

[DATE]

[MEMBER NAME  
MEMBER ADDRESS  
CITY, STATE ZIP CODE]

**Your new coverage with  
Commonwealth Care Alliance  
starts on  
[effective enrollment date].**

Dear [MEMBER NAME]:

## **We're writing to let you know that you're being enrolled in a new health care and drug plan.**

To help your MassHealth and Medicare benefits work better for you, **MassHealth is enrolling you in Commonwealth Care Alliance (CCA), a One Care plan.** Through One Care, CCA will cover all your Medicare, MassHealth, and prescription drug benefits, **including Medicare Part D**, plus additional benefits, all under the same plan.

One Care makes it possible for you to have one plan, one card, and may make it easier for you to live healthier, stay more active, and be more independent—by simply bringing your MassHealth and Medicare benefits together.

CCA will help you manage all of your health care and long-term services and supports through a Care Team. This includes primary care, behavioral health care, community support services, hospital care, specialty care, dental and vision care, and care from other providers. You will have a care coordinator who will help you get the care that's right for you. Together, you and your Care Team will create a Personal Care Plan that helps everyone stay focused on your health goals.

For more information about care coordination and other One Care services, please read the *One Care: Facts and Features* brochure that came with this letter.

To find out more about CCA (like what services it covers, and if your current providers work with the plan), call (phone): 1-866-610-2273 or (TTY): call 711 (for people who are deaf, hard of hearing, or speech disabled) or visit the CCA website at: [www.commonwealthonecare.org](http://www.commonwealthonecare.org).

## **What happens next?**

### **Your coverage through CCA will start on [effective enrollment date].**

You will be automatically enrolled in CCA unless you make another choice by [last day of the month before your effective enrollment date]. CCA will send you a new card to use for your health and prescription drug services. Starting [effective enrollment date], this new card will replace the cards you use now.

#### **Remember:**

If you join One Care, you do not lose any of your MassHealth or Medicare benefits. Every service you have with MassHealth or Medicare is still available. Only now you get it all together from One Care, plus additional benefits and supports.

After your new coverage starts, you should call CCA if you need services or prescriptions. You can keep seeing your current providers and getting your current services while you and your Care Team are creating your Personal Care Plan, based on an assessment of your needs and your goals.

### **You have options!**

Contact MassHealth if you want to join a different One Care plan in your area, or if you want to keep your Medicare and MassHealth like it is today. You can also leave your One Care plan at any time. If you leave One Care, you will go back to getting your health care and drug services from MassHealth and Medicare.

### **To keep your care the way it is now.**

- Fill out the bottom of the “One Care Choice Form” that came with this letter and mail or fax it back to MassHealth. The fax number is 617-988-8975.
- Call the MassHealth Customer Service Center Monday–Friday, 8:00 a.m.–5:00 p.m. at (phone) 1-800-841-2900 or (TTY) 1-800-497-4648.

**Important Due Date:** Return the form or call MassHealth before 5:00 p.m. on [last day of the month before your effective enrollment date] to make any changes. If you do not make a change, you will be automatically enrolled in CCA.

### **Who to call with questions:**

- Contact **SHINE** (Serving the Health Insurance Needs of Everyone). SHINE counselors can work with you and your caregivers to help you understand your options. They are trained to help people who have Medicare and MassHealth and will provide impartial information about your health insurance options. SHINE counselors are available Monday–Friday, 9:00 a.m.–5:00 p.m. A counselor can work with you in person, by phone, or through e-mail.

To schedule an appointment with a SHINE counselor, call (phone) 1-800-243-4636 or (TTY) 1-800-439-2370.

- Call the **MassHealth** Customer Service Center Monday–Friday, 8:00 a.m.–5:00 p.m. at (phone) 1-800-841-2900 or (TTY) 1-800-497-4648. You can also find more information about One Care at [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare).
- If you have questions about **Medicare**, call (phone) 1-800-MEDICARE (1-800-633-4227), 24 hours a day, seven days a week. TTY users should call 1-877-486-2048.

Thank you! We look forward to helping you stay healthy!

Sincerely,

MassHealth

**One Care**  
MassHealth+Medicare  
Bringing your care together

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