OneCare Vermont

VERMONT
Department of Vermont Health Access

<Date>

<First Name> <Last Name>
<Address 1>
<Address 2>
<City>, <State> <Zip>

Information Only

Dear <First Name> <Last Name>,

We are writing to let you know that Green Mountain Care (Medicaid) is working with OneCare Vermont (OneCare), a statewide Accountable Care Organization (ACO). An ACO is a group of doctors, hospitals, and other health care providers who work together to provide high quality care and reduce costs. Medicaid health care providers in your area participate with OneCare. To learn more about OneCare, please see the enclosed fact sheet or visit http://www.OneCareVT.org.

How does this affect me?

- OneCare will help providers in your area work together to measure and improve the quality of your health care.
- To do this, some of your health care information will be shared with OneCare. OneCare will make sure your medical information is safe.

Do I need to do anything?

- You do not need to do anything.

What if I do not want OneCare to use my health care information?

- OneCare makes it easier for providers in your area to share information to coordinate care and measure and improve quality. If you do not want Medicaid to share your health information with OneCare, call OneCare at 1-877-644-7176 or email onecarevt@onecarevt.org. Your privacy is very important to us.

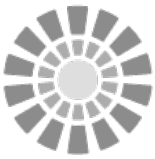
Are my health insurance benefits changing?

- OneCare does not change your Medicaid coverage.
- You may still see any doctor, hospital, or other health care provider you choose, as allowed by your health plan.
- Being part of OneCare does not change your provider or your provider's location.

Questions about your Medicaid benefits:
Call Green Mountain Care (Medicaid) at 1-855-899-9600 or learn more about your benefits at https://www.greenmountaincare.org/member-information.

Questions about OneCare:
You can reach OneCare by phone at 1-877-644-7176, option 1, and then option 2, or by email at onecarevt@onecarevt.org.

Health Care Advocate:
The Office of the Health Care Advocate (HCA) gives free advice and help to all Vermonters with health care and health insurance concerns. The HCA is part of Vermont Legal Aid, an independent non-profit law firm. The HCA does not represent OneCare Vermont. To get help with a health care or health insurance issue, call the HCA Helpline at 1-800-917-7787 (toll-free) or visit http://www.vtlawhelp.org/health.



OneCare Vermont

Patient Fact Sheet

About OneCare

OneCare joins providers and communities together to improve the health of Vermonters and lower healthcare costs. As an Accountable Care Organization (ACO), OneCare gives health care providers access to resources to help coordinate your care and services within your community. By sharing information and working together, providers can do more to help you get the best possible care.

What is an Accountable Care Organization (ACO)?

An ACO is a group of doctors, hospitals and other health care providers who voluntarily work together to give coordinated high quality care to their patients. An ACO supports your health care providers by making sure they have the most up-to-date information about your health and your care.

If my health care provider is in an ACO, will my health insurance benefits change?

- OneCare does not change your health insurance coverage.
- You may still see any provider you choose, as allowed by your health plan.
- Your health care providers will not change.

How will OneCare Vermont benefit me?

- OneCare makes it easier for your providers to share information and work together.
- OneCare makes preventive medicine a priority in order to keep you healthy.
- OneCare rewards your providers for delivering high quality health care.

How do I know if my health care providers work with OneCare?

To see a list of providers that work with OneCare, visit www.OneCareVT.org. You may also contact OneCare by phone at 802-847-7220 or toll free at 1-877-644-7176, or by email at OneCareVT@OneCareVT.org.

356 Mountain View Drive, Suite 301, Colchester, VT 05446
802-847-7220 PHONE 877-644-7176 TOLL-FREE 802-847-6214 FAX
onecarevt.org

OneCare Vermont

<Date>

<First Name> <Last Name>
<Address 1>
<Address 2>
<City, State ZIP>

Dear <First Name>,

We are sending this letter to let you know that your doctor or health care provider is part of OneCare Vermont (OneCare), a statewide Accountable Care Organization (ACO). An ACO is a group of doctors, hospitals, and other health care providers who work together to give high quality care and lower costs. An ACO is not a health insurance plan or company.

