



One Care Plan

The One Care plan ensures dually eligible individuals, age 21-64, have full access to services and to be provided higher quality of care at lower costs through an integrated model.

MassHealth and Medicare have joined together to create the One Care plan. The plan provides individuals age 21-64, who have both MassHealth Standard and Medicare, a better way to get the care and social services they need. A primary care team of health professionals, along with a Long Term Support Services Coordinator (LTSC) will develop an individualized care plan for members that will support their health, safety, independence, and recovery. Members of the One Care plan will be connected to resources and community services.

Coverage under the One Care plan includes but is not limited to:

- Improve beneficiary experience in accessing care
- Promote independence in the community
- Improve transitions among care settings
- Community health workers
- Home modification
- Transitional assistance
- Expanded non-medical transportation, environmental aids, durable medical equipment
- Primary care provider and care team who develop a care plan
- Independent Long Term Support Services Coordinator (LTSC)

- Simplified contact system for customer service, prior authorizations, appeal, etc.
- Chronic disease management
- Reminder for check-ups, tests and medications
- Personal Care Attendant (PCA) services, adult foster care, group adult foster care, and adult day health as needed (unless in a Medicaid waiver program where these services are already provided).

ELIGIBILITY

You must be dually eligible for standard or CommonHealth MassHealth and Medicare insurance and between the ages of 21-64.

COST

If enrolled, your One Care plan will pay all costs associated with the plan. You may qualify for this plan as long as your monthly income does not exceed MassHealth income guidelines.

Insurance plans who offer the One Care plan include Commonwealth Care Alliance (CCA), Tufts Network Health Unify, and United Healthcare.

MORE INFORMATION

For more information or to enroll into a One Care plan call MassHealth Customer Service at 800-841-2900.

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