

VillageMD New Hampshire ACO
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Derry, NH 77024
888-728-2323

Dear Patient,

Your Provider is Working with VillageMD New Hampshire ACO to Enhance Your Care Through the Accountable Care Organization Realizing Equity, Access and Community Health (ACO REACH) Model

The ACO REACH Model is a pilot program designed to improve your healthcare experience and better meet your individual health needs. As part of this pilot program, you will receive greater support with your health care to help you better manage your conditions. You may have access to enhanced benefits, such as telehealth visits, home care after leaving the hospital, and help with co-pays. The goal of ACO REACH is for your healthcare providers — including primary and specialty care doctors, hospitals, and others — to work together to give you high-quality, coordinated care, improve health outcomes, and manage costs. **Your Medicare rights are the same. You can continue to go to any provider, practice, or hospital you choose.**

As part of VillageMD New Hampshire ACO, your provider may recommend a specialist for your specific health needs. Using a recommended specialist is your choice. You always have the right to go to any provider, practice, or hospital that accepts Medicare.

We're working together to provide coordinated care.

To provide you with better, safer, and more coordinated care, your health data may be shared between members of your health care team.

When everyone on your care team can see the same test results, treatments, and prescriptions, they can work together to support your health. More coordination helps prevent medical errors and drug interactions. You may save time, money, and frustration by avoiding repeated tests and appointments. Medicare protects the privacy of your health information. Your information is kept private by law. If you don't want Medicare to share information with your healthcare

providers for care coordination, call 1-800-MEDICARE (1-800-633-4227). Medicare may still share general information to help evaluate the pilot program. For more information on how Medicare may use and give out your information, visit Medicare.gov and search for “privacy.”

Want more information?

If you have questions about this letter or the expanded benefits, call us at 888-728-2323. You can also visit 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).

Learn more about Accountable Care Organizations here:



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CMS is authorized to collect your information under Section 3021 of the Patient Protection and Affordable Care Act (Public Law No. 111-148), as amended by the Health Care and Education Reconciliation Act of 2010 (Public Law No. 111-152). The Privacy Act System of Records Notice associated with this collection is the Master Demonstration, Evaluation, and Research Studies (DERS) for the Office of Research, Development and Information (ORDI), CMS System No. 09-70-0591, as amended, 72 Federal Register, 19705, Apr. 19, 2007. This statement provides the notice required by the Privacy Act of 1974 (5 U.S.C. § 552a(e)(3)).