payments

One person to coordinate your care and help you manage your physical, mental health, substance abuse, and community supports needs, so you can get the care that's right for you

A personal care plan to make sure you're getting care based on your needs and preferences

All prescriptions through one plan Over-the-counter drugs and products, such as vitamins, medicine to treat allergies, nicotine patches, and hydrocortisone cream

Dental services, including routine cleanings, x-rays, fillings, dentures, crowns, and root canals

Vision services, including exams, eyeglasses, and contact lenses

Community support services to help you with everyday activities and skills so you can live independently, manage chronic conditions, and participate fully in your community

Behavioral health services to support you in the community and help you in your recovery goals

Non-medical transportation to and from community services, activities, and other resources so that you can participate fully in the community

An LTS Coordinator to work with you to get the right community services to support your goals in wellness, community participation, recovery, and independence

Medical equipment, supplies, replacement parts, training, modifications, and repair

Personal assistance services that can provide hands-on care, prompting/cueing, and monitoring to help you with everyday activities, including getting dressed, eating, taking a bath, and laundry, so that you can live independently at home

Your Choices with One Care

One Care
MassHealth+Medicare
Bringing your care together

- You can enroll at any time.
- Coverage can start on the first of any month.
- You can choose a different One Care plan or leave One Care at the end of the month.
- Choose from a network of providers. You can also ask your provider to join One Care.
- After enrolling, One Care will cover your current services while you and your Care Team are creating your Personal Care Plan. Your Personal Care Plan should be in place within the first 90 days you are in One Care.