



Hello to Our Centers for Family Health Primary Care Patients!

We are sending you this letter to share with you some information about a new program we joined called an Accountable Care Organization, which is part of the Medicare Shared Savings Program. We will be working with this group to improve the quality and experience of the care you receive.

One area we are focusing our efforts on is in offering programs that will help you to stay healthy. By promoting healthy lifestyles, coordinating your health care needs and creating a stronger relationship with your doctors' offices we aim to provide you with the best care and best access to health care services possible.

Enclosed with this letter is a fact sheet about the Medicare Shared Savings Program Accountable Care Organization.

If you have any questions after reading this material, please feel free to call the Accountable Care Organization Beneficiary Line: (805) 948-4439.

Thank you so much for allowing us to serve your health care needs.

(Valid until December 31, 2024)

Medicare Shared Savings Program Accountable Care Organizations

Working together to give you the best care.

is part of an **Accountable Care Organization (ACO)**. We've teamed up with other doctors, hospitals, and health care providers to make sure you get the best care.

We provide coordinated care for you to get well & stay well

- ▶ You get patient-centered care focused on YOUR needs.
- ▶ Your health care providers can see the same test results, treatments, and prescriptions.
- ▶ More coordination helps prevent medical errors and drug interactions.
- ▶ You may save time, money, and frustration by avoiding repeated tests and appointments.
- ▶ Better communication can help protect against Medicare fraud and waste.

Get the most from your care with our communication & support

- ▶ **Ask about signing up for our secure online portal.** You'll get 24-hour access to your personal health information, including lab results and communication from your health care provider.
- ▶ When you choose a health care provider that participates in an ACO, they'll help you get the right care at the right time. You can visit [Medicare.gov](https://www.Medicare.gov) and log into (or create) your secure Medicare account to choose a primary care doctor.
- ▶ Medicare protects the privacy of your health information. If you don't want Medicare to share information with your health care providers for care coordination, call 1-800-MEDICARE (1-800-633-4227). Medicare may still share general information to measure provider quality. For more information on how Medicare may use and give out your information, visit [Medicare.gov](https://www.Medicare.gov) and search for "privacy."

Want more information?

Ask our front desk, or call us at _____. You can also visit [Medicare.gov](https://www.Medicare.gov) or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048. To report a Medicare-related concern or complaint, call 1-800-MEDICARE (1-800-633-4227).

To learn more about Accountable Care Organizations, scan the QR code here:

