



Questions and Answers about Steward Health Care

Who is Steward Health Care?

Steward Health Care, headquartered in Boston, is a fully integrated community care organization of employed and affiliated doctors, other health care providers and hospitals. Steward's network includes nearly 3,000 physicians.

Steward's hospitals include:

Steward Hospital	Massachusetts Location
St. Elizabeth's Medical Center	Brighton
Norwood Hospital	Norwood
Good Samaritan Medical Center	Brockton
Holy Family Hospital	Methuen
Holy Family Hospital at Merrimack Valley	Haverhill
Morton Hospital	Taunton
Nashoba Valley Medical Center	Ayer
Saint Anne's Hospital	Fall River
Carney Hospital	Dorchester
New England Sinai Hospital	Stoughton

Other Steward Health Care entities include Steward Home Care and Hospice, Steward Medical Group and Steward Health Care Network. Further information is available at www.steward.org.



Why am I receiving this communication?

You are receiving this communication because your Steward Health Care provider participates in Steward Promise, an Accountable Care Organization (ACO).

What is Steward Promise?

Steward Promise is an Accountable Care Organization (ACO). An ACO is a group of doctors, hospitals, and health care providers working together with Medicare to provide you the highest quality service and care coordination. Your Steward provider will communicate with you and work with your health care team to help you stay healthy and provide the care you need when you're sick.

What should I expect if my doctor is in Steward Promise?

Over time, if you are working with a doctor who participates in Steward Promise, you may notice:

- Your providers will have special access to care managers, wellness coaches, social workers and pharmacists, and all of these resources will work with you to make sure you are receiving the right care at the right time
- The providers that you see know what is happening with your health because they communicate with one another
- You won't have the same medical tests done over and over because your results are shared within your health care team — confidentially and securely

Here are the things that **won't** change:

- Benefits—all of your Medicare benefits will remain the same
- Cost—there is no additional cost for participating in the program
- Doctors—you always have the right to use any doctor or hospital that accepts Medicare

Is Steward Health Care a supplemental insurance carrier?

No, Steward Health Care is not an insurance company, Medicare Advantage plan, or a health maintenance organization (HMO). It is a health care network focused on coordinating care and improving quality in a confidential and secure manner.

How will Steward Promise improve my care coordination?

Having the right information is important to your health care providers. Medicare and your providers will share information with Steward Health Care to improve your care. This information includes things such as visits to the doctor or hospital, medical conditions, and prescriptions and tests you've had or are scheduled to have in the future. This up-to-date medical information will help your doctor and your other providers and hospitals in the Steward Promise network give you the best possible care.

How will you protect my privacy?

Your privacy is very important to us. Just like Medicare, we put important safeguards in place to protect your medical information. As a health care organization, Steward Health Care is required by law to comply with all policies and regulations associated with the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH) regarding privacy and security of patient information.

Remember, you control the use of your personal information and can decline to have your personal information shared with us by calling Steward Promise at 1-855-266-7587 or 1-800-MEDICARE (1-800-633-4227).

How do I find out more information about Steward Promise?

If you have any additional questions about your provider's participation in Steward Promise, please call Steward Promise Customer Service Department at 1-855-266-7587 or visit our website at www.steward.org/MedicareACO