



Dear Patient,

It is our pleasure at Thomas Chittenden Health Center to support you as a patient. As you may know, our practice is a member of an Accountable Care Organization (ACO). An ACO helps coordinate high-quality care to Medicare patients and save costs. Because of this, it's important for Medicare to know you are a patient of one of our doctors here at Thomas Chittenden Health Center.

We are asking you to take a few minutes to update your primary care clinician selection on Medicare.gov. This is the clinician you feel handles most of your care. To help you complete this process, we've enclosed the following resources:

- **Accountable Care Organization Beneficiary Notice**
- **"Voluntary Alignment: How to Choose Your Primary Health Care Clinician on Medicare.gov"** - a step-by-step instruction guide on how to choose your clinician

The step-by-step instructions guide you through how to complete the process on Medicare.gov. It includes how to review your "favorite" clinician(s) and choose your primary clinician in Medicare's system. We would appreciate your help in completing this "Voluntary Alignment" process.

This process is completely optional! Whether you choose to complete the process or not, your Medicare benefits will not change in any way. You can still see any clinician of your choosing.

Medicare protects the privacy of your health information. If you don't want Medicare to share information with your health care providers for care coordination, call 1-800-MEDICARE (1-800-633-4227) to opt out of data sharing.

If you have any questions or concerns regarding the notice you received, please contact Thomas Chittenden Health Center at (802)-878-8131. Hours of operation are 8am to 5pm Monday through Friday.

Sincerely,

Thomas Chittenden Health Center

Accountable Care Organizations

Working together to give you the best care.

is part of an Accountable Care Organization (ACO). We've teamed up with other doctors, hospitals, and health care providers to make sure you get the best care.

We provide coordinated care for you to get well & stay well

- ▶ You get patient-centered care focused on YOUR needs.
- ▶ Your health care providers can see the same test results, treatments, and prescriptions.
- ▶ More coordination helps prevent medical errors and drug interactions.
- ▶ You may save time, money, and frustration by avoiding repeated tests and appointments.
- ▶ Better communication can help protect against Medicare fraud and waste.

You may have access to expanded benefits

- ▶ We may offer telehealth services, which let your primary care doctor care for you without an in person visit.
- ▶ Ask your health care provider if you qualify for these benefits.

Get the most from your care with our communication & support

- ▶ **Ask about signing up for our secure online portal.** You'll get 24-hour access to your personal health information, including lab results and communication from your health care provider.
- ▶ When you choose a health care provider that participates in an ACO, they'll help you get the right care at the right time. You can visit [Medicare.gov](https://www.Medicare.gov) and log into (or create) your secure Medicare account to choose a primary care doctor.
- ▶ Medicare protects the privacy of your health information. If you don't want Medicare to share information with your health care providers for care coordination, call 1-800-MEDICARE (1-800-633-4227). Medicare may still share general information to measure provider quality. For more information on how Medicare may use and give out your information, visit [Medicare.gov](https://www.Medicare.gov) and search for "privacy."

Want more information?

Ask our front desk, or call us at _____. You can also visit [Medicare.gov](https://www.Medicare.gov) or call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.
To report a Medicare-related concern or complaint, call 1-800-MEDICARE (1-800-633-4227).

To learn more about Accountable Care Organizations, scan the QR code here:



Voluntary Alignment

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How to Choose Your Primary Health Care Clinician on Medicare.gov



The following steps will walk you through the process:



Step 1

Go to **Medicare.gov** and select **Log in** (usually in the upper right-hand corner).



Step 2

On the **Login** screen, type in your username and password, and click **Log in**. If you **don't** have an account, click **Create an account now** and follow the instructions.



Step 3

On the **Welcome screen**, under **What do you want to do?**, select **Check my providers**.



Step 4

The next screen will say **My favorite Providers**:



If your primary care physician's name does not already appear in the list, click the **Add New Provider** button, then go to **Step 5**. If your current primary care physician is shown in the list, but does not have **My primary health care provider** above their name, click **Make Primary**. Then skip to **Step 9**.



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Step 5

After selecting **Add New Provider**, a new screen will open that says **Find & compare providers near you**. In the list shown, under Welcome, select **Doctors & clinicians**.



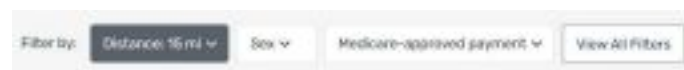
Step 6

Below **Find doctors & clinicians near me**, type in a location. You can also type in a clinician's name, group practice name or clinician specialty to narrow the search. **Typing in your primary care clinicians last name is likely the easiest way to find your clinician.** When ready, click **Search**.



Step 7

Searching will generate a list with a map. Scroll through the list to find your clinician's name. If you do NOT see your clinician's name, or if you want to change the information you searched, use the search boxes (above the list and map) to revise your search. **You can also refine your search using the drop downs between the search boxes and list/map.**



Step 8

When you find your **primary care clinicians name** in the list, click the  button. It is located to the right of **Compare**.



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Step 9

After you click the  button, a small window will pop up on the same screen, showing your clinician's name at the top of the window. Just below the clinician's name, there will be a small check box next to **Make this my primary health care provider in my favorites**

☐ Make this my primary health care provider in my favorites

If your **primary care clinician's name** is shown in the window, click the check box to confirm you want to make them your **primary health care provider**.

The box will show a check mark when selected.



You may add comments in the box, but that is not required. At the bottom of the window, finalize your selection by clicking **Save to Favorites**.



Step 10

After clicking **Save to Favorites**, a new confirmation window will appear stating: **You've added a provider to your favorites list!**



Step 11

When reviewing the **My favorite providers** list, you should see a heart with **My primary health care provider** above the clinician's name. Searching will generate a list with a map. Scroll through the list to find your clinician's name. If you do NOT see your clinician's name, or if you want to change the information you searched, use the search boxes (above the list and map) to revise your search. You can also refine your search using the drop downs between the search boxes and list/map.



Note: You can add as many clinicians as you want to your **My favorite providers** list, but you may only have one designated primary **health care provider** in your favorites list at a time.