

Attention Members!

You must update and redetermine your MassHealth eligibility status

Keep your coverage at Commonwealth Care Alliance:

To stay a member of our Senior Care Options (SCO) program, you must keep your MassHealth standard enrollment. The State Medicaid Office mails an Eligibility Review form to you when it is time to redetermine your MassHealth coverage. This normally happens once a year. Please do not throw this out! Please complete it.

What should you do?

1. Try to complete the form. If you have questions or need help, please call the MassHealth Enrollment Line at 1-800-841-2900 or the Commonwealth Care Alliance Member Services Retention Specialist at 1-866-610-2273 ext. 243.
2. Return it to the MassHealth Enrollment Center—the address is listed on the form—**by the due date**. You must meet this deadline to ensure that you remain enrolled in our SCO program.
3. Watch for letters from MassHealth telling you if your review has been completed or if they need more information.

If you do not return the Eligibility Review form by its due date, you will be automatically disenrolled from MassHealth and lose your Commonwealth Care Alliance SCO coverage.

Remember that if you do not complete and return this form your coverage will end. **We do not want to lose you! Call us with any questions.**

Questions? Call the MassHealth Enrollment Line at 1-800-841-2900 or Member Services at 1-866-610-2273, Mon–Fri, 8 a.m.–6 p.m.

To the **right** is a sample of the Eligibility Review form. It asks for information to find out if you are still eligible for MassHealth Standard which means you can still receive care from Commonwealth Care Alliance.

MassHealth Eligibility Review
for Seniors and Certain People
Needing Long-Term-Care Services

TRANSITION
For office use only

This is a review form for MassHealth, Commonwealth Care and the Health Safety Net (through the Unorganized Care Pool). You do not have to file a U.S. citizenship form to get these benefits. Please print clearly. Please answer all questions and fill out all sections. If you need more space to finish any sections on this form, please use a separate sheet of paper (include name and actual residency number), and attach it to this form.

Are you or your spouse applying for or now getting medical care, like nursing home services, either in a medical facility or at home? Yes No

Head of Household/Member

Last name: _____ First name: _____ SSN: _____ Date entered: _____

City: _____ State: _____ Zip: _____ Mailing address (if different than above address or if living at a shelter) _____

Annual income: _____ Single Married How this person was treated? Yes No Social Security number: _____ Yes No (optional)

System language choice: English Spanish Chinese Vietnamese Other _____

Spouse Information

Last name: _____ First name: _____ SSN: _____ Date entered: _____

How this person was treated? Yes No Social Security number: _____ Yes No (optional)

System language choice: _____ Mailing address (if different than head of household) _____

Personal-Care-Attendant Services (for people aged 65 or older who are not going into a long-term-care facility)

To get more information about personal-care-attendant (PCA) services, and how filing out this PCA section could affect the way we decide if you can get MassHealth if you do need PCA services, read the PCA section in the Massachusetts and No Goods.

Do you or your spouse need the services of a personal-care attendant? Yes No

If yes, fill out this section and answer all questions. If no, go to the next section (Health Insurance You Have Now and Substituted Health Insurance You May Be Eligible For).

Have you or your spouse had the services of a personal-care attendant paid for by MassHealth within the last six months?

If yes, go to the next section (Health Insurance You Have Now and Substituted Health Insurance You May Be Eligible For). If no, answer the following three questions in this section.

Do you or your spouse have a permanent or long-lasting disability? Yes No

If yes, does your spouse help you (or your spouse) from being able to do your (or your spouse's) daily living activities, like bathing, eating, dressing, etc., unless someone physically helps you (or your spouse)? Yes No

If yes, do you (or your spouse) plan to contact a MassHealth personal-care agency to ask for personal-care attendant services? Yes No

(Note: You must contact the personal-care agency within 90 days of the date that MassHealth decides you are eligible for MassHealth or you will not be able to benefit from the special PCA rules.)

MassHealth may not pay certain members of your family to be your personal-care attendant.

Each spouse who answered yes to the last three questions about must fill out his or her own Personal-Care-Attendant Supplement (spid form). One copy is enclosed. If you need a second copy, call MassHealth Customer Service at 1-800-841-2900 to ask for one. If you (or your spouse) do not want to use your third and PCA supplemental (spid) form, we will determine your MassHealth eligibility as if you do not need PCA services.

