



Dear Primary Care Provider,

We are reaching out to inform you of an important upcoming initiative that supports our commitment to enhancing the collaborative care we provide to our members – your patients. Starting on April 1, 2024, as part of our efforts to improve health outcomes and the quality of life for individuals with significant needs, CCA will begin mailing you a copy of your patient’s Individualized Care Plan (ICP).

This initiative is driven by two primary objectives

1. **Direct Access to Patient’s Care Plan:** Ensuring you have access to your patient’s care plan is not only essential but a requirement set by state and federal regulations. The ICP is developed to capture the members’ voice related to their goals and strategies for achieving better health, quality of life, and independence. The care plan is the result of a comprehensive health risk assessment, enriched with insights from healthcare providers like you, to ensure it aligns with your ongoing treatment plan and care strategies.
2. **Collaborative Engagement in Patient Care:** We invite your active input and feedback on the care plan. Our goal is to sync our resources with your expertise, with the goal of enhancing the overall health and social outcomes for our shared patients, and to minimize any barriers to care they might face.

When you receive the ICP, we will include instructions on how to access the ICP electronically via the CCA Provider Portal as well as contact information should you wish to discuss the specific care plan further.

If there are any changes to the address where you would like to receive the care plans or if you have any immediate questions or concerns, please contact us directly at 866-420-9332 from 8:00 a.m. to 6:00 p.m., Monday through Friday. This will ensure that you receive all relevant materials without delay.

Thank you for your continued partnership and dedication. We look forward to strengthening our collaboration through these efforts.

Sincerely,

*Nazlim Hagmann, M.D.*

Nazlim Hagmann, MD, MPH  
CMO CCA Health Plans  
Commonwealth Care Alliance

*Whitney Moyer*

Whitney Moyer, MPP  
Vice President, Clinical Provider Integration  
Commonwealth Care Alliance