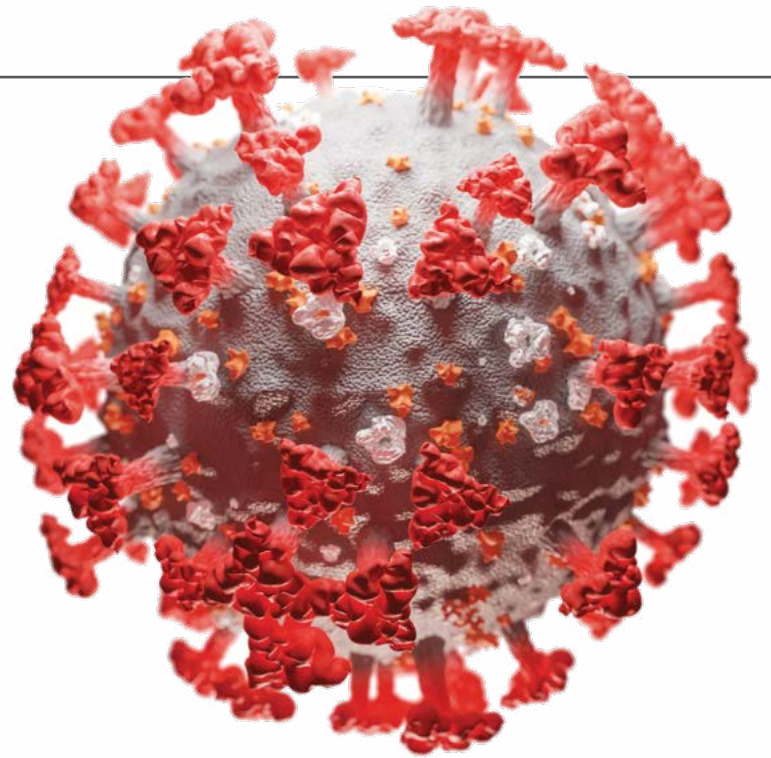


Check Up

CCA Magazine

COVID-19 Issue #2

NEW UPDATES!

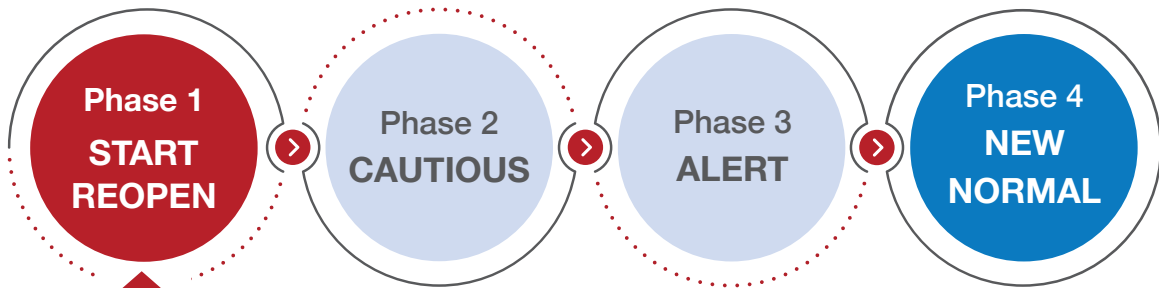


How to Stay Safe as the State Reopens

- Understanding What the Reopening Plan Means for You
- Getting the Care You Need
- Keeping in Touch with CCA
- And More!

Four-Phase Approach To Reopen Massachusetts

Governor Charlie Baker announced a 4-phase plan to reopen the state. We are now in phase 1. There will be future announcements as we head into new phases. With each phase, more businesses and services will open with new guidelines.



We are here.

What does this mean for me?



Continue to stay home as much as possible.



Continue to wear a face covering if you do need to go out.



Call your doctors to begin scheduling appointments.



Ask your doctors about rescheduling delayed procedures.

