

AdventHealth ACO Posters and Notices

Instructions for Employed Participant

Objective

AdventHealth Accountable Care Organization (ACO) participants (i.e. practices) are required to notify their Medicare Fee-for-Service beneficiaries (i.e. patients), prior to the beneficiary's first primary care service of the year, that they participate in a Medicare Shared Savings Program under an ACO. This requirement can be referenced at:

https://www.govregs.com/regulations/expand/title42_chapterIV_part425_subpartD_section425.312#title42_chapterIV_part425_subpartD_section425.312

The following instructions are intended to guide you, the ACO participant, in meeting this requirement.

What is being provided by the ACO

The ACO is providing the following materials to assist with this requirement:

1. **Beneficiary Notices** - AdventHealth ACO will email or mail notices directly to all currently attributed ACO beneficiaries, at the ACO's expense. This will alleviate much of the burden for your office.
2. **ACO Posters** - One poster will be provided for each participating practice location. Always display the poster in your offices where Medicare beneficiaries receive services. Additional copies and Spanish versions are available upon request.
3. **ACO Participants Talking Points for Office Staff** - It's important that your staff feel comfortable answering some basic questions that the beneficiary may have about the AdventHealth ACO and the information contained in the posters and notices. The document provides some assistance, including where to refer them should they have additional questions.

What is expected of you, the ACO participant

1. Display the posters in your offices where beneficiaries receive services per CMS requirements.
2. Work with AdventHealth Physician Enterprise to incorporate the Beneficiary Notices into the onboarding workflow for new Medicare Fee-for-Service patients. The notice must be supplied prior to the beneficiary's first primary care visit of each year and recorded in Athena.
3. Distribute the Talking Points to the practice staff and ask them to familiarize themselves with the material, so that they are prepared to answer any questions.
4. Contact Brenda Radke via email at Brenda.Radke@AdventHealth.com or via telephone at 407-357-2453 or 321-890-8231, if you have any additional questions.

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Talking Points to Assist Medicare Beneficiaries

For Use by the Participant's Staff - NOT FOR DISTRIBUTION TO PATIENTS

What is an accountable care organization (ACO)?

An accountable care organization (ACO) is an opportunity to enhance the care you receive by allowing your providers/suppliers to better communicate and coordinate your care with medical professionals who provide care to you. Your practice is participating in AHS Florida Division ACO, LLC dba AdventHealth ACO.

What is the goal of AdventHealth ACO?

Our goal is to provide better care and service to you by being part of a better, more coordinated care team who works together.

Will Medicare benefits change?

No, your benefits will not change. This is not a Medicare Advantage plan.

Do I need to do anything?

No, you do not need to do anything. This letter was just to inform you about the care coordination program that your practice is participating in.

Do I have to change my doctor(s)?

No, you do not have to change your doctor. You can continue to see the same doctors that you normally do. Also, you are free to choose any doctor or any hospital that accepts Medicare at any time.

Why is my information about my health care being shared?

Medicare will share limited information, such as visits to the doctor or hospital, medical conditions and prescriptions. This data will be combined with other Medicare beneficiaries to better understand how beneficiaries use services and what their needs may be. This will allow us to develop better systems to improve care. Medicare will not share specific details about your health issues, such as test results and personal conversations with your care team.

Do I have to share information about my health care?

Sharing information about your health care, such as visits to the doctor or hospital, medical conditions, prescriptions is completely up to you. Whether or not you share information about your health care will not change the care you receive from your primary care physician. Please know that this information is valuable in helping us provide better coordinated care and to better meet your health care needs.

If you do not wish to have your health information shared, you can call 1-800-Medicare.

Who are providers/suppliers and beneficiaries?

Beneficiaries are any persons entitled to Medicare Fee-for-Service benefits.

Provider/suppliers are licensed providers or suppliers who have entered into contracts, directly or indirectly, with the ACO to provide covered services to beneficiaries, such as physicians and mid-level providers.

Who can I contact for more information?

If you have additional questions regarding the AdventHealth ACO, you can contact them directly at 1-844-700-7476.

