

Welcome New Provider

Serenity Care PACE welcomes you as a new provider of services to our members.

As part of your commitment to caring for our members, we ask you to review the materials contained in the Orientation/ Annual Review section of the Provider tab on the web-site and share it with the appropriate clinical, billing and administrative staff to ensure each person becomes familiar with and is oriented to our program.

You will find important information about the Member's rights, including the grievance and appeals processes. Also, those policies we believe are important for providers to know: Emergency Plan, Infection Control Plan, Ethical Issues and Preventing Fraud, Waste and Abuse.

Included in the orientation is a slide presentation providing an overview of the Serenity Care PACE Organization and our unique role in the community. It highlights some of the information we shared with you during the contracting process.

As part of the contract review process a representative from Serenity Care PACE will contact you to confirm your review and understanding of the materials. If anyone in your organization has questions, please contact the Contracts Manager; Karen Nunes at karen.nunes@serenitypace.org or (413) 241-6321 at any time

Again, welcome to the Serenity Care PACE Provider Team!

Most Sincerely,



Rita Blanter, Executive Director
Serenity Care PACE