

Beneficiary Notification - Frequently Asked Questions

Q: Why is the beneficiary receiving this letter?

A: The letter is a notice required by the Centers for Medicare and Medicaid Services (CMS) for all beneficiaries who are aligned to NW Momentum Health Partners (NWMHP) Accountable Care Organization (ACO), intended to introduce the Realizing Equity, Access, and Community Health (REACH) Model, and inform the beneficiary of their association to NWMHP through their care provider.

Q: What is an Accountable Care Organization (ACO)?

A: An ACO is a group of doctors, hospitals, and other healthcare providers/facilities who agree to work together to keep beneficiaries (patients) healthy, their costs low and provide a high-quality experience. ACOs can offer a variety of complimentary programs to help beneficiaries better manage their own health, including care coordination and chronic disease education/management.

Q: Who is NWMHP?

A: NWMHP is a network of doctors, hospitals, and other providers of healthcare, who have teamed up to promote high quality, integrated healthcare. Our goal is to create a healthcare delivery system that will give more personal care, drive better outcomes, and at a lower cost. NWMHP is administratively managed by PSW, a population health company based in Olympia, WA.

Q: Has the beneficiary's health insurance (Medicare benefits) changed?

A: No. Beneficiaries may still go to any doctor, hospital, or other healthcare provider that accepts Medicare. However, because their doctor is now participating in the REACH Model with NWMHP, some special features may be available to them at no extra cost.

Q: What is the benefit of being in an ACO?

A: The ACO **does not** change the beneficiary's Medicare coverage or affect their ability to see any Medicare participating provider. Beneficiaries maintain freedom of choice of their Medicare provider.

However, beneficiaries whose provider participates with NWMHP can access care coordination, disease management education, and connection to resources (eligibility requirements may apply).

Additionally, beneficiaries may access special programs only available in REACH called benefit enhancements, such as:

1. **Direct Admission to a Skilled Nursing Facility (SNF)**: This service waives the requirement of a 3-day inpatient stay in a hospital before being admitted to a SNF.
2. **Gift Card Reward Program**: The beneficiary may be eligible to join a voluntary program in which NWMHP can reward them with up to \$75 in gift cards for completing health care goals.
3. **Home Health Services**: The beneficiary may be eligible to receive home health services even if they are not confined to their home.
4. **Support with Medical Expenses**: NWMHP may be able to help eliminate or reduce the beneficiaries' out-of-pocket costs for certain services delivered by participating practitioners.
5. **Community Resources**: NWMHP may be able to provide resources such as transportation, meal services, and other health care related items not covered by Medicare.

Q: How does NWMHP get beneficiary information?

A: The Centers for Medicare and Medicaid Services (CMS) provides NWMHP with beneficiary claims data to support the provider's ability to better manage the health care and improve outcomes for their patients/beneficiaries. If beneficiaries have questions about their data, they can contact NWMHP.

Note - NWMHP takes data security very seriously. Federal regulation requires that appropriate safeguards are in place to secure beneficiary protected health information.

Q: Can a beneficiary opt out of the REACH Model?

A: No. Beneficiaries are aligned to the ACO through their provider and cannot opt completely out of the REACH Model.

Note - A beneficiary can opt out of sharing their claims data with the ACO and should contact Medicare directly at 1-800-MEDICARE (1-800-633-4227; TTY users can call 1-877-486-2048) to do so.

Q: Can a beneficiary request that NWMHP no longer contact them?

A: We encourage beneficiaries to remain in contact with NWMHP and take advantage of the complimentary services that NWMHP offers. There are many advantages to working with NWMHP and opportunities for beneficiaries to take a leading role in managing their health. However, beneficiaries can contact NWMHP directly at 360.943.4337 option 6 or toll free 1.877.943.4337 option 6 to be added to the Do-Not-Contact registry. A note will be placed within NWMHP records to track the beneficiary request of being placed on the DNC registry.

Q: What if the beneficiary's address was not correct on the letter?

A: CMS provides NWMHP the address on file with the Social Security Administration (SSA). Beneficiaries must contact the SSA directly at 1.800.772.1213 or visit the local SSA field office to update their address.

Note: NWMHP cannot update the beneficiaries' address with Medicare. The address update must be on record with the SSA for Medicare to have the most current address on file.

Q: The Practice listed on the form is incorrect. How can the beneficiary update this information?

A: For the purpose of being aligned to the ACO, the Practice indicated on the form is who the beneficiary was associated with in the historical claim files provided to NWMHP by CMS. If the beneficiary believes that the Practice on the form is incorrect, they can elect to update this information via **Medicare.gov** by selecting their provider at any time.

Q: The beneficiary's spouse/friend did not receive a beneficiary notification letter. Why?

A: The beneficiary is aligned to the ACO because the majority of their recent healthcare services were provided by an ACO Participant Provider. Likely, the beneficiary's spouse/friend did not have any or had most of their care from a provider not participating in the ACO.

Q: Where can the beneficiary get more information?

A: The beneficiary can contact NWMHP directly for more information about their alignment to the ACO through their providers, as well as to discuss the additional benefits available to them under the REACH Model. Beneficiaries can visit www.nwmomentumhealthaco.com or call 1.877.943.4337 option 6 to contact NWMHP.