Other Important State Updates:

Face Mask Order: Wear a cloth face covering in public places where you can't keep six feet of space from others.

Tracing COVID-19: Answer the phone if the Massachusetts COVID-19 Team calls. They are tracking people who may have been exposed to COVID-19 to prevent it from spreading to others.

Personal Care Attendants (PCAs): Call 844-422-6277 if you are having trouble getting PCA services.

Your MassHealth Coverage Remains Active: Know that MassHealth coverage is protected during the national emergency. Questions? Call 800-841-2900.



For the latest COVID-19 and state updates from CCA, visit our website:

www.commonwealthcarealliance.org/members

We Are Calling to Check In

All of us at CCA are focused on how we can continue to support you during this time. We are calling all our members about their care and services. We want to make sure your care needs are being met.

If you miss the call, please call Member Services as soon as possible. We will connect you to a member of your care team.

866-610-2273 (TTY 711)

You may also get recorded phone messages from CCA to remind you about appointments or missed prescriptions.

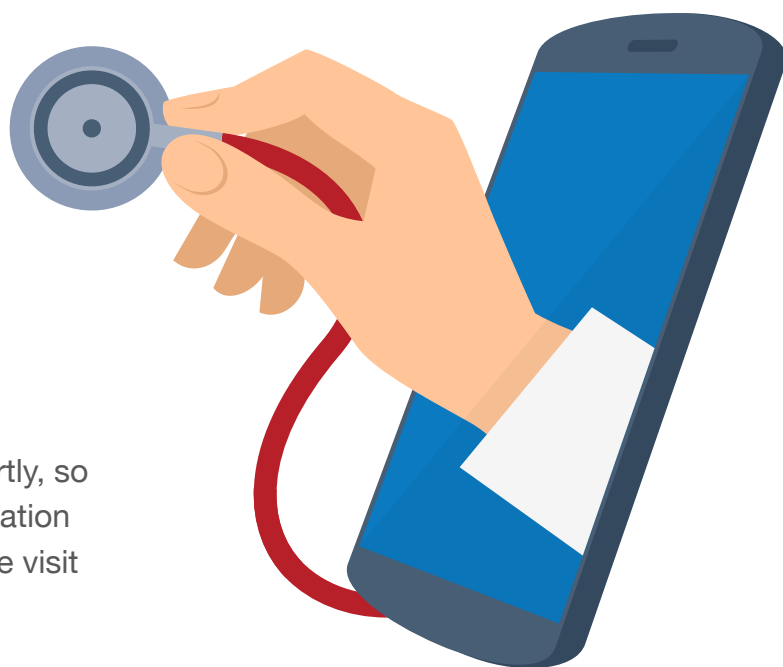


You Can Still Get Care from CCA Without Leaving Your Home

Video calls with your CCA care team are available with “Virtual Care.” We’ve already met with over 7,000 members using Virtual Care since March to provide the following services:

- Annual wellness checks
- Routine and urgent visits
- Service and medical equipment needs
- COVID-19 screening
- Palliative care
- Behavioral health

More information will be on its way to you shortly, so please be on the lookout! This will have information on what you need to do to set up a Virtual Care visit and how you can prepare.



Caring For Your Health During COVID-19

As Massachusetts starts to reopen, experts are still advising people to stay home as much as possible to stay safe. This is extra important for older adults and people with chronic conditions. It's also important for you to take care of your medical conditions and get the care you need from home.



Schedule Your Appointments and Procedures

Call your care providers now to find out about telehealth visits and to schedule in-person visits for exams and tests, vaccines, and procedures that were delayed or cancelled because of COVID-19.

Tips For Managing Your Health From Home



Stay on top of your conditions

- Follow self-care instructions from your doctors and other care providers.
- Monitor and report any symptoms to your CCA care partner and other care providers.
- Continue taking all your medications, as directed by your care team.

