

NOTICE TO PATIENTS:

[Name of Doctor/Practice] has joined the OneCare Vermont Accountable Care Organization

Information on when Vermont Medicaid will share your health care billing information with OneCare Vermont

<BENEFICIARY FULL NAME>

<ADDRESS>

<file creation date>

<CITY STATE ZIP>

This letter is to tell you that **[Name of Doctor/Practice]** is now part of the OneCare Vermont Accountable Care Organization (ACO).

What is OneCare Vermont?

OneCare Vermont is a group of hospitals, doctors, and other health care providers. It includes several Vermont hospitals and many other providers, including primary care providers and specialists. OneCare Vermont's goal is to make it easier for doctors, hospitals, and other providers to work together. It should help your providers keep you healthy.

The goal of an ACO is to help providers work together to give all patients high quality care. Our ACO helps providers share information and improve their patients' health. ACO providers benefit if they help keep health care costs under control and keep quality high.

OneCare Vermont is not an insurance company or insurance plan. OneCare Vermont will not change your Vermont Medicaid benefits or eligibility. OneCare Vermont will not change the amount you pay for premiums or other health care costs. All benefit questions relating to co-pays, coinsurance or out of pocket charges including prior authorization inquires will still be managed by Vermont Medicaid.

Will my care be different?

Your OneCare Vermont providers may focus more on helping you make healthy choices. If you have a chronic condition like diabetes or heart disease, you might get extra support from your providers between visits.

How will OneCare Vermont benefit me?

- Your care providers should focus on keeping you healthy, managing chronic conditions, and caring for you when you become ill or injured. This may help reduce your need for treatments and/or stays in the hospital.

- If you have more than one provider caring for you, it will be easier for them to share test results and other information. This will help providers plan your care and repeat services less.
- Your care providers should work together to give you safe, high quality care.

Are all of my care providers in OneCare Vermont?

You can visit www.onecarevt.org to see if your other providers are part of OneCare Vermont. You can also call OneCare Vermont at 802-847-7220 Option 1 then Option 2, or toll-free at 1-877-644-7176 Option1 then Option 2, Monday through Friday 8 am – 6:00 pm.

What happens if my other doctors or providers are not part of OneCare Vermont? Or what if I need care while I am away from Vermont?

You are free to see any provider you choose. You do not have to see providers that are part of OneCare Vermont. You can still get care from doctors and hospitals that are in other states. However, some health care providers do not accept Vermont Medicaid.

Do I need to sign up for OneCare Vermont?

No, you do not need to sign up for OneCare Vermont. Since your provider is part of OneCare Vermont, you are included in the program.

When will Vermont Medicaid share my billing information with OneCare Vermont?

On [insert date 30 days after the date of this notice], Vermont Medicaid will start sharing your health care billing information with OneCare Vermont. This will include information about the health care services you have received. OneCare Vermont will use this information to help your providers give you high quality care. Your privacy is very important to us. We will protect your medical information to make sure it is safe.

What if I do not want Vermont Medicaid to share my information with OneCare Vermont?

You have the right to tell Vermont Medicaid not to share your billing data with OneCare Vermont. To do this, fill out an Opt Out Form, or call OneCare Vermont at 802-847-7220 Option 1 then Option 2, or toll free at 1-877-644-7176 Option 1 then Option 2.

If you do not opt out now, you can change your mind at any time. If you decide later that you do not want Vermont Medicaid to share any more of your billing information with OneCare Vermont, you can fill out an Opt Out Form or call OneCare Vermont at that time.

If you choose not to let Vermont Medicaid share your billing information with OneCare Vermont, you can still get care from OneCare Vermont providers. Opting out will not change your care.

I still have questions about OneCare Vermont. Who can I contact for more information?

You can visit www.onecarevt.org for more information. You can also call OneCare Vermont at 802-847-7220 Option 1 then Option 2, or toll free at 1-877-644-7176 Option 1 then Option 2.

FOR MORE INFORMATION:

OneCare Vermont Accountable Care Organization, LLC

PHONE: 802-847-7220, Option 1 then Option 2
TOLL-FREE: 877-644-7176, Option 1 then Option 2

www.onecarevt.org

or

Vermont Medicaid

855-891-7600 TOLL-FREE

IF YOU HAVE A HEALTH CARE OR HEALTH INSURANCE ISSUE:

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>.