What do I need to do?
You do not need to do anything.

What changes for me now that my health care provider is part of OneCare?
Nothing changes for you. You will still have the same:

- Health care providers.
- Health insurance coverage and benefits.
- Doctors, hospitals, or other health care providers to choose from, as allowed by your health plan.
- Location where you see your health care provider.

How does my health care provider being part of OneCare affect me?

- OneCare will help your health care providers work together to coordinate your overall care.
- Some of your health care information will be shared with OneCare so your care can be measured and improved.

What can I do if I do not want OneCare to use my health care information?
OneCare makes it easier for your doctors and other health care providers to share information and work together to give you the best possible care. Your privacy is very important to us and we will protect your medical information to make sure it is safe. But, we understand that you might not want your information shared. If you decide you do not want your health information shared with OneCare, call Medicare at 1-800-MEDICARE (1-800-633-4227; TTY users may call 1-877-486-2048).

Where can I learn more?
You can learn more about **OneCare** by:

- Reading the enclosed fact sheet.
- Visiting http://www.OneCareVT.org.
- Calling OneCare by phone at 1-877-644-7176, choosing option 1.
- Emailing OneCare at onecarevt@onecarevt.org.

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You can learn more about **your Medicare health plan** by:

- Calling Medicare at 1-800-MEDICARE (1-800-633-4227; TTY users may call 1-877-486-2048).
- Talking with your health care provider.

Where can I get help with health care or health insurance problems?
The Office of the Health Care Advocate (HCA) gives free advice and help to all Vermonters who have health care and health insurance concerns. The HCA is part of Vermont Legal Aid, an independent non-profit law firm. The HCA does not represent OneCare Vermont. To get help with a health care or health insurance issue:

- Call the HCA Helpline at 1-800-917-7787 (toll-free) or
- Visit http://www.vtlawhelp.org/health.

Sincerely,

OneCare Vermont Accountable Care Organization, LLC

OneCare Vermont

OneCare Vermont Accountable Care Organization
Patient Fact Sheet

What is an Accountable Care Organization (ACO)?

An ACO is a group of doctors, hospitals and other health care providers who agree to work together to give their patients coordinated, high quality care. Health care providers in an ACO get support and the most up-to-date information about their patients' health and care. OneCare Vermont (OneCare) is an ACO that your health care provider might be a part of. OneCare joins providers and communities together to provide high quality care to Vermonters and lower health care costs.

How will being in an ACO affect my health insurance benefits?

If your health care provider is part of an ACO:

- Your health insurance coverage **does not change**.
- You **may still see any health care provider** you choose, as allowed by your health plan.
- Your health care providers **will not change**.

How can an ACO like OneCare benefit me?

- OneCare makes it easier for your health care providers to share information and work together.
- OneCare makes prevention a priority to keep you healthy.
- OneCare rewards your health care providers when they give you high quality health care.
- By being a part of OneCare, your provider may be able to offer you these new benefits:
    - **Telehealth**
      Medicare lets health care providers in the OneCare ACO use telehealth for some services. Telehealth lets you visit your health care provider or some specialists using technology, like a computer or smart phone. Sometimes, this can be an easier way to keep in touch with your health care provider. If you are interested in telehealth, ask your health care provider about it.
    - **Nursing homes**
      Medicare usually only covers care in a skilled nursing home if you stay in the hospital for at least 3 days before you are admitted to the nursing home. Medicare lets health care providers who work with us to admit you to a nursing home any time you need skilled nursing care, even if you have not stayed in the hospital for 3 days.

      You can find a list of nursing homes that work with us on our website: https://www.onecarevt.org/2021-network-participants/.

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- **Home visits after hospital stays**
  Medicare lets health care providers in the OneCare ACO send nurses and other staff to your home up to 9 times after you are discharged from a hospital. They will help you follow your health care provider's discharge plan.

How do I know if my health care provider is part of OneCare?

You can see a list of health care providers that work with OneCare by

- Visiting www.OneCareVT.org/patients/.
- Calling 802-847-7220 or toll free at 1-877-644-7176.
- Emailing OneCareVT@OneCareVT.org.