You can also call 1-800-MEDICARE or visit [Medicare.gov/acos.html](https://www.Medicare.gov/acos.html).

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Poster Sample



How your healthcare provider is working to improve your health care

Your healthcare provider is participating in AHS Florida Division ACO, LLC dba AdventHealth ACO, an Accountable Care Organization (ACO).

What's an ACO?



ACOs:

- ▶ Are groups of doctors, hospitals, and/or other health care providers that work together to improve the quality and experience of care you receive. Our practice chose to be part of an ACO because we think it will help us provide better care for our patients.
- ▶ **Don't limit your choice of health care providers.** Your Medicare benefits aren't changing. You'll have the right to visit any doctor, hospital, or other provider that accepts Medicare at any time, just like you do now. **Important!**
- ▶ Are evaluated by Medicare to see how well each ACO meets these goals every year. Those ACOs that do a good job can earn a financial bonus. ACOs that earn a bonus may use the payment to invest more in your care or share part of it with your providers. Sometimes, ACOs may owe a penalty if their care increases costs.
- ▶ Aren't a Medicare Advantage plan, an "all in one" alternative to Original Medicare, offered by Medicare-approved private companies. An ACO isn't an HMO plan, or an insurance plan of any kind. **Important!**

What does this mean for my care?



- ▶ Giving health care providers the option of working with a group like AdventHealth ACO is one of the ways Medicare helps us better coordinate your care and give you better quality care.
- ▶ To help us coordinate your health care better, Medicare shares information about your care with your providers; like dates and times you visited a health care provider, your medical conditions, and a list of past and current prescriptions.
- ▶ Sharing your data helps make sure all the providers involved in your care have access to your health information when and where they need it. This information helps AdventHealth ACO give you better, more coordinated care by keeping track of the care and tests that you've already had. It may also make it easier to spot potential problems before they're more serious – like drug interactions that can happen if one doctor isn't aware of what another has prescribed.



How can I make the most of getting care from an ACO?

- ▶ Ask your clinician about signing up for our secure online portal that gives you 24-hour access to your personal health information, including lab results and provider recommendations. This will help you make informed decisions about your health care, track your treatment, and monitor your health outcomes.
- ▶ Let Medicare know who you consider your primary clinician or "main doctor." Your primary clinician is the health care provider you believe is responsible for coordinating your overall care. If you choose a primary clinician, that clinician may have more tools or services to help with your care. We can tell you more about how to do this.
- ▶ Continue to let Medicare share your health care information to help us better coordinate and improve the quality of your care. If you don't want Medicare to share your health care information, call 1-800-MEDICARE (1-800-633-4227). Tell them that your health care provider is part of an ACO and you don't want Medicare to share your health care information. TTY users can call 1-877-486-2048.



Questions?

- ▶ For more details about our ACO, ask the front desk for a copy of the **ACO beneficiary notice**.
- ▶ If you have questions or concerns, call us at 1-844-700-7476 or we can talk about them during your visit in our office. You can also call 1-800-MEDICARE or visit Medicare.gov/acos.html.



AdventHealth ACO Posters and Notices

Beneficiary Notice Sample

Medicare Shared Savings Program Accountable Care Organizations



Your health care provider is participating in AHS Florida Division ACO, LLC dba AdventHealth ACO, an Accountable Care Organization (ACO). An ACO is a group of doctors, hospitals, and/or other health care providers that work together to improve the quality and experience of care you receive. ACOs receive a portion of any savings that result from reducing costs and meeting quality requirements.

- ▶ Medicare evaluates how well each ACO meets these goals every year. Those ACOs that do a good job can earn a financial bonus. ACOs that earn a bonus may use the payment to invest more in your care or share a portion directly with your providers. ACOs may owe a penalty if their care increases costs.
- ▶ Your health care provider's participation in AHS Florida Division ACO, LLC dba AdventHealth ACO doesn't limit your choice of health care providers. Your Medicare benefits are not changing. You still have the right to visit any doctor, hospital, or other provider that accepts Medicare at any time, just like you do now.
- ▶ To help us coordinate your health care better, Medicare shares information about your care with your providers. If you don't want Medicare to share your health care information, call 1-800-MEDICARE (1-800-633-4227).

