March 12, 2020

Dear Commonwealth Care Alliance member:

In the last month, there has been a lot of information in the news about coronavirus or COVID-19. Please be assured that Commonwealth Care Alliance is deeply committed to your health and well-being, now more than ever.

We have been preparing our clinical teams and staff to make sure we give you the best advice and care. CCA is following the advice and guidance from both the Centers for Disease Control (CDC) and the Massachusetts Department of Public Health (DPH) about how best to prevent and prepare for COVID-19. These are the best sources of information on COVID-19.

What Can You Do?

Follow the CDC’s advice for preventing and preparing for COVID-19. Some very important steps include:

- Clean your hands often with soap and water for at least 20 seconds.
- Try not to touch your face, nose, eyes, and avoid handshakes.
- Avoid crowds, especially in closed settings. Avoid close contact with people who are sick.
- Keep household items, medicines, and groceries on hand if you need to stay at home for a period of time.

Contact your pharmacy or primary care doctor to make sure you have enough of your medications for the next 6-12 weeks. To make sure you have the supply you need at home, you can re-fill your prescriptions early (without being told by the pharmacy that you are filling too soon) through April 9, 2020.

Stay in touch with friends, family, neighbors, and community health workers by phone or email so they know you are healthy. Please keep their contact information available.
Call your primary care doctor if you feel like you are developing potential symptoms of COVID-19. These symptoms include fever, cough, and shortness of breath symptoms. If you are having severe shortness of breath, please contact 911.

Call your primary care doctor for any other immediate health concerns.

And, any time you have a question or a concern about your benefits or your care, please call CCA Member Services at 866-610-2273 (TTY 711), 8 a.m. to 8 p.m., 7 days a week.

All of us at CCA are dedicated to making it easier for you to live safely and independently at home.

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).