Prevent illness with healthy habits

- Try to stay physically active every day.
- Eat more protein, vegetables, and fruit—and less sugar and fast food. **Check out the *My Plate* tool on page 7!**
- Limit alcohol. This may also be a good time to quit smoking.
- Check in often with family, friends, and your support networks.



Are you on Facebook? We are too!

We're sharing great resources here to help you cope during this hard time.

Follow us: www.facebook.com/commonwealthcarealliance

Don't Delay the Care You Need

Part of taking care of yourself means going to a doctor's office or hospital when you need care. Take these steps so you can feel comfortable getting to your in-office medical visits safely:

- 1 Call first to confirm if you need to go in. You may have the option for a virtual visit. Some appointments can also be safely postponed.
- 2 Wear a face covering in public.
- 3 Maintain six feet of physical distance from other people.
- 4 Wash your hands frequently with soap and water.
- 5 Expect to be checked for symptoms and to have your temperature taken.
- 6 Be prepared for things to take longer than before.



When It's An Emergency

Not every issue is an emergency, but if you wait too long to get help, it could become an emergency. Hospitals and other providers are working hard to keep these places safe and available to everyone. So, if you experience chest pains, loss of vision, severe bleeding, or other medical emergencies, call 911 or visit an emergency center.

And Don't Forget to Get What You Need through the Member Support Program!

This program was set up to help cover the cost of your basic daily needs during the COVID-19 emergency. You can get up to \$100 of items.



If you have not already, place your order and receive free home delivery by:

Visiting www.CCAgives.com or

Calling **877-237-8350 (TTY 711)**, 8 a.m. to 8 p.m., Monday – Friday

Update Your Contact Information

To help us reach you during and after the emergency period, we need you to update your contact information. We also want to know how you want us to contact you.

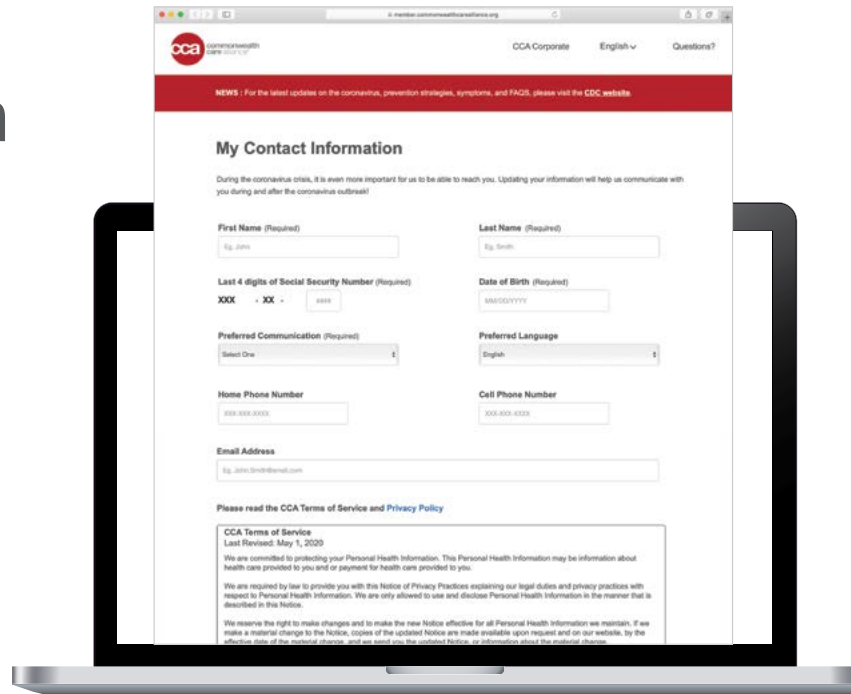
To update your contact info, visit:

www.commonwealthcarealliance.org/myinfo

Or, call us:

866-610-2273 (TTY 711)

