

Check Up

Winter 2021

**CCA One Care
Magazine**



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- Housing Help & Resources
- A COVID-19 Update
- Member Spotlight
- Mental Health Check-In



Stay Home, Stay Safe, and Stay Well

Massachusetts is preparing for the safe delivery of the COVID-19 vaccine. The state is using a phased approach to decide when different groups of people will get the vaccine. The timeline is broken into three phases between December 2020 and June 2021.

We know people have many questions about the vaccine. You can find up-to-date information at: www.Mass.gov/COVIDvaccine. Look out for information and next steps from us in the mail and from your CCA care team. We are dedicated to keeping you safe and helping you learn about the vaccine.

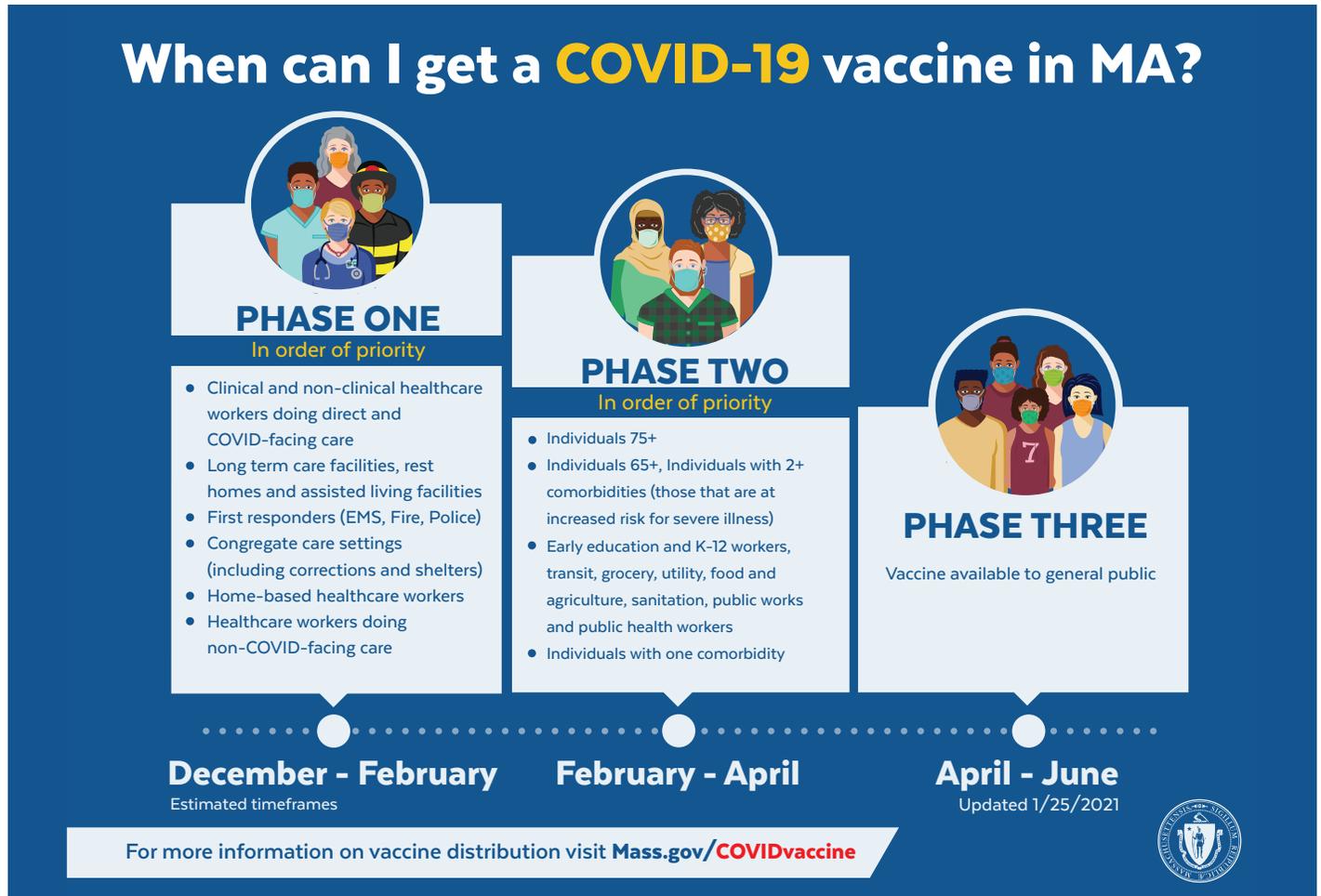


Image credit: Commonwealth of Massachusetts, January 2021. This timeline may change. Please visit www.Mass.gov/COVIDvaccine for the latest timeline.

There are still things we don't know about COVID-19, so focus on what you can control.

