



Dear MUSC Health patient,

You are receiving this letter because you are an Original Medicare beneficiary with both hospital and medical insurance coverage, and you get your care at one of our many MUSC Health locations across the entire state of South Carolina.

My purpose in writing is to ensure you're aware of MUSC's responsibility to provide you with the highest quality of care and how you can get the most value from your Medicare coverage.

Medicare has "attributed" (i.e., assigned) you to the MUSC Health Alliance Medicare Shared Savings program Accountable Care Organization (ACO). An ACO is a network of providers who work together to deliver coordinated care for patients. Medicare makes this attribution automatically for all Original Medicare beneficiaries across the country when they receive care from any of the many hundreds of ACOs across the country.

As an ACO, the MUSC Health Alliance has taken **accountability** for the quality and cost of care you receive. MUSC Health firmly believes that high-quality care improves health, and improved health, in turn, reduces the cost of care.

What does this mean to you? What are we going to do?

We want to make sure you get the best care delivered in the best way. Your doctors, nurses, and care team at MUSC Health will communicate about and coordinate your care. They will strive to ensure that you receive the care you need when you need it, and will also work to minimize care that does not add value, such as duplicative testing.

If you are reasonably healthy, have not had any hospitalizations, and regularly visit your primary care provider, you may not see or feel any change in your care. We may offer suggestions on how to improve your health, how to get early screening for cancer, and how to prevent serious illness.

There are instances where you may experience increased involvement with MUSC Health in your care. For example:

- If you have two or more chronic illnesses, we may reach out to you to guide your care, answer questions, and offer personalized support. We call this "chronic care management." If you have a specialized illness, we will have a complex care nurse contact you to ensure you have a plan.
- If you are discharged from the hospital, we may reach out to you to make sure your medications are right and that you are set for follow-up appointments.
- If you are in the Emergency Room, we may help set you up for any necessary follow-up if you are discharged to go home.

Our goal is to engage with you at the level that makes sense for your health. We strongly believe that some hospital admissions and emergency room visits are avoidable; we will work hard to keep you healthy and at home! I think we can all agree that the healthcare system can be difficult to navigate, and our goal is to help guide you along the way!

We believe that an individual's health is impacted by things that happen outside of the health care system, such as access to transportation, safe housing, good food, and money for medications. We will ask questions about these issues and will help you with solutions.

We also believe that we can use information about the care that you have received in the past to help us predict your care needs in the future...and to keep you healthier.

MUSC Health care team members are focused on you and your health. It is our honor to be here with and for you.

What can you do?

Be open to communication. Sign up for [MUSC Health's MyChart](#). Please answer or return our calls.

Let us know if you are going to have difficulty with your treatment plan. For example, if you need help getting to your next doctor's appointment, let us know!

Prepare important documents. I strongly recommend that anyone who has earned the Medicare benefit prepare appropriate, critical documents, such as an ***advanced directive*** (it tells us what you want if you can't speak for yourself) and a ***medical power of attorney*** (it allows someone to make medical decisions for you when you can't). You can find versions of these online (for example, here <https://aging.sc.gov/programs-initiatives/legal-assistance-seniors>) as well as from attorneys and various agencies. Bring these with you if you are coming to an appointment, and we can file them in your medical record. Be open and talk to your family and medical decision-maker about what you want or don't want if something bad happens unexpectedly.

Take care of yourself! (Doctor's orders!) If you have questions about the ACO or how it works, please reach out to me at muscalliance@musc.edu. If you have questions about your care, please contact your care provider directly. If you have questions for Medicare, please give CMS a call at 1-800-MEDICARE (1-800-633-4227). Thank you for the privilege of providing for you, your health, and your health care.

With best wishes,



David Louder, M.D., MBA
System Chief, Population Health