



Sutter Medicare Direct
P.O. Box 619053
Roseville, CA 95661
833-674-2323

January 1, 2024

FOR INFORMATIONAL PURPOSES ONLY – NO ACTION IS REQUIRED

RE: Sutter Medicare Direct is Participating in the Medicare Shared Savings Program

Dear Patient:

At Sutter Health, our doctors, clinicians, and care teams are committed to your health and wellbeing. We are writing to inform you that your doctor is now working with Sutter Medicare Direct, an Accountable Care Organization (ACO) participating in the Medicare Shared Savings Program (MSSP). **This does not change your benefits, coverage, doctors, or access to care.** You still have the freedom to go to any doctor, hospital, or other healthcare provider of your choice that accepts Medicare.

Sutter Medicare Direct joined MSSP on Jan. 1, 2023. MSSP is a long-standing Medicare program designed for patients with Original Medicare, also known as fee-for-service Medicare. MSSP supports Sutter's commitment to your well-being by allowing us to focus on preventing avoidable hospital readmissions, assisting clinicians in completing your Medicare Annual Wellness Visit, and providing support for patients with complex medical conditions. It also allows Sutter to offer you access to services that are not typically covered by Original Medicare, such as expanded access to skilled nursing facility care.

You may read more about MSSP in the attached ACO notice. If you have questions, please visit sutterhealth.org/suttermedicaredirect, call us at 833-674-2323 or email us at suttermedicaredirect@sutterhealth.org.

Sincerely,

Sutter Medicare Direct

This communication is not from your doctor. It's from Sutter Medicare Direct, which is a part of Sutter Health. You are receiving this letter because Medicare identified that you previously received most of your care from a doctor working with Sutter Medicare Direct. Please call our dedicated Sutter Medicare Direct Customer Service at 833-674-2323 if you have any questions.

Medicare Shared Savings Program 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.
- ▶ If you need rehabilitation services or other skilled nursing facility care, you may be able to get this care without a hospital stay.
- ▶ 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:



MEDICARE
SHARED SAVINGS
PROGRAM