Here are three tips to stay safe:

- 1 Get the supplies you need to stay home, like food and medications.** If you must go out, keep your distance, wear a mask, and wash your hands often.
- 2 Keep up with the appointments you need—like your flu shot!**
- 3 Call the CCA 24-hour Nurse Advice & Clinician Line if you experience an urgent health concern: 866-610-2273 (TTY 711) and press 3.**

Managing Your Mental Health During Difficult Times

We've all had to deal with many changes due to COVID-19, from adjusting to virtual care and social distancing to coping with uncertainty about what comes next.

It's time to check in with yourself.



Stay in tune with your needs. If you feel stressed or lonely, reach out to someone you trust, like your CCA care partner or a care provider. And stay connected with your loved ones. It's important for your mental health.

Knowing that our basics are covered gives us peace of mind too. Let your CCA care team know if you need help with things like: food, housing, social connection, setting up for virtual visits, or getting support in your language. Remember that asking for help is a sign of strength, and we are here to support you!



Get Care from CCA Without Leaving Your Home!

Did you know that many CCA services can be done over video? You can feel safe and comfortable getting the care you need at home. Use your smartphone, laptop, or tablet for confidential face-to-face calls with your care team.

This might be new for you. We want to help make it easy. The CCA Virtual Care Support team can walk you through the process, step by step.

For help testing your device, call CCA Virtual Care Support at 617-960-0380 (TTY 711), 8 am to 6 pm, Monday to Friday. You don't need to have a visit scheduled to test your device. Please visit ccavirtualcare.org for more information about CCA Virtual Care!

Get Help with Housing

If you're one of the many people having trouble with housing, CCA is here to help. It's important to understand your options and the resources available to you.

Know Your Rights

For your landlord to evict you, they must receive permission from a court. Your landlord cannot:



- Lock you out
- Throw your belongings out on the street
- Harass or threaten you

Rent & Mortgage Help

If you are behind on your housing payments, you can apply for relief through your regional Housing Consumer Education Center (HCEC). Call **800-224-5124** to find the agency that covers your area.

Legal Help

These agencies may be able to provide you with a lawyer who can defend you against eviction or help you keep or gain access to affordable housing and shelter.



If you're worried about being evicted, your CCA care team can provide guidance on your options. Call **866-610-2273 (TTY 711)** to be connected to your care team.

Community Legal Services

Greater Boston Area	Greater Boston Legal Services	617-371-1234
	Volunteer Lawyers Project	617-603-1700
	Disability Law Center	617-723-8455
MetroWest Area	MetroWest Legal Services	508-620-1830
Northeastern MA	Northeast Legal Aid	978-458-1465
Southeastern MA	South Coastal Counties Legal Services	Brockton: 508-586-2110 Fall River: 508-676-6265 Hyannis: 508-775-7020
Central MA	Community Legal Aid	855-255-5342
Western MA	Community Legal Aid	Hampden County: 413-781-7814 Hampshire & Franklin Counties: 413-584-4034 Berkshire County: 413-499-1950

Member Spotlight: Mary

“Being evicted, that was mind-blowing.”

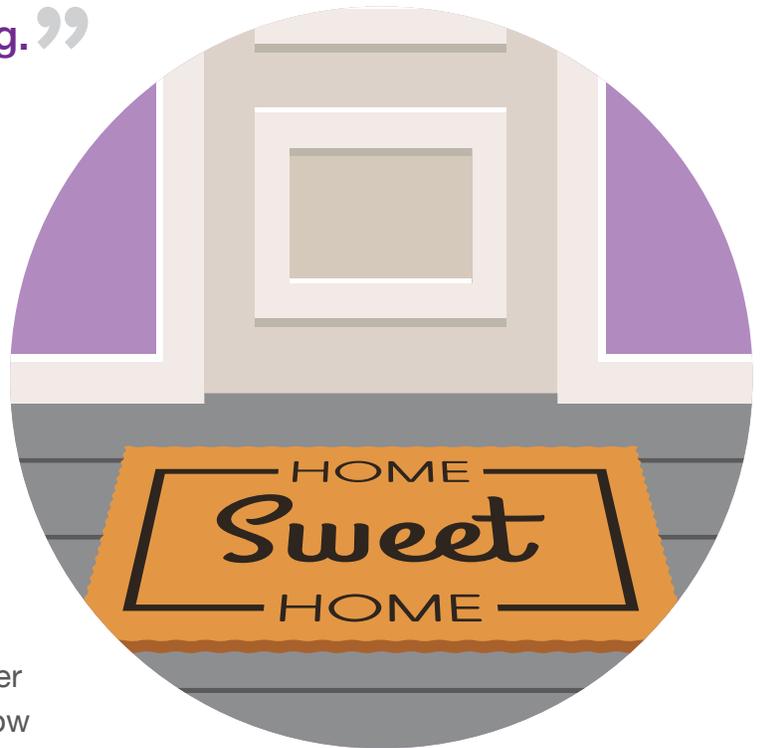
CCA members Mary and her husband John have been married for 40 years. They are proud grandparents to twins, and in their spare time, they like to walk and keep busy. They were living in a home in Brockton when they learned their landlady had to move back in. They were devastated to learn that they were going to lose their home. “Being evicted, that was mind-blowing,” Mary says.

