

Southcoast Health and Commonwealth Care Alliance Partnership FAQs:

Commonwealth Care Alliance[®] (CCA) and Southcoast Health recently announced a new partnership that will provide CCA's members with access to more than 700 providers at Southcoast's primary care practices and three hospitals in Fall River, New Bedford and Wareham.

- CCA currently offers two health plans in **Massachusetts**:
 - [CCA One Care](#), the largest plan of its kind in the state and one of the fastest growing plans of its kind in the country, is a Massachusetts demonstration Medicare-Medicaid Plan (MMP) for individuals between 21 and 64 who are dually eligible for both federal plans.
 - [CCA Senior Care Options](#) (SCO), rated four and a half stars by CMS, is an HMO Special Needs Plan for people who are 65 and older and eligible for Medicaid.
 - These dually eligible Medicare and Medicaid beneficiaries qualify as high-need based on income or health status, and often live with multiple chronic conditions, physical or behavioral health disabilities, severe mental illness, and social determinants of health (SDOH) needs, including food and housing insecurity.

Q: When does enrollment in the Commonwealth Care Alliance plan begin?

A: Open enrollment begins October 15, 2021 and ends on December 7, 2021 for the Plan Year starting on January 1, 2022. Please contact us at 508-973-3400 or visit [Southcoast Partners with Commonwealth Care Alliance - Southcoast Health](#) or [Become a Member | Commonwealth Care Alliance MA](#) for more information.

Additional CCA Resources:

- Senior Care Options FAQ Page: [Frequently Asked Questions - Commonwealth Care Alliance MA](#)
- Enrollment: [Enroll in Senior Care Options | Commonwealth Care Alliance](#)
- 2022 Senior Care Options Benefits: [2022 Senior Care Options Benefits | Commonwealth Care Alliance MA](#)

Senior Whole Health In-Network Status Change

Southcoast Health has discontinued its relationship with Senior Whole Health, effective 12/31/21. To continue seeing the Southcoast Health providers they know and are comfortable with in-network rates, patients can switch to one of the two Commonwealth Care Alliance plans or another alternative health plan where Southcoast providers are in-network.

Q: Why is Southcoast Health discontinuing its relationship with Senior Whole Health?

A: Southcoast Health will be discontinuing its relationship with Senior Whole Health after December 31, 2021. We are providing you with notice of this change before Medicare open enrollment begins to allow you time to evaluate all of the insurance options available to you.

Q: When will Southcoast Health no longer be an “in-network” provider with Senior Whole Health (SWH) and how will this affect my coverage?

A: As of January 1, 2022, Southcoast Health will no longer be an “in-network” provider with Senior Whole Health. This means that after December 31, 2021, individuals covered by Senior Whole Health insurance will not receive in-network benefits for Southcoast Health services (unless a continuity of care exception applies), including:

- Office visits, procedures and surgeries with a Southcoast Health primary care provider or specialist;
- Inpatient stays or Emergency Department visits at a Southcoast Health Hospital (Charlton Memorial Hospital in Fall River, St. Luke’s Hospital in New Bedford, or Tobey Hospital in Wareham);
- Southcoast Health ambulatory services such as Urgent Care, laboratory services for blood or other diagnostic tests or radiology services; or
- Home care and hospice services through Southcoast Visiting Nurse Association.

Q: How to continue receiving “in-network” care from Southcoast Health Providers after December 31, 2021?

A: Please be assured that Southcoast Health will continue to participate with a number of insurance providers after December 31, 2021. Our new partnership with Commonwealth Care Alliance® (CCA) is an exciting new venture that we can provide you more information about. In addition to Commonwealth Care Alliance, we will continue to participate with United Healthcare Senior Care Options, Fallon Community Health Plan Senior Care Options (Navicare), Boston Medical Center HealthNet Plan (BMCHP) Senior Care Options, and Tufts Health Plan Senior Care Options.

Q: Who can I contact with questions about my Senior Whole Health (SWH) coverage?

A: Please contact us at 508-973-3400 or visit [Southcoast Partners with Commonwealth Care Alliance - Southcoast Health](#) for information on how to continue seeing your Southcoast Health providers with in-network coverage. If you have questions regarding your coverage from Senior Whole Health and the impact of this change, you can also call Senior Whole Health at 1-888-794-7268.

Q: Who can I contact to enroll with Commonwealth Care Alliance?

A: For questions concerning how to enroll with the Commonwealth Care Alliance please call 855-431-3419 or visit [Become a Member | Commonwealth Care Alliance MA](#).

Open enrollment for 2022 is October 15, 2021 – December 7, 2021.

Q: Is Commonwealth Care Alliance my only alternative?

Southcoast Health providers participate “in network” and accept a number of health insurance plans in addition to CCA Senior Care Options for people 65 years or older who are eligible for MassHealth Standard and Medicare or MassHealth Standard alone, and do not have any other comprehensive health insurance. For more information about benefits and your eligibility, contact the health plans:

- Boston Medical Center HealthNet Plan (BMCHP) Senior Care Options, for more information, call 855-833-8124 (TTY 711)
- CCA Senior Care Options, for more information, call 855-431-3419 (TTY 711)
- Fallon Community Health Plan Senior Care Options (Navicare), for more information, call 877-790-4971 (TTY 711)
- Tufts Health Plan Senior Care Options, for more information, call 800-890-6600 (TTY 711)
- United Healthcare Senior Care Options, for more information, call 877-798-0394 (TTY 711)