

Call today to enroll!

MassHealth Customer Service 1-800-841-2900

[DATE]

[MEMBER NAME
MEMBER ADDRESS
CITY, STATE ZIP CODE]

Dear [MEMBER NAME]:

You have new health coverage choices.

MassHealth and Medicare have joined together with three health plans in Massachusetts to offer One Care: MassHealth plus Medicare. With One Care, you can get your MassHealth and Medicare benefits from a new plan called a One Care plan. You can join this health plan because you have both Medicare and MassHealth. *You will keep all of your Medicare and MassHealth benefits if you join a One Care plan.*

Your One Care plan will cover all your Medicare, MassHealth, and prescription drug benefits, including Medicare Part D. It will also cover additional behavioral health and community-based services, vision and dental services, and care coordination.

You will have a Care Coordinator who will help you manage services to address your physical health, mental health, and long-term services and supports needs.

Which plans are available to you?

Commonwealth Care Alliance, Fallon Total Care, and Network Health offer One Care plans in certain counties. To find out which One Care plans are in your county, you can do one of the following.

- Read the *Enrollment Guide* and *Enrollment Decision Form* that came with this letter.

- Go to the One Care website at www.mass.gov/masshealth/onecare.
- Call the One Care plans. You can find their phone numbers and websites in the *Enrollment Guide*.
- Call MassHealth Customer Service Monday–Friday 8:00 a.m.–5:00 p.m. at 1-800-841-2900 or TTY: 1-800-497-4648 (for people who are deaf, hard of hearing, or speech disabled). The call is free. If you require a special accommodation to communicate with us you may contact MassHealth Customer Service or the MassHealth Disability Ombudsman at 617-847-3468 or TTY: 617-847-3788. This information is also available online at www.mass.gov/masshealth/onecare.

What should you do now?

Read the *Enrollment Guide* that came with this letter. It has important information, like:

- where to call if you need help deciding if One Care is right for you;
- which questions you can ask that can help you decide if One Care is right for you;
- how to find out if your providers are part of One Care;
- which One Care plans are in your county;
- how to sign up for One Care; and
- what to do if you do not want to join One Care.

Important! You have a choice. Tell MassHealth if you:

- **want** to enroll in a One Care plan; or
- do **not want** to enroll in a One Care plan.

Here are the ways that you can tell MassHealth your decision:

- fill out the *Enrollment Decision Form* that came with this letter and mail or fax it back to MassHealth; or
- call MassHealth Customer Service Monday–Friday 8:00 a.m.–5:00 p.m. at 1-800-841-2900 or TTY: 1-800-497-4648 (for people who are deaf, hard of hearing, or speech disabled). The call is free. If you require a special accommodation to communicate with us you may

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If you tell MassHealth that you do not want to join One Care, you will continue to get your health care services from MassHealth and Medicare, just like you do now.

You can also sign up for or leave a One Care plan at any time. You just have to tell MassHealth.

If you don't make a choice now, what may happen?

- MassHealth may automatically enroll you in a One Care plan at a later date if you do not choose a One Care plan or tell us that you do not want to enroll in One Care.
- MassHealth will send you more information if we are going to automatically sign you up for a One Care plan. MassHealth will not automatically enroll you if there is only one One Care plan in your county.
- If MassHealth does automatically enroll you in a One Care plan and you don't want the One Care plan that MassHealth chooses for you, you can tell MassHealth that you want a different plan. If MassHealth chooses a plan for you, you will have two months to tell us that you want to make changes before your One Care coverage starts.

Who should you call if you have questions?

- Call 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 assist 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 1-800-243-4636 or TTY: 1-800-872-0166 (for people who are deaf, hard of hearing, or speech disabled).

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Sincerely,

MassHealth

Important Phone Numbers

MassHealth Customer Service: 1-800-841-2900 TTY: 1-800-497-4648
(for people who are deaf, hard of hearing, or speech disabled)

Monday–Friday 8:00 a.m.–5:00 p.m.

Medicare: 1-800-MEDICARE (1-800-633-4227) TTY: 1-877-486-2048
24 hours a day, 7 days a week