When a visiting nurse came to their home, Mary told her that she was worried she and John were about to become homeless. The nurse told Mary she could set her up with a social worker to help her with housing. Mary was grateful and wanted to know how soon she could set up a meeting.

Ruth, a CCA health outreach worker (HOW), said she could see in Mary’s eyes how frightened she was about losing her home. HOWs work with members to provide food and housing support, as well as education about healthy lifestyle choices. Ruth assured Mary she was not going to be homeless. “As a health outreach worker, it’s part of my job to help her understand her rights.”

“I really do not know what we would do without CCA.”

Ruth advocated for Mary and John and helped them navigate the court and eviction process. She also helped them find a new place to live. “That was a godsend. Absolutely a godsend,” Mary said. “I really do not know what we would do without CCA.”



Why We Ask for Your Race, Ethnicity, and Language

Please help us get to know you better by sharing your race, ethnicity, and language preferences. We use this information to understand your unique needs, health risks, and the best way to communicate with you. When we know our members better, CCA can provide more personalized healthcare services. You have the right to not give this information. See our Notice of Privacy Practices for more information on how we protect your personal information.



Meet Marc Emmerich:

A primary care physician at CCA



“**What I find most rewarding is the connection I get to build with my patients and their caregivers.**”

Dr. Marc Emmerich is passionate about helping people, especially those who have physical and intellectual disabilities. “I’m motivated by helping improve the lives of people who face big challenges,” Marc says. “My hope is to lessen the barriers to high quality care that they often face.”

At CCA, Marc and his team offer a welcoming environment where members get access to the high-quality, personalized care and services they need to live safely and independently in their homes and communities.

“Whether in-office or virtually, we combine medical and behavioral health services,” he says. “We even help patients with substance abuse issues or social support needs. All of these factors are important elements of health and well-being.”

When you’re a primary care patient and a health plan member, CCA can seamlessly coordinate all your care and services. “Our primary care doctors work closely with the member’s care team to ensure that they get the services they need. That’s part of the great value we provide,” Marc says.



Reminder! Prescriptions Are Needed for Your Medical Supplies

The Centers for Medicare and Medicaid Services (CMS) requires a prescription for all medical supplies, including disposable items like wipes, diapers, or gloves.

When you request these supplies from CCA, we need a prescription. You may need to contact your doctor for a prescription. Your providers know about this requirement.

CCA will also work with you to help get you the supplies you need. If you have questions or need to request supplies, call Member Services at **866-610-2273 (TTY 711)**, 8 am to 8 pm, 7 days a week.

Easy Pozole

Pozole is a traditional Mexican soup and the perfect comfort food. Healthy, but hearty, and a great option on a budget.

Prep time: 15 minutes

Cook time: 45 minutes

Total time: 1 hour

Ingredients

- 2 pounds lean beef, cubed (Skinless, boneless chicken breasts can be used instead.)
- 1 Tbsp. olive oil
- 1 large onion, chopped
- 1 clove garlic, finely chopped
- 1/4 tsp. salt
- 1/8 tsp. pepper
- 1/4 cup fresh cilantro, chopped
- 1 15-ounce can stewed tomatoes
- 2 ounces tomato paste
- 1 1-pound and 13-ounce can hominy (Chickpeas, corn, grits, or polenta meal can be used instead.)

Directions

1. In a large pot, heat olive oil. Add beef and sauté.
2. Add onion, garlic, salt, pepper, cilantro, and enough water to cover meat. Stir to mix ingredients evenly. Cover pot and cook over low heat until meat is tender.
3. Add tomatoes and tomato paste.
4. Continue cooking for about 20 minutes.
5. Add hominy and continue cooking another 15 minutes, stirring occasionally. If too thick, add water for desired consistency.



Nutrition Facts

Servings per recipe: 8
Serving Size: 1 cup

Calories 260

Amount per serving

Total Fat 7g

Cholesterol 60mg

Salt (sodium) 630mg

Protein 24g

Total Carbohydrate 23g

Dietary Fiber 4g

Sugars 6g

Potassium 525mg

Credit: Centers for Disease Control and Prevention (CDC),
Tasty Recipes for People with Diabetes and Their Families, 2018.

Commonwealth Care Alliance (CCA) is a health plan that contracts with both Medicare and MassHealth (Medicaid) to provide benefits of both programs to enrollees.

Heads Up! We're Trying to Reach You

You may get recorded phone messages from CCA to remind you about important appointments and care you are due for.

Throughout the year, we also contact you to ask questions about your experiences with CCA. From February to July, some CCA members may get one of these Medicare surveys too:

- 1 Consumer Assessment of Healthcare Providers & Systems (CAHPS):** This survey asks questions about the care and services you get from your health plan.
- 2 Health Outcomes Survey (HOS):** This survey asks questions about your health and well-being.

These reminders and surveys help us ensure you are getting the care you need. Your feedback can also improve services to help others like you.

We partner with a company called Symphony Performance Health Analytics (SPH Analytics) to conduct these calls.

