CCA's Healthcare Check-In Calls

Commonwealth Care Alliance® (CCA) wants you to be as healthy as possible. We’re going to be making phone calls during 2018 to check in and find out how our members are doing. We want to make sure you’re getting the care and preventive tests you need to maintain or improve your health.

What you need to know:
- CCA may be calling you from time to time to make sure you’re getting the most from your health plan.
- If you get a call with a Boston area code or if you have a voicemail waiting, please take the time to listen! The phone call or voicemail might be from CCA.

CCA may call to ask:
- If you’ve scheduled an appointment with your doctor
- If you need help scheduling a healthcare appointment
- If you need help scheduling transportation to a healthcare appointment
- If you’re receiving the preventive care you should receive

Preventive care you might need includes:
- Diabetes care: including eye exams and kidney tests
- Cervical cancer test: Pap and HPV tests
- Breast cancer test: mammogram (X-ray of the breasts)

Healthy Eating: Yogurt and Fruit Parfait

Enjoy a healthy treat on a hot summer day!

Ingredients
- 1 cup vanilla nonfat yogurt
- ¼ cup fresh or defrosted frozen strawberries in juice
- ¼ cup fresh blackberries, raspberries, or blueberries
- 1 cup low-sugar granola

Directions
1. Spoon a layer of vanilla yogurt into a bowl or glass
2. Combine strawberries and juice with fresh berries of your choice
3. Alternate layers of fruit and granola with yogurt
4. Serve parfaits immediately to keep granola crunchy

Sometimes people don’t know they have diabetes, cervical cancer, or breast cancer. That’s why getting the right preventive care is important!
Joining Member Voices can be empowering! Just ask Henry R., CCA Senior Care Options member.

CCA Member Experience Surveys

We want to learn what you think about your health plan. To find out, CCA is starting to use telephone surveys. Throughout the year, CCA will be calling our members. We’ll ask about your experiences with services such as transportation, home care, urgent care, and pharmacy.

The survey will take just a few minutes. If you get a phone call, please take the time to complete the survey. Your answers will help us continue to improve care and services for all of our members.

Your feedback matters. Thank you in advance for your time!

CCA Member Voices Program

To join Member Voices, call Candace Smith at 617-960-0383 or email casmith@commonwealthcare.org.

You’re the expert in what matters most to you. The Member Voices program is an opportunity for members to share experiences about the care that you get with your CCA health plan. When you join, you’ll be able to help improve CCA’s services.

5 Things You Should Know

1. Being part of Member Voices is your choice. You can stop at any time.
2. CCA transportation is available for all Member Voices events.
3. Disability-related accommodations are available.
4. Caregivers, PCAs, interpreters, and others can be present to help you participate.
5. When you share advice and ideas with CCA, we use this information to improve our care.

To learn more about PillPack and MedMinder, call Member Services at 1-866-610-2273 (TTY 711).

Pharmacy Corner

Managing your medications can be difficult. These pharmacy options help you stick to your medication plan.

Do you have a rare or complex condition? CCA uses Lumicera Specialty Pharmacy to provide specialized drugs. Talk to your doctor about using Lumicera Pharmacy if you have a rare or complex condition, such as multiple sclerosis, hepatitis C, or rheumatoid arthritis. Benefits include:

- Personalized support
- Expert advice on specialty medications and treatments
- Refill reminders by phone, text message, or email
- 24/7 access to a pharmacist

Contact Lumicera Pharmacy at 1-855-847-3553.

Do you take several long-term medications?

If you take medications for several chronic conditions, CCA’s Medication Therapy Management program can connect you with a pharmacist or a trained healthcare worker to make sure your pills and other medications are working correctly and safely.

To find out if you’re eligible for the program, call Member Services at 1-866-610-2273 (TTY 711).

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