



## **ACCOUNTABLE CARE ORGANIZATION (ACO) OVERVIEW**

Many affiliated primary care physicians are participating in a new care coordination program called the AtlantiCare Health Solutions Accountable Care Organization (ACO). Your primary care physician may be one of the physicians participating in this program. If he or she is a participating physician, you should have received a letter in the mail notifying you of this change. Primary care physicians participating in the AtlantiCare Health Solutions ACO are affiliated with AtlantiCare Health System.

ACOs are groups of doctors, hospitals, and other healthcare providers, who come together voluntarily to provide coordinated, high quality care to their patients. Coordinated care helps ensure that patients, especially the chronically ill, get the right care at the right time, with the goal of avoiding unnecessary duplication of services and preventing medical errors.

### **Enhancing the Care You Receive**

By participating in the ACO, your primary care physician has the opportunity to enhance the care you receive by better coordinating with your other healthcare providers. The goal of the ACO is to deliver high quality care and better meet your individual needs and preferences. This is done by enabling your doctors to communicate closely with your other healthcare providers through enhanced sharing of your health information. ACOs may be rewarded for providing you with better, more coordinated care.

### **Benefits**

If your primary care physician is participating in the ACO your benefits are not changing with this new program. Your health coverage, premiums and insurance arrangements are unaffected. You do not need to do anything or change your doctor. You can continue to see the same clinicians as you normally do. And you are always free to choose any doctor or hospital in accordance with your healthcare plan.

Your primary care physician may continue to recommend that you see particular doctors for your specific health needs, but it's always your choice of what doctors you use or hospitals you visit.

### **Commitment to High Quality Care**

AtlantiCare Health Solutions is committed to providing high quality, affordable care to our patients. Through the ACO we will be able to create a better health care experience

for you by working in a more coordinated way so that your medical needs can be more efficiently and effectively addressed. By doing so we will be able to maintain and aim to improve the quality of your care.

## **FREQUENTLY ASKED QUESTIONS:**

### **WHAT IS AN ACCOUNTABLE CARE ORGANIZATION (ACO)?**

ACOs are groups of doctors, hospitals, and other healthcare providers, who come together voluntarily to provide coordinated, high quality care to their patients. Coordinated care helps ensure that patients, especially the chronically ill, get the right care at the right time, with the goal of avoiding unnecessary duplication of services and preventing medical errors.

### **WHAT IS THE GOAL OF THE ACO?**

The goal of the ACO is to help your primary care physician provide better care and service to you by being part of a better, more coordinated care team that works together to get you the right care at the right time in the right setting.

### **ARE MY BENEFITS GOING TO CHANGE?**

No, your benefits WILL NOT change. Your health coverage, premiums and insurance arrangements are unaffected. You are always free to choose any doctor or hospital in accordance with your healthcare plan. Should we put something in to identify copay differences?

### **DO I HAVE TO SHARE INFORMATION ABOUT MY HEALTHCARE?**

Medical providers share healthcare information as necessary to provide treatment and for their payment and healthcare operations. The provider's Notice of Privacy Practices outlines how your information may be shared.

The ACO is a joint healthcare arrangement, in which its members participate in a number of activities to improve your care, including patient care coordination, quality assessment and improvement activities. Your information may be shared with other members of the ACO for purposes of providing treatment to you, for necessary healthcare operations and/or payment activities, as described in the Notice of Privacy Practices.

### **WHY IS MY INFORMATION ABOUT MY HEALTHCARE BEING SHARED?**

Your healthcare information, such as visits to the doctor or hospital, medical conditions, and prescriptions allows us to develop better systems to improve patient care, ensure you get the right care at the right time, with the goal of avoiding unnecessary duplication of services and preventing medical errors.

**HOW DO I GET MORE INFORMATION?**

If you have any additional questions or concerns about the new care coordination program, please call the AtlantiCare Access Center at 1-888-569-1000 or talk to your primary care physician.

**DO I NEED TO DO ANYTHING?**

No, you do not need to do anything. This simply informs you about the new care coordination program that your primary care provider will be participating in.

**DO I HAVE TO CHANGE MY DOCTOR(S)?**

No, you DO NOT need to change your doctor. You can continue to see the same clinicians as you normally do.

**IF I WOULD LIKE TO GET INTO THE ACO, HOW WOULD I?**

You can get into the ACO and take advantage of the new Care Coordination Program by making an appointment with an ACO Primary Care Provider listed on the ACO provider Directory. You can do this by calling the provider office or the AtlantiCare Access Center at 1-888-569-1000 to make an appointment.

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