



MassHealth

Enrollment Guide

Your Choices Starting March 2018



Learn
about health plans



Compare
health plans



Enroll
in a health plan





Hello and welcome

MassHealth is the Medicaid program in Massachusetts. We now have more health plans to choose from so you can get the health care you need. Please read this guide to learn about the new plans so you can choose the one that's best for you.