



SSP ACO Beneficiary Information Notice Quick Script

Question 1 Why did I receive this letter?

- **Answer-** This letter explains your primary care provider, where you receive most of your healthcare, has teamed up with other health care practitioners in a network called an "Accountable Care Organization" (ACO). The Centers for Medicare & Medicaid Services (CMS) requires ACOs to send these letters to Medicare beneficiaries whose health care providers are participating in the ACO.

Question 2 What is an ACO?

- **Answer-**An Accountable Care Organization (ACO) is a group of doctors, hospitals, and other health care providers who accept Original Medicare (Parts A and B) and work together to coordinate your overall health care.

Question 3 Why is an organization I've never heard of writing me?

- **Answer-** The name of the ACO may be different than the health care provider you see. ACOs are a group of Medicare healthcare practitioners with several different participating medical providers, such as primary care practices, hospitals, specialists, pharmacies, and other Medicare-enrolled providers to provide care for Medicare beneficiaries like you. You may be familiar with a doctor or other health care provider participating in the ACO, but not with the name of the ACO itself.

Question 4 How can the ACO help me?

- **Answer-** For those who qualify, ACOs can offer extra benefits to Medicare beneficiaries, including:
 - Providing additional support services, such as Care Management.
 - Offering computer, tablet, or phone visits (telehealth) for your convenience.
 - Admission to certain skilled nursing facilities any time you need therapy, even if you have not been in the hospital for 3 days.
 - Check with your health care provider or the ACO to see what other benefits are available to Medicare beneficiaries who qualify.

Question 5 Why is my health care information shared with the ACO?

- **Answer-** Medicare is sharing certain information about your personal health with the health care providers that participate in the ACO. There are several benefits to your health care providers having access to your medical information:
 - Improved communication and teamwork among your health care providers
 - Reduced potential for repeat exams and tests; which may save you time and money

Question 6 How do I stop Medicare from sharing my information?

- **Answer-** If you do not want Medicare to share your health care information with your healthcare providers, you can call 1-800-MEDICARE (1-800-633-4227) and tell the representative you do not want your personal healthcare information shared among the healthcare providers trying to serve your healthcare needs. Opting out of data sharing does not mean you will stop receiving letters, notifications and/or communications from the ACO.