



## Beneficiary FAQs

### What is an Accountable Care Organization (ACO)?

Accountable Care Organizations (ACOs) are groups of doctors, hospitals and other health care providers who come together voluntarily to give coordinated, high-quality care to their Medicare patients. The goal of coordinated care is to make sure that patients, especially the chronically ill, get the right care at the right time while avoiding needless duplication of services and preventing medical errors. When an ACO succeeds both in delivering high-quality care and spending health care dollars wisely, it will share in the savings it achieves for the Medicare program. Please visit this CMS website for more information: [Accountable Care Organizations \(ACOs\)](#)

### What is Optum Accountable Care?

Optum Accountable Care is a network of local health care providers who have teamed up to promote high-quality, integrated health care. The goal of Optum Accountable Care is to create a health care delivery system that will give more personal care and drive better outcomes at a lower cost. We know that quality health care requires close collaboration between health care providers. Our mission is to connect and support health care providers to deliver compassionate care to our ACO beneficiaries. We embrace a larger mission of making the health care system work better for everyone.

At Optum Accountable Care, we know that understanding the health care system today can be challenging. Our care team members and service advocates are here to help you.

Services we offer include:

- Help locating all types of health care providers. While you may use any provider who accepts Medicare, Optum Accountable Care offers a full network of health care providers who are experienced in working with the needs of Medicare beneficiaries.
- Coordination of services when you are moving to or from a hospital or skilled nursing facility. We can also help to organize home care following a stay in a hospital or skilled nursing facility.
- Assistance for patients and their caregivers in managing complex medical conditions, including prescription drugs and medical treatments.
- Information on support systems for seniors and their caregivers, including our Optum Community Center.
- Other supportive services as needed.

We want to help you live the life you want to live. We are here to help and advocate on your behalf.

### **My provider is participating in an ACO, how will this affect me?**

Medicare beneficiaries who see providers that are participating in a Medicare ACO keep all their Medicare rights, including the right to choose any doctors and providers that accept Medicare. Whether a provider chooses to take part in an ACO or not, their patients with Medicare may continue to see them.

### **How do I opt out of data sharing?**

Medicare beneficiaries who wish to modify their data sharing preferences should call Medicare at **1-800-MEDICARE (1-800-633-4227)**.

### **How do I know if I am part of the ACO?**

Please ask your primary care provider or contact Medicare at **1-800-633-4227** to find out if you or your health care provider(s) participate in the Optum Accountable Care ACO.

### **Who do I contact with questions or concerns?**

If you have any questions about Optum Accountable Care or the Medicare Shared Savings Program, you can ask your doctor or contact Medicare at **1-800-MEDICARE (1-800-633-4227)**. TTY users should call **1-877-486-2048**. You can also find more information online at the websites below:

- [Optum Accountable Care](#)
- [Centers for Medicare & Medicaid Services](#)

### **Who can I call if I need help coordinating my care?**

To speak with Optum Accountable Care about coordinating your care, please contact **1-623-293-9775**.



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