

Accountable Care Organizations and You: Frequently Asked Questions for People with Medicare



WHAT IS AN ACCOUNTABLE CARE ORGANIZATION (ACO)

Your Primary Care Physician is participating in a new program. An Accountable Care Organization (ACO) is an opportunity to enhance the care you receive by allowing your physician to better coordinate with your care delivery team.

WHAT IS THE GOAL OF THE ACO?

To help your primary care physician provide better care and service to you by being part of a better, more coordinated care team that works together to get you the right care at the right time in the right setting.

ARE MY BENEFITS GOING TO CHANGE?

No, your benefits WILL NOT change. This IS NOT a Medicare Advantage plan or an HMO. Your health coverage, premiums and insurance arrangements are unaffected. You are always free to choose any doctor or hospital who accepts Medicare at any time.

DO I NEED TO DO ANYTHING?

No, you do not need to do anything. This letter was simply to inform you about the new care coordination program that your primary care provider will be participating in.

DO I HAVE TO CHANGE MY DOCTOR(S)?

No, you DO NOT need to change your doctor. You can continue to see the same clinicians as you normally do. And you are always free to choose any doctor or hospital who accepts Medicare at any time.

WHY IS MY INFORMATION ABOUT MY HEALTHCARE BEING SHARED?

Medicare will be sharing LIMITED information, such as visits to the doctor or hospital, medical conditions, and prescriptions. This data will be combined with other Medicare patients to better understand how patients use services and what their needs may be. This will allow us to develop better systems to improve patient care. Medicare will not share specific details about your health issues, such as test results and personal conversations with your care team.

DO I HAVE TO SHARE INFORMATION ABOUT MY HEALTHCARE?

Sharing information about your healthcare, such as visits to the doctor or hospital, medical conditions, and prescriptions is completely up to you. Whether or not you share information about your healthcare will not change the care you receive from your primary care physician. PLEASE KNOW this information is valuable in helping us provide better coordinated care and to better meet your healthcare needs.

If you do not wish to have your health information shared with your primary care provider's ACO, you can:

- Call 1-800-MEDICARE (TTY users call 1-877-486-2048)
- Sign the opt-out form in your primary care provider's office *or*
- Complete and return the form you received with your information letter

HOW DO I GET MORE INFORMATION?

If you have any additional questions or concerns about the new care coordination program, please give us a call at **1-800-686-2719** or visit www.partners.org/For-Patients/ACO.