Health Insurance You Have Now and Substituted Health Insurance You May Be Eligible For

Even if you or your spouse have other health insurance, MassHealth may be able to help you pay your premiums. Health insurance can be free or automatic on disability, parent, a union, a school, Medicare, or Medicare supplemental insurance. See below. You must fill out the Health Insurance section. Do not include MassHealth or any health plan you enrolled in through Commonwealth Care when answering the questions below.

Do you or your spouse get Medicare benefits? Yes No

If yes, Medicare: Part A Part B Both Other _____

Do you or your spouse have health insurance other than Medicare? Yes No

If yes, fill out Part A and Part B below.

If no, fill out Part B below.

Send copies of your or your spouse's current health insurance premium bills if you or your spouse are applying for long-term-care services in a medical facility.

CAHPS Survey

The Medicare Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is conducted every year by Centers for Medicare and Medicaid Services (CMS) to find out about how members feel about their Medicare Advantage plans (Commonwealth Care Alliance is one of these plans).

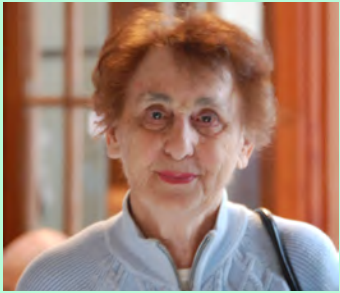
This year's survey began in mid-February, with the mailing of pre-notification letters to 685,000 members nationwide. You may have already received the follow-up survey.

Although you are not required to complete this survey, it is a great opportunity to have your opinion heard, and make an impact on your health care. We encourage you to respond.

Questions? Call Member Services at 1-866-610-2273, Mon–Fri, 8 a.m.–6 p.m.

Inside tips on how to stay healthy this spring!
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In Your Own Words



Mariya Prusakova
Senior Care Options

“I joined SCO about two years ago, and my care has been much better. I have free access to translators and transportation if I need them, which was not available before. I am very pleased with the care I am receiving. SCO allows me come to Zabota [Adult Day Health]. I come to Zabota four to five days a week. My husband passed away not too long ago and I was very alone, but now I come here and I have friends and activities to help me get by. If I did not have Zabota I don't know what I would do.

I came to this country when I was sixty-nine years old and did not know a word of English. I began taking classes at a nearby community college, and now I am in the advanced English class at Zabota. It's not that remarkable; there are lots of us taking English classes.”



30 Winter Street, Boston, MA 02108
Tel: 1-866-610-2273 • TTY: 1-866-322-7357
Monday-Friday, 8 AM-6 PM

What to do when ...

... you have paid out of pocket for medication or services such as co-pays?

1. Important: Keep your receipt!
2. Call Member Services at 1-866-610-2273.

... you are going on vacation, moving, or leaving the country?

1. Tell your nurse immediately.
2. Ask your nurse if you will need an extension of your medications. If so, you will need authorization to get a longer supply. The nurse will take care of the authorization.

... you are sick at night?

1. Call 1-866-610-2273 and you will be transferred to an overnight clinician.



... you need a medication refill?

1. Call the pharmacy ahead of time so the prescription is ready for you to pick up. If there is any problem ask them to call Member Services at 1-866-610-2273.

... you receive a bill for a service Commonwealth Care Alliance has arranged?

1. First call 1-866-610-2273 and notify Commonwealth Care Alliance of the bill, and we will take care of it. You do not have to pay the bill!
2. Give the bill to your nurse.

... your pharmacy does not recognize your Commonwealth Care Alliance member card?

1. First, ask them to call the Member Services number on the back of your member card.
2. If they refuse (they shouldn't) or are too busy, then call Member Services 1-866-610-2273 and we will call the pharmacy for you.



If you have a question that you would like answered in this section, contact Nerissa at 1-866-610-2273 ext. 244 or e-mail nfry@commonwealthcare.org

Make It a Healthy Spring

If you have any questions on the exercises below, or if you are interested in more, please ask your nurse.

