### One Care Plans

**Commonwealth Care Alliance**

[**www.commonwealthonecare.org**](http://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

### Enrolling in One Care

**SHINE: Serving the Health Insurance Needs of Everyone**

One Care: Facts and Features

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)

\*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.

### Tufts Health Plan

[**www.ChooseUnify.com**](http://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

### MassHealth Customer Service

Call for help with enrolling:

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**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

**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.**

**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.**

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**](http://www.onecareombuds.org/)[**help@onecareombuds.org**](mailto:help@onecareombuds.org)

[**www.mass.gov/masshealth/onecare**](http://www.mass.gov/masshealth/onecare)

[**www.mass.gov/masshealth/onecare**](http://www.mass.gov/masshealth/onecare)

OC-FactsFeatures (Rev. 10/15)

# Your Current Care:

## Medicare

**One Care:**

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.**](http://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.

#### All Part A (Hospitals) Part B (Doctors)

#### Part D (Prescriptions)

AND

AND

**MassHealth Services**

**MassHealth Services**

**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



**No co-payments**

**One person to coordinate your care A personal care plan**

**All prescriptions through one plan**

**Dental services Vision services**

**Community support services Behavioral health services Non-medical transportation An LTS Coordinator**

**Medical equipment, supplies, and repair Personal assistance services**

**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









**Medicare**

**All Part A (Hospitals) Part B (Doctors)**

**Part D (Prescriptions)**

AND

AND more options for

**If you join One Care, you**

**DO NOT lose your MassHealth and Medicare benefi .**

[**www.mass.gov/masshealth/onecare**](http://www.mass.gov/masshealth/onecare)

# Your Choices with One Care

#### You can enroll at any time.

* **Coverage can start on the fi 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 fi 90 days you are in One Care.**