March 13, 2020

Dear Commonwealth Community Care patient,

Since coronavirus (COVID-19) is now in Massachusetts, we want you to know your health and well-being is our top priority at both Commonwealth Care Alliance (CCA) and Commonwealth Community Care (CCC). Our CCC practice remains open with usual hours to assist you. The risk of coming into contact with the coronavirus is still low. We are closely watching updates from the Centers for Disease Control and Prevention (CDC) and the Massachusetts Department of Public Health (MDPH). We are also taking steps to keep our patients and clinical staff safe.

Whenever possible and appropriate, CCC clinicians will assist you on the phone, reserving face-to-face visits for medically necessary issues. If you do need to visit CCC, you will be asked the following before your visit:

- How you are feeling
- Where you may have traveled
- If you have had any contact with someone diagnosed with COVID-19

During your CCC visit, please:

- Practice social distancing by keeping 6 feet away from other people at the front desk and in the waiting room.
- Wear a mask if you have concerning symptoms. This will protect others.
- Plan to attend any appointments alone. If critical, please limit your companions to one person.

If a patient or guest refuses to wear a mask when asked by staff, they will be asked to leave or wait outside the office. All guests of patients will be asked coronavirus screening questions. If risk factors are present, they will be asked to wait outside the building.

What to do if you feel sick:

- If you develop flu-like symptoms and are not short of breath, the best thing you can do is stay home. Please contact your CCC office for advice.
• If you feel severely ill and are having trouble breathing, seek medical care right away. If you are unable to go to a local emergency room, call 911. Let 911 know if you may be at risk for the coronavirus (recent travel or exposure to a known case).

Tips to stay healthy:

• Practice good hygiene. Wash your hands with soap, cover your mouth and nose when sneezing or coughing, and regularly clean commonly-used objects. Avoid touching your mouth, nose, and eyes.
• Only leave home when necessary and avoid large gatherings involving close contact.
• Stay home when you are sick and avoid close contact with people who are ill.
• Get the flu shot. This safe and effective shot prevents the common influenza (flu) virus.
• Make sure you have a good supply of food and medications.

For more information that you can trust, please look to the CDC website for helpful tips: https://www.cdc.gov/coronavirus/2019-nCoV/index.html

We are committed to ensuring that you have access to the care and information that you need. Your CCC care team is here for you. Please call us with any questions.

Sincerely,

Dr. Robert MacArthur
Chief Medical Officer

Commonwealth Care Alliance (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and MassHealth to provide benefits of both programs to enrollees. Enrollment in the plan depends on contract renewal. CCA complies with applicable Federal civil rights laws and does not discriminate based on race, ethnicity, national origin, religion, gender, gender identity, sex, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability or geographic location. For more information concerning CCA’s non-discrimination policy, please visit commonwealthcarealliance.org/NonDiscriminationNotice.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 866-610-2273 (TTY 711). ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 866-610-2273 (TTY 711). ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 866-610-2273 (TTY 711).