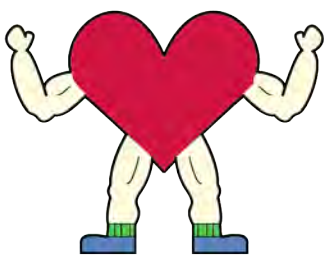
Exercise!

As we get older, exercising and staying active becomes more and more difficult. Age seems to have a way of slowing us down. There is an old saying, "You're as old as you feel." Many of us have a great potential to feel younger than our years, but we just don't know how to do it.

There are four main areas of fitness, as we get older, that should be taken into account: **endurance**, **balance**, **flexibility**, and **strength**. These may seem like a lot, but these four areas can be covered in simple and easy-to-do exercises at home.

Endurance:

The weather is beginning to get nicer and we should enjoy it! For many of us a good walk outdoors is just what we need. During the Spring, we should try to make time in our day to take a walk or to at least get outside. By going out and getting some fresh air, we can exercise our hearts and stay healthier.



Balance:

Balance is often overlooked as an area of fitness. As we get older, a natural loss in muscle strength decreases our ability to balance our weight. Due to the loss in balance, there is a greater risk of falling.

To improve our balance, we can do a simple exercise that will strengthen the stabilizer muscles in our legs and upper body. First, stand next to a chair with its back facing you. Then while holding onto the chair, raise one leg behind you. Once you are stable, let go of the chair for a count of ten; less if needed.



There are other factors which may contribute to our risk of falling:
-Make sure you talk to your doctor about medications. Some may cause dizziness.

-Eat right. Regular meals and proper nutrition will keep you on your feet.
-Get regular eye exams to help determine if there are shortcomings in your vision.
-Make your home safer by picking up clutter that may limit walking areas. Make sure all rugs are secure. Install railings and bars where needed.

For more on fall prevention tips, call: 1-800-227-7233

Flexibility:

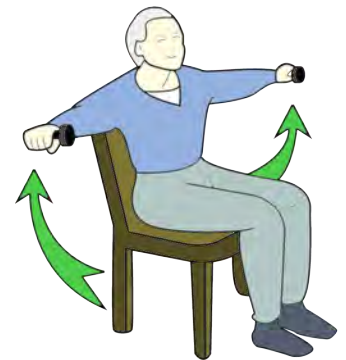
It is important to be flexible to ensure that we do not pull or over-strain our muscles, tendons and ligaments. One exercise you can perform is a basic upper body stretch. First, take a towel or an old shirt and put it behind your back. Then grasp the towel at each end and slowly inch your hands closer together. This exercise will stretch your arms, torso, and shoulders. Applying this stretch everyday will make your routine activities more comfortable.



Strength:

The exercise below is shown with small weights, but if you do not have them, you can use cans of soup or even grocery bags with a couple of items in them. Begin by holding the weights at your side and slowly raise your arms and hold them there for a count of ten, or less time if it is too difficult.

Remember: Talk to your nurse before beginning any exercise.



Consumer Advisory Meetings are held in your communities.

(Stay tuned for your invitation in the near future.)

Do You Use Albuterol Inhalers?

At the beginning of 2009, Commonwealth Care Alliance began to cover two new types of albuterol inhalers for our members with respiratory conditions—ProAir HFA and Proventil HFA. In the past, albuterol inhalers contained chlorofluorocarbons (CFCs), a substance that is harmful to the

environment.

Now, because of the Clean Air Act, inhalers containing CFCs are no longer made or sold.

When you need a new albuterol inhaler, your doctor must prescribe one of the new Food and Drug Administration approved inhalers currently available for the

treatment or prevention of bronchospasm in individuals with reversible obstructive airway disease—so don't be surprised if it looks a bit different.



Questions?

Talk to your primary care team, or if you still need help call Member Services at 1-866-610-2273, Monday–Friday, 8 a.m.–6 p.m.

Visit the Commonwealth Care Alliance web site for the latest in member information

www.commonwealthcare.org



or call our Member Services Team, Monday–Friday, 8 a.m.–6 p.m.

1-866-610-2273

To share your own recipes or stories, or if you have an idea for the newsletter, contact Nerissa J. Fry at 1-866-610-2273 ext. 244 or e-mail nfry@commonwealthcare.org



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