Provider Manual

Section 2: Introduction To Commonwealth Care Alliance

This section introduces Commonwealth Care Alliance and describes its mission, vision, and approach to giving the highest quality health care to its members.

What Is Commonwealth Care Alliance?

Commonwealth Care Alliance, Inc. is a nonprofit care delivery system committed to providing integrated health care and related community support services. Created in 2003, Commonwealth Care Alliance is a “consumer-governed” organization offering a full spectrum of medical and social services for people with complex needs covered under Medicaid and for those “dually eligible” covered by both Medicaid and Medicare, including:

- Older adults (aged 65+)
- Individuals over 21 years of age with serious physical, cognitive, or chronic mental health disability

Commonwealth Care Alliance is organized as a “consumer-governed care system” to ensure that the empowered consumer voice is built into all of our activities. The fact that the founding partners of Commonwealth Care Alliance are Community Catalyst, Health Care For All, and Boston Center for Independent Living attests to this commitment, and thus fundamentally breaks new ground for the role of health care advocacy.

A unique feature of our model of care is the importance of the value of community caregivers and respect for relationship forged in trust between members and member caregivers.

Our Mission

Our mission is to improve the health and well-being of people with significant needs by innovating, coordinating and providing the highest quality, individualized care.

Our Vision

Our vision is to lead the way in transforming the nation’s healthcare for individuals with the most significant needs.

Our Approach

Although the characteristics of the varied populations to be served by Commonwealth Care Alliance are quite different, experience has demonstrated common care system principles that are key to improving care and managing costs. These principles include:

- A “top to bottom” clear exclusive mission to serve vulnerable populations
- Specialized administrative and clinical programmatic expertise
- New approaches to care management and care coordination that support primary care clinicians through a team approach involving nurse practitioners, nurses, behavioral health clinicians, and/or non-professional peer counselors
- 24 hour/7 day a week personalized continuity in all care settings at all times
- Selective comprehensive primary care networks and selective networks of physician specialists, health care facilities, human service agencies, community based organizations, and institutional long term care services facilities
- Flexible benefit designs
- Promotion of member empowerment and self-management strategies
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- Flexible benefit designs
- Promotion of member empowerment and self-management strategies
- Full integration of medical, behavioral health and long term care services
- State of the art clinical information technology support for the care delivery and payment system