



Reliance Healthcare Is Now CCA Health Michigan

Reliance Healthcare 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 Reliance Healthcare is now **CCA Health Michigan**.

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 Reliance?

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

CCA acquired a majority of the Reliance organization, including Reliance Medicare Advantage (HMO), Reliance ACO, and the Reliance Physician Organization of Michigan.

3. What is the name of the new plan?

The new health plan name is CCA Health Michigan.

4. Which counties will CCA Health Michigan serve?

For plan year 2022, CCA Health Michigan will continue to serve our **Medicare Advantage (HMO) members** in the following counties: Genesee, Lapeer, Macomb, Monroe, Oakland, St. Clair, and Wayne. Additionally, we will continue to serve our **Dual Care Plus (HMO D-SNP) members** in Genesee, Lapeer, Macomb, Oakland, St. Clair, and Wayne Counties.

For plan year 2023, plan and benefit updates will be communicated on October 1, 2022.

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

For the latest news and updates about CCA Health Michigan, please visit www.ccahealthmi.org.

You can also follow CCA on our social media channels:

- Facebook: www.facebook.com/CommonwealthCareAlliance/
- Twitter: www.twitter.com/CCAUncommonCare
- LinkedIn: www.linkedin.com/company/commonwealth-care-alliance/

For Members

6. Who can I call with questions?

For questions, you can continue to use the current Member Services phone number: 855-959-5855 (TTY 711). Our hours of operation continue to be 8 am to 8 pm, 7 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 on October 1, 2022.

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

Members will receive new member ID cards between October and December 2022. You may continue to use your existing Reliance ID card until you receive your new CCA Health Michigan ID card.

Reliance member ID cards will no longer be usable after December 31, 2022.

9. Do I have to change providers?

We do not anticipate that there will be significant changes to the provider network in any of the counties we serve. To verify provider participation, you can search our online provider directory 24/7 by visiting www.ccahealthmi.org/mi/members/find-a-doctor-or-pharmacy or by calling 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 NEW CCA Health Michigan website is now available at www.ccahealthmi.org.

- All member resources, including your summary of benefits, evidence of coverage, prior authorization forms, and the provider directory will be available on our Members page at: www.ccahealthmi.org/members

- The Member Portal will also be accessible from the Members page at: www.ccahealthmi.org/members

For Providers

12. Who can I call with questions?

You can continue to use the current Provider Services phone number: 855-959-5855 (TTY 711). Our hours of operation continue to be 8 am to 5 pm, Monday through Friday.

13. What changes can I expect?

For benefit year 2022, claims administration, prior authorizations, payment policies, and other administrative functions will remain the same. We will continue to communicate administrative changes in the future (as needed).

Members will receive new member ID cards between October and December 2022.

Members may continue to use their existing Reliance ID cards until they receive their new CCA Health Michigan ID cards. Reliance member ID cards may no longer be used after December 31, 2022.

Plan benefit changes for plan year 2023 will be announced on October 1, 2022.

14. Where can I find provider resources?

The NEW CCA Health Michigan website is now available at www.ccahealthmi.org.

- Important provider resources, such as the Provider Manual, Provider Directory, prior authorization forms, and formulary lists will be accessible in our Provider page, which you can find here: www.ccahealthmi.org/providers
- The Provider Portal will also be accessible on our Provider page: www.ccahealthmi.org/providers

15. What is the CCA *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 your reach into your patients' homes and communities through care coordination, behavioral health, and long-term services.

To learn more about our care model, visit: www.commonwealthcarealliance.org/approach-to-care