

## Here Comes “One Care”

### **Q: What is the new “One Care” health plan?**

**A:** Starting October 1<sup>st</sup>, Massachusetts will offer a new health care plan for people between the ages of 21 and 64 who are on Medicare Parts A & B, and MassHealth Standard or CommonHealth (Medicaid). Someone who joins the plan before turning 65, can stay in the plan beyond the age of 65—but there are other plans for seniors that should be investigated as well.

The One Care plan will coordinate all your Medicare and MassHealth medical and pharmacy services, plus personal care attendants, mental health services, substance abuse, adult day care, nursing facility care, dental services, hearing aids, vision care, chiropractic care, podiatry, and many other supports. You will also have a Care Coordinator to help you get the complete care you need.

There are currently 3 providers offering the One Care plans. Not all plans will be available in all areas. Some parts of the state will have no One Care plan at all.

One Care is not a mandatory program. If you are on MassHealth and Medicare, the state will send you a One Care information packet. If you don't choose a plan, MassHealth may sign you up for a plan—but you have the right to tell MassHealth you do not wish to join any plan—and to keep receiving your care the same way you do now.

Before joining any plan, you can check to see if your current doctor or other providers are in that plan. You can also check to see if the medications you need are offered by that plan, and if you

have to pay part of the cost for your prescriptions. Before joining any plan, you have the right to a free counseling session with a SHINE Counselor (Serving the Health Information Needs of Everyone) to help choose a plan.

Basic home care services---like help with bathing, dressing, toileting and walking---are available from One Care plans. To help you figure out what long term services you need, you have the right to have a Long Term Services Coordinator on your care team, who is your advocate, and is not an employee of the One Care plan. This LTS Coordinator is a new position not found in other health care plans. You can add a LTS Coordinator at any time.

Working with your team, you will help develop a Personal Care Plan, which lists your goals for remaining independent. Only people you want will be on your care team.

MassHealth will be mailing out an enrollment guide about each One Care plan to everyone who qualifies for MassHealth. The guide will include phone numbers to call for more information. When you get your mailing, you can choose a plan, or you can tell MassHealth you don't want to join any plan. If you do nothing, MassHealth may choose a plan for you. You will then have two months to ask for another plan, or to say you don't want to be in the plan at all. If you get a packet in the mail, call 1-800-841-2900 to ask MassHealth customer service any questions you have. Learn more at: [www.mass.gov/masshealth/onecare](http://www.mass.gov/masshealth/onecare)