8 a.m. to 8 p.m., 7 days a week

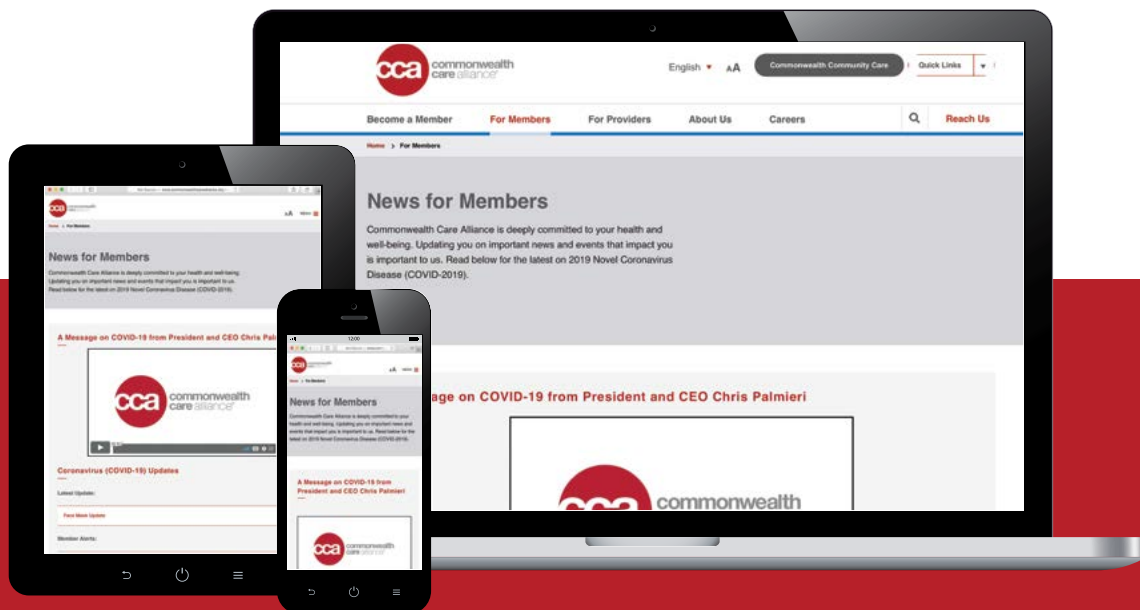


The image shows a laptop screen displaying the 'My Contact Information' form on the Commonwealth Care Alliance website. The form includes fields for First Name, Last Name, Last 4 digits of Social Security Number, Date of Birth, Preferred Communication, Preferred Language, Home Phone Number, Cell Phone Number, and Email Address. A 'NEWS' banner at the top of the page reads: 'For the latest updates on the coronavirus, prevention strategies, symptoms, and FAQs, please visit the CDC website.' Below the form, there is a section for 'CCA Terms of Service' with a 'Last Revised: May 1, 2020' date.

Get More CCA Updates Online!

Updating you on important news and events that impact you is important to us. We're sharing the latest MassHealth news, COVID-19 resources, and messages from us for you, all on our website!

Stay informed. Visit us on the web: www.commonwealthcarealliance.org/members



Pharmacy Corner

Taking your medications regularly can help you stay healthy and out of the hospital. To reduce the number of visits you have to make to the pharmacy, ask your pharmacist about:



Same-day refills



90-day supply



Home delivery

For the latest pharmacy updates, visit our website:
www.commonwealthcarealliance.org/members