? How do ACOs work?

- ▶ An ACO **isn't** a Medicare Advantage plan which is an "all in one" alternative to Original Medicare, offered by private companies approved by Medicare. An ACO **isn't** an HMO plan, or an insurance plan of any kind. **Important!**
- ▶ ACOs have agreements with Medicare to be financially accountable for the quality, cost, and experience of care you receive.
- ▶ Coordinated care can avoid wasted time and costs for repeated tests and unneeded appointments. It may make it easier to spot potential problems before they become more serious – like drug interactions that can happen if one doctor isn't aware of what another has prescribed.
- ▶ ACOs may use electronic health records, case managers, and electronic prescriptions to help you stay healthy. Some ACOs have special programs to encourage you to have a primary care visit or use their care management team. Participation in these programs is optional.

? What information will be shared about me?

- ▶ Medicare shares information about your care with your health care providers; like dates and times you visited a health care provider, your medical conditions, and a list of past and current prescriptions. This information helps AHS Florida Division ACO, LLC dba AdventHealth ACO track the care and tests that you've already had.
- ▶ Sharing your data helps make sure all the providers involved in your care have access to your health information when and where they need it.
- ▶ **We value your privacy.** ACOs must put important safeguards in place to make sure all your health care information is safe. We respect your choice on how your health care information is used for care coordination and quality improvement. If you want Medicare to share your health care information with AHS Florida Division ACO, LLC dba AdventHealth ACO or other ACOs in which your health care providers participate, there's nothing more you need to do.



AdventHealth ACO Posters and Notices

Beneficiary Notice Sample

- ▶ If you don't want Medicare to share your health care information, call 1-800-MEDICARE (1-800-633-4227). Tell the representative that your health care provider is part of an ACO and you don't want Medicare to share your health care information. TTY users should call 1-877-486-2048.
- ▶ If you change your mind and want to let Medicare share your health information again, call 1-800-MEDICARE to let Medicare know. We aren't allowed to tell Medicare for you.
- ▶ Even if you decline to share your health care information, Medicare will still use your information for some purposes, like assessing the financial and quality of care performance of the health care providers participating in ACOs. Also, Medicare may share some of your health care information with ACOs when measuring the quality of care given by health care providers participating in those ACOs.

? How can I make the most of getting care from an ACO?

- ▶ Ask your clinician if they have a secure online portal that gives you 24-hour access to your personal health information, including lab results and provider recommendations. This will help you make informed decisions about your health care, track your treatment, and monitor your health outcomes.
- ▶ As a Medicare beneficiary, you can choose or change your primary clinician or "main doctor" at any time. Your primary clinician is the health care provider that you believe is responsible for coordinating your overall care. If you choose a primary clinician, that clinician may have more tools or services to help with your care. You can learn more in the [Voluntary Alignment Beneficiary Fact Sheet](#).

For step-by-step instructions on how to select or change your "main doctor," refer to the Choosing a Primary Clinician video (<https://youtu.be/JHPxTKftSTA>).



? What if I have concerns about being part of an ACO?

- ▶ If you have concerns about the quality of care or other services you receive from your ACO or provider, you can contact your Medicare Beneficiary Ombudsman who can assist you with Medicare-related questions, concerns, and challenges. The Medicare Beneficiary Ombudsman works closely with the Medicare program, including [Medicare.gov](#), 1-800-MEDICARE, and State Health Insurance Assistance Programs (SHIPs), to help make sure information and assistance are available for you. Visit [Medicare.gov](#) for information on how the [Medicare Beneficiary Ombudsman](#) can help you.
- ▶ If you suspect Medicare fraud or abuse from your ACO or any Medicare provider, we encourage you to make a report by contacting the HHS Office of Inspector General (1-800-HHS-TIPS) or your local [Senior Medicare Patrol \(SMP\)](#).



Spanish version available upon request.
Versión en español disponible por solicitud.