

COMMONWEALTH
CARE ALLIANCE

30 Winter Street
Boston, MA 02108

Phone 617.426.0600
Fax 617.426.3097
Monday-Friday
8am-5pm



Provider News

Community Commitment

September 2007

Provider Network Management Team

Our Provider Network Management Team at Commonwealth Care Alliance has expanded over the last few months and new staff have joined our ranks. Manager of Provider Network Management, James Stone, believes that the Provider Network Management Team is well poised to expand Commonwealth Care Alliance's provider network and provide exceptional service to our network across the Commonwealth. "It is also exciting to think that with our growing network we can bring our programs to many more members who will benefit from our products."

Carol St. John has served as Support Specialist to Provider Network Management since October 2006. Recent additions to the staff are Matthew Rosenfeld, our Provider Relations Specialist, James Beverly, Provider Network Developer, and our newest team member, Diane Ryberg, Provider Network Developer, who joined us at the end of June.



Provider Network Management Staff: [L-R] Carol St. John, Matthew Rosenfeld, James Beverly, Diane Ryberg and James Stone.

Please don't hesitate to call us at
617.426.0600

James Stone, *Manager* Ext. 227

Carol St. John, *Support Specialist* Ext. 234

Matthew Rosenfeld, *Provider Relations Specialist* Ext. 252

James Beverly, *Provider Network Developer*
Ext. 279

Diane Ryberg, *Provider Network Developer*
Ext. 254♦

Newsletter Contact:

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Communications Coordinator
nfry@commonwealthcare.org
Ext. 244

Consumer Story



Mr. Frank Mank
Senior Care Options

I started smoking so young because my friends after school said, 'Hey, you gotta try this.' So I did and I started smoking. It never bothered me because all the kids were doing it. As I got older, I continued doing it. I never thought of quitting. I'd

"All the different things that come so naturally, you don't realize are being stolen out from under you by a stupid cigarette. You think it's not going to hurt you. Baloney."

had chronic emphysema. I told my neighbors and friends and relatives – don't smoke or this is going to happen to you. I wouldn't wish this on a dog. If some kid gets the idea that it's not going to happen to him... well, take a good look because if it can happen to me, it can happen to him. This is the message I want to get across." ♦

heard what it could do you but... not to me. Later on, I noticed it was harder to breathe during strenuous activities. I found out I

Enrollment Numbers

Senior Care Options (SCO):
1208 members

Commonwealth Care Connection (CCC): 168 members

Severe Disabilities program at BCMG:
450 members

Brightwood Pilot:
395 members

Provider Spotlight

MAB Community Services

Greater Boston
(617) 926-4232 or
(800) 852-3029

Central Mass.
(508) 854-0700 or
(888) 613-2777

Western Mass.
(413) 734-7343

Founded in 1903 as the Massachusetts Association for the Blind, MAB Community Services is the oldest social service agency in the country dedicated to serving blind and visually impaired individuals. We serve individuals with any level of vision loss across the state of Massachusetts. MAB's Visually Impaired Elders Program provides in-home vision rehabilitation services that help seniors with vision loss live with dignity and independence. Case Managers introduce adaptive equipment, information, and training to help elders live safely in their homes. MAB also offers low vision support groups, volunteer assistance, and customized recordings. ♦



Spotlight your services. Send an email to nfry@commonwealthcare.org

Clinical Conference

May 18, 2007

Commonwealth Care Alliance recently held its first annual Senior Care Options Best Practice clinical conference at Regis College in Weston, Massachusetts.

A number of guests spoke at the conference, including:

John McDonough, Executive Director
Health Care for All

Robert J. Master, MD, President & CEO
Commonwealth Care Alliance

Renee Rulin, MD, Medical Director
Commonwealth Care Alliance

Adam Burrows, MD, Medical Director
Upham's Elder Service Plan

George Philippides, MD Director, Coronary Unit,
Boston University Medical Center

Diane Gauthier, Clinical Coordinator,
Cardiomyopathy Program, *Boston University Medical Center*

The day-long forum drew many of our primary care clinical team members who gathered to share their experiences in delivering high-quality primary care for the Senior

Care Options eligible population. A series of lectures covered topics such as stabilizing patients with Congestive Heart Failure, Advance Health Directives, and guidelines for efficient transition and continuity of care for all our members. ♦



Laurie Wojtusik participates in a workshop discussion at the Commonwealth Care Alliance conference

Pharmacy Update

A recent change in our pharmacy program

A simpler procedure for all providers

In July 2007, Commonwealth Care Alliance enhanced its Medicare (Part D) prescription drug transition program for both the Senior Care Options (SCO) and Commonwealth Care Connection (CCC) programs. We worked with Express Scripts (ESI), our Pharmacy Benefit Manager, to make the transition into our Medicare Part D program easier for our newly enrolled members. If a newly enrolled member presents at a pharmacy with a prescription within the first 90 days of enrolling into one of our programs, and they have been started and stabilized on the medication prior to joining our program, for medications on our formulary that require prior authorization, step therapy interventions or have quantity limit restrictions, or those medications that are non-formulary, Commonwealth Care Alliance has ensured that the medication will be auto approved indefinitely for fill by Express Scripts (ESI). ♦

What does this actually mean?

This change ensures that members get their prescriptions promptly and without delay at the pharmacy. It also eliminates the need for providers/pharmacies to call Commonwealth Care Alliance to request an override.

Physician Honored

Dr. Marc Emmerich receives The Arc of Massachusetts Distinguished Citizen Award.

The ARC of Massachusetts held its Distinguished Citizen Awards Ceremony on May 17 at the State House. Award recipients were honored for their outstanding contribution to individuals with intellectual or developmental disabilities and their families. One of Commonwealth Care Alliance's primary care physicians and medical consultant, Marc Emmerich, MD, received an award for Outstanding Commitment to Providing Quality Medical Care for Individuals with Disabilities.

Dr. Emmerich has been a physician devoted to medical care of persons with intellectual

or developmental disabilities for almost 20 years. In 1991, he began a fellowship at the Children's Hospital in Boston, and then continued his work at Wrentham and Fernald Developmental Centers. Dr. Emmerich's commitment to community medicine developed into his current practice at Boston's Community Medical Group. He also serves as a primary care physician and Medical Director to patients enrolled in the Special Needs Plan at Commonwealth Care Alliance.

Congratulations, Dr. Emmerich, on being recognized for such a prestigious award. ♦



Dr. Marc Emmerich (second from right) receives his award at the Massachusetts State House



There is confusion surrounding our organization, Commonwealth Care Alliance, and the state-operated health insurance program with a similar name, born of the new Massachusetts health reform law for the uninsured. We have received a number of calls and claims for payment from providers who have inadvertently contacted the wrong organization.

Commonwealth Care Alliance is a unique and independent organization that offers multiple programs, one of which is a Medicare Advantage Specials Needs Plan called Commonwealth Care Connection (CCC). To identify us, look for:

- Our distinctive logo on patients' member cards
- Our 10-digit ID numbers that begin with 53645...

The Commonwealth Care Health Insurance Program (Commonwealth Care) is run by the Health Connector. It connects eligible Massachusetts residents with approved health plans and helps them pay for them. To learn more about Commonwealth Care and who may qualify visit www.MAhealthconnector.org