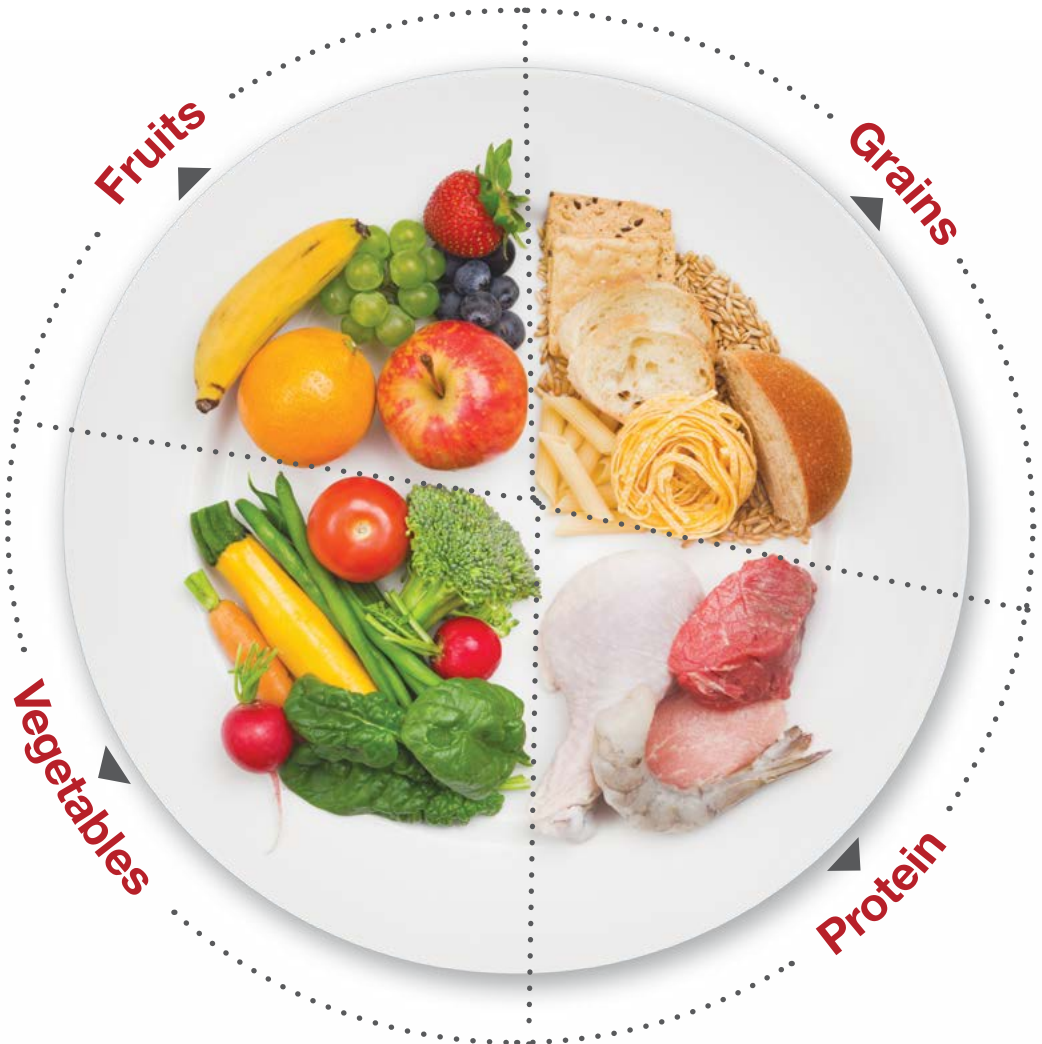
You Can Stay Safe by Eating Healthy

It is important to take an active role in eating healthy. Eating healthy is one way to prevent illness and help you keep your chronic conditions in check. It can also help you feel more positive and less anxious.

Use the *My Plate* tool to help you plan your meals!



Dairy





Presorted
First-Class Mail
U.S. Postage
PAID
Norwood, MA
Permit No. 20

CCA Is Always Here To Help

Talk to your CCA care partner about all your health questions and needs. They can also help you schedule visits with your care providers.

If you experience an urgent health concern, you can also use **CCA's 24-hour Nurse Advice & Clinician Line.**

866-610-2273 (TTY 711)



For the latest COVID-19 and state updates from CCA, visit our website:
www.commonwealthcarealliance.org/members