

## **What is PrimeCare Select?**

PrimeCare Select is an Accountable Care Organization (ACO) made up of a team of health care providers working together to coordinate patient care. PrimeCare Select combines the entire range of patient care -primary doctor, specialists, hospitals, home health services, etc. - in an effort to realize greater efficiencies and lower the out-of-pocket costs for patients.

## **What is coordinated care?**

Coordinated care is a term used to describe patient care in the new health care delivery model. In an ACO, coordinated care includes:

- Increased communication among primary care and specialty providers who work together and share vital information to plan the best possible patient care;
- Health care providers who can anticipate patient needs and begin treatment before serious complications occur;
- A decrease in the potential for duplicated and/or unnecessary testing or services;
- The development of new programs and services aimed at keeping healthy people healthy and helping those with chronic illnesses manage their own care;
- Increased communication between health care providers and patients; and
- An overall improvement in health care services and better outcomes.

## **How will PrimeCare Select benefit patients?**

The ACO model is beneficial for all patients, regardless of their health care needs. Patients with chronic illnesses, such as diabetes, high blood pressure and high cholesterol, will find value in PrimeCare Select through better health management and personalized treatment plans. Healthy patients will notice an increased emphasis on maintaining a healthy lifestyle and recommendations for appropriate screenings and regular preventive care. As a result, patients can expect to reduce their risk for serious health complications and will enjoy better health.

## **If my doctor is in an ACO, can I still see whichever doctor I want?**

If your doctor participates in an ACO, you can see any health care provider who accepts Medicare. Nobody, including your doctor or your hospital, can tell you who you have to see.

## **How is the ACO model different from an HMO?**

The ACO model is different from other managed care plans you may be familiar with in the past. Health Maintenance Organizations (HMOs), popular in the 1990s, were designed to strictly manage services and costs. HMOs required participants to have a primary care physician and required you to have a PCP referral before seeing a specialist. The ACO model

does not require referrals for specialists. The goal of an HMO was to limit services; an ACO model considers your whole health to ensure you get the right care for the right reasons.

## **How can patients take advantage of PrimeCare Select benefits?**

PrimeCare Select will be most successful when patients consistently receive care from the same physician within the same clinical setting. In the ACO model, patients are able to choose the doctor(s) from whom they wish to receive care; however, patients are encouraged to select a primary care physician to visit regularly for all health care needs.

Coordinating care through one provider or a centralized location-sometimes referred to as a medical home-allows patient data to be stored in one place where all physicians providing care to patients can access vital information quickly. This method helps to assure patients receive the right treatment at the right time even if their regular primary care provider is not available.

## **How will PrimeCare Select get me healthy and/or keep me healthy?**

A key component of PrimeCare Select is the health coach program. PrimeCare Select health coaches are licensed, registered nurses. Health coaches work in conjunction with primary care physicians to provide personalized, one-on-one care to help patients set and achieve their health care improvement goals.

Health coaches are responsible for following up with patients who may be at higher risk for developing chronic illnesses and will also work with healthy patients to provide reminders for regular health care screenings.

## **Why Medicare wants to share my data with an ACO? What data is it?**

Medicare and PrimeCare Select strongly believe that, in order to provide you with the right care, in the right place, at the right time, we first need to understand your healthcare needs. For this, we will analyze your medical claims history of the last twelve months - provided you decide to take advantage of this program. This data will help to better coordinate your future care between you and any Medicare providers you see.

## **What rights do I have if my doctor is in an ACO?**

You'll continue to get the same rights all people with Medicare get. To help you to get the best-coordinated care, Medicare will share certain information about your medical care with your doctor's ACO, including medical conditions, prescriptions, and visits to the doctor. This is important to help PrimeCare Select keep up with your medical needs and track how well we are doing to keep you healthy and helping you get the right care.

## **Forms**

If you choose, you can decline to have your personal information shared with us by doing one of the following:

- Call 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048.
- Complete and return the Decline to Share Personal Health Information PDF(hotlink to form)

Also, Medicare will send you a follow-up survey to ask about your experiences as a patient of a doctor who's participating in a Medicare ACO. You'll get a letter to let you know the survey is genuine. We will use your feedback to help make sure you get high quality care.

### **Who can read my medical information, and will it be protected?**

PrimeCare Select doctors, hospitals, and other health care providers will be able to read your medical records, along with other office staff authorized to help coordinate your care.

The privacy and security of your medical information is protected by federal law. Contact your doctor's office for more information about how they protect your medical information, or call 1-800-MEDICARE

(1-800-633-4227) 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

### **Where can I find more information about ACOs?**

For more information about ACOs:

- ACO Information from Medicare.gov <http://www.medicare.gov/manage-your-health/coordinating-your-care/accountable-care-organizations.html>
- ACO program initiatives <http://innovation.cms.gov/initiatives/ACO/index.html>
- ACO FAQ from Centers for Medicare and Medicaid Services <http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/ACO/index.html?redirect=/ACO/>
- Talk to your doctor.
- Call 1-800-MEDICARE 24 hours a day, 7 days a week.