

<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

<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, and then option 2.
- Emailing OneCare at onecarevt@onecarevt.org.

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



**BlueCross BlueShield
of Vermont**

An Independent Licensee of the Blue Cross and Blue Shield Association.



OneCare Vermont

<DATE>

<BENEFICIARY FULL NAME>

<ADDRESS1>

<ADDRESS2>

<CITY, STATE ZIP>

Information Only

Dear <FIRST NAME>,

We are writing to let you know that your health care provider 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. 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 your providers work together to coordinate your overall care.
- Some of your health care information will be shared with OneCare in order to measure and improve the quality of your care.
- OneCare will protect your medical information and make sure it is safe.

Are my health insurance benefits changing?

- OneCare does not change your health insurance 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's location.

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

Your privacy is very important to us, OneCare, and your health care providers. If you do not want your health information shared with OneCare, please visit www.bcbsvt.com/onecare-vtopt-out or call our customer service team at (800) 422-6668. Once you opt out, your choice will remain in effect unless you change it. Additionally, you may contact us to revoke your permission to share your healthcare information with OneCare at any time.

Questions?

If you have any questions, please don't hesitate to contact our customer service team at (800) 422-6668, Monday through Friday, 7:00 a.m. to 6:00 p.m. (except holidays), or email customerservice@bcbsvt.com.

Thank you for choosing Blue Cross and Blue Shield of Vermont. We are pleased to be your partner in health care.

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew Garland", with a stylized flourish at the end.

Andrew Garland
Vice President
Client Relations and External Affairs

Enclosure

Health Care Advocate

If you need advice or help with a health care or health insurance concern, contact the Office of the Health Care Advocate (HCA). The 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 Blue Cross and Blue Shield of Vermont or 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 www.vtlawhelp.org/health.