



Vitality Health Plan of California is now CCA Health California

Vitality Health Plan of California (Vitality Health) is now part of Commonwealth Care Alliance® (CCA), a national, multi-state healthcare organization focused on improving the health and well-being of people with significant needs. We are pleased to announce that Vitality Health is now **CCA Health California**.

Below is a list of answers to frequently asked questions, which will help inform our members and providers and make this transition as seamless as possible.

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General Information

1. What is Commonwealth Care Alliance?

Commonwealth Care Alliance (CCA) is an integrated healthcare organization on a mission to help people with significant needs live safely and independently at home for as long as possible. We partner closely with our members to understand their medical, behavioral health, and social support needs. This unique approach is what we call *uncommon care*®.

2. Why did CCA acquire Vitality Health?

CCA and Vitality Health have a shared mission of helping people with the most significant needs. With this acquisition, CCA will be able to bring *uncommon care* to the state of California, offering its Medicare residents more choices in high-quality health plans.

3. What is the name of the new plan?

The new health plan name is CCA Health California.

4. Which counties will CCA Health California serve?

CCA Health California will continue to serve our Medicare Advantage members in San Joaquin and Santa Clara counties.

5. Where can I find information about CCA Health California online?

For the latest news and updates about CCA Health California, please visit ccahealthca.org.

You can also follow us on CCA's social media channels:

- Facebook: <https://www.facebook.com/CommonwealthCareAlliance/>

- Twitter: <https://twitter.com/CCAUncommonCare>
- LinkedIn: www.linkedin.com/company/commonwealth-care-alliance/

Please note that the site's old URL (vitalityhp.net) will now redirect to our new website.

For Members

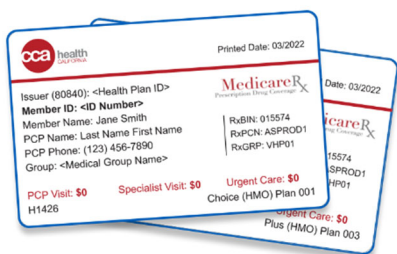
6. Who can I call with questions?

For questions, you can continue to use the current Member Services phone number: 866-333-3530 (TTY 711). Our hours of operation continue to be 8 am to 8 pm, seven days a week, from October 1 to March 31 (April 1 to September 30: 8 am to 8 pm, Monday to Friday).

7. Will my benefits stay the same as they are today?

Yes. The benefits, programs, and services you rely on will not change in 2022. Your copays and deductibles will also remain the same. Plan changes for benefit year 2023 will be announced in October 2022.

8. Will I be getting a new member identification card (ID card)?



Yes. Within the next 30 to 90 days you will receive a new member ID card, which you'll be able to use for office visits, prescriptions, and more. *You may continue to use your current member ID card until you receive a new one.*

9. Do I have to change providers?

We do not anticipate significant changes to the provider network in any of the counties we serve. You can search our [online provider directory](#) 24/7 to verify provider participation or call our Member Services team.

10. Do I have to change pharmacies?

No. The network of pharmacies available to you will remain the same.

11. Where can I find important member information and resources?

The CCA Health California website is now accessible at ccahealthca.org. All member resources, including your summary of benefits, evidence of coverage, prior authorization forms, and the provider directory will be available on the Members section of the site at ccahealthca.org/members.

For Providers

12. Who can I call with questions?

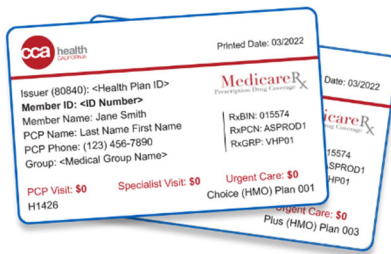
You can continue to use the current Provider Services phone number: 833-847-7323.

13. Will my patients be notified of this change?

Yes. All existing Vitality Health members will receive a letter in the mail announcing the name change. Members and providers will continue to receive updates throughout 2022 as the transition process continues.

14. What changes can I expect?

For benefit year 2022, claims administration, prior authorizations, payment policies, and other administrative functions will remain the same. Member benefits, copayments, and deductibles will also stay the same.



However, members will receive a new member ID card within the next 30 to 90 days. The new card will display the new plan name. *Members may continue to use their existing cards until they receive a new one.*

15. Where can I find provider resources?

The CCA Health California website is now accessible at ccahealthca.org.

Important provider resources, such as the provider manual, provider directory, prior authorization forms, and formulary lists will be accessible at ccahealthca.org/providers.

16. What is CCA's *uncommon care* model?

Partnering with our providers to keep our members living safely and independently in their homes and communities is at the heart of our mission. Our nationally recognized care model is proven effective in addressing unmet social determinants of health, behavioral health, and medical needs. We help our providers extend their reach into their patients' homes and communities through care coordination, behavioral health, and long-term services.

[Click here](#) to learn more about our care model.