

# ACO Beneficiary Notification FAQ

For Patients

## **I'm a Medicare Beneficiary, so what does this letter mean for me?**

This letter explains that your primary care provider, where you receive most of your healthcare, has teamed up with other healthcare practitioners in a network called an Accountable Care Organization (ACO). An ACO supports your provider in personalizing and improving your healthcare and offering access to more services within the ACO's network of clinicians. Our practice is a part of a Privia Health ACO.

## **What is an Accountable Care Organization?**

Accountable Care Organizations (ACOs) are groups of doctors, hospitals, and other healthcare providers who come together voluntarily to provide coordinated, high-quality care to their Medicare patients.

Imagine an ACO like a sports team. The ACO "team" can only win the championship when they give you high-quality, coordinated care. Each player, from doctors to nurses to administrative staff, has a specific position and skill set. The ACO leadership, in this case, Privia Health, develops its playbook of strategies and makes sure there is teamwork, communication, and collaboration among all players. Your primary care provider is the team's quarterback, making crucial decisions and coordinating your care with other team specialists. The ultimate goal for a sports team is to win a championship; for an ACO, it's to improve your overall health and satisfaction.

## **Why does the letter have the Privia Health logo on it? Who is Privia Health?**

Privia Health manages our ACO. They combine technology, team-based care, and unique wellness programs so that providers deal with fewer administrative burdens and spend more time with their patients.

## **What is the benefit of seeing a provider that participates in an ACO?**

Providers in an ACO are dedicated to patient-centered care, focusing on your needs. All your healthcare providers can access the same test results, treatments, and prescriptions. This coordination helps prevent medical errors and drug interactions. Avoiding repeated tests and appointments might save you time, money, and frustration.

## **Why did I receive this notice?**

As a provider participating in an ACO, the Center for Medicare Services (CMS) requires us to notify Medicare beneficiaries of our participation in this program and our efforts to coordinate care to help keep them healthy.

**Are you trying to sell me something? What does this cost me?**

No. We are not trying to sell you anything. There is no additional cost to you as a patient.

**Why is my primary clinician sharing my health care information with the ACO?  
How does this benefit me?**

One of the most important benefits of your primary care physician's participation in an ACO is that all your doctors and other healthcare providers can communicate about your overall healthcare needs and coordinate the best healthcare plan for you. By agreeing to share your healthcare data in this way, you are helping to make sure all the healthcare professionals involved in your healthcare have access to your complete health information when and where they need it. Your decision to share your healthcare information allows all healthcare professionals to work together to get you the care you need.

**I do not want Medicare to share my information. What should I do?**

Medicare protects the privacy of your health information. If you don't want Medicare to share information with your healthcare 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."