

One Care

MassHealth+Medicare
Bringing your care together

[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.

Medicare informed MassHealth that you will become eligible for Medicare on **[effective enrollment date]**. Getting Medicare means you will no longer get your MassHealth benefits through a MassHealth Managed Care Organization (MCO) or the Primary Care Clinician (PCC) Plan and the Massachusetts Behavioral Health Partnership. This change starts on **[effective enrollment date]**.

To help your MassHealth and Medicare benefits work better for you, **MassHealth is enrolling you in Commonwealth Care Alliance (CCA), a One Care plan.** Your One Care coverage with CCA will begin on **[effective enrollment date]**, the same day you become eligible for Original Medicare. 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, **at no cost to you**.

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

Through One Care, you can get access to enhanced benefits not available in MassHealth fee-for-service (FFS) and Original Medicare FFS, including:

- behavioral health and community support services
- vision and dental services
- non-medical transportation services,
- care coordination, and
- **no copays!**

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.

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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.

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 let you access all your MassHealth and your new Medicare benefits through One Care, including Medicare Part D.

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!

On [effective enrollment date], your coverage will change and you won't be able to stay enrolled in a MassHealth MCO or the PCC plan. But, you still have options. Contact MassHealth if you want to join a different One Care plan in your area, or if you want to be in the MassHealth FFS and Original Medicare FFS programs for your health care. You can also leave your One Care plan at any time.

To get your care from MassHealth FFS and Original Medicare FFS instead:

- 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 visit 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.

We look forward to helping you stay healthy!

Sincerely
MassHealth



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