



## Reliance Healthcare Is Soon Becoming CCA Health Michigan

Reliance Healthcare is now part of Commonwealth Care Alliance® (CCA), a national, multi-state healthcare organization focused on improving the health and well-being of people with significant needs. We are pleased to announce that Reliance Healthcare is soon becoming **CCA Health Michigan**.

Below is a list of answers to frequently asked questions, which will help inform our members and providers and make this transition as seamless as possible.

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### General Information

**1. What is Commonwealth Care Alliance?**

Commonwealth Care Alliance (CCA) is an integrated healthcare organization on a mission to help people with significant needs live safely and independently at home for as long as possible. We partner closely with our members to understand their medical, behavioral health, and social support needs. This unique approach is what we call *uncommon care*®.

**2. Why did CCA acquire Reliance?**

CCA and Reliance have a shared mission of helping people with the most significant needs. With this acquisition, CCA will be able to bring its *uncommon care* model to the state of Michigan, offering Medicare and Medicaid residents more choices in high-quality health plans.

CCA acquired a majority of the Reliance organization, including Reliance Medicare Advantage (HMO), Reliance ACO, and the Reliance Physician Organization of Michigan.

**3. What is the name of the new plan?**

The new health plan name will be CCA Health Michigan. The transition to this new name will be completed before the end of 2022.

**4. Which counties will CCA Health Michigan serve?**

CCA Health Michigan will continue to serve our **Medicare Advantage (HMO) members** in the following counties: Genesee, Lapeer, Macomb, Monroe, Oakland, St. Clair, and Wayne.

Additionally, we will continue to serve our **Dual Care Plus (HMO D-SNP) members** in Genesee, Lapeer, Macomb, Oakland, St. Clair, and Wayne Counties.

**5. Where can I find information about CCA Health Michigan online?**

For the latest news and updates about CCA Health Michigan, please visit [ccahealthmi.org](https://ccahealthmi.org).

You can also follow CCA on our social media channels:

- Facebook: [facebook.com/CommonwealthCareAlliance/](https://facebook.com/CommonwealthCareAlliance/)
- Twitter: [twitter.com/CCAUncommonCare](https://twitter.com/CCAUncommonCare)
- LinkedIn: [linkedin.com/company/commonwealth-care-alliance/](https://linkedin.com/company/commonwealth-care-alliance/)

*Please note that the URLs for the [Reliance ACO](#) and the [Reliance Physician Organization of Michigan](#) websites will **NOT** change at this time.*

## For Members

**6. Who can I call with questions?**

For questions, you can continue to use the current Member Services phone number: 855-959-5855 (TTY 711). Our hours of operation continue to be 8 am to 8 pm, 7 days a week, from October 1 to March 31 (April 1 to September 30: 8 am to 8 pm, Monday to Friday).

**7. Will my benefits stay the same as they are today?**

Yes. The benefits, programs, and services you rely on will not change in 2022. Your copays and deductibles will also remain the same. Plan changes for benefit year 2023 will be announced in October 2022.

**8. Will I be getting a new member identification card (ID card)?**

No. There will be no changes to your member ID card at this time.

**9. Do I have to change providers?**

We do not anticipate that there will be significant changes to the provider network in any of the counties we serve. You can search our online [provider directory 24/7](#) to verify provider participation or call our Member Services team.

**10. Do I have to change pharmacies?**

No. The network of pharmacies available to you will remain the same.

**11. Where can I find important member information and resources?**

The Reliance Medicare Advantage website is now available at [ccahealthmi.org](https://ccahealthmi.org).

- All member resources, including your summary of benefits, evidence of coverage, prior authorization forms, and the provider directory will still be available on our Member Resources page, which you can find on our [Member Resources page](#)
- The [Member Portal will still be accessible here](#)

## For Providers

### 12. Who can I call with questions?

You can continue to use the current Provider Services phone number: 855-959-5855 (TTY 711). Our hours of operation continue to be 8 am to 5 pm, Monday through Friday.

### 13. Will my patients be notified of this change?

Yes. All existing Reliance members will receive a letter in the mail announcing the name change. Members and providers will continue to receive updates throughout 2022 as the transition process continues.

### 14. What changes can I expect?

For benefit year 2022, claims administration, prior authorizations, payment policies, and other administrative functions will remain the same.

Members will continue to use the same insurance card for office visits, prescriptions, and other services. Member benefits, copayments, and deductibles will also stay the same.

### 15. Where can I find provider resources?

The Reliance Medicare Advantage website is now available at [ccahealthmi.org](https://ccahealthmi.org).

- Important provider resources, such as the Provider Manual, Provider Directory, prior authorization forms, and formulary lists will be accessible in our [Provider Resources page](#)
- The [Provider Portal will still be accessible here](#)

*Please note that the URLs for the [Reliance ACO](#) and the [Reliance Physician Organization of Michigan](#) websites will **NOT** change at this time.*

### 16. What is CCA's *uncommon care* model?

Partnering with our providers to keep our members living safely and independently in their homes and communities is at the heart of our mission. Our nationally recognized care model is proven effective in addressing unmet social determinants of health, behavioral health, and medical needs. We help our providers extend your reach into your patients' homes and communities through care coordination, behavioral health, and long-term services.

[Visit here to learn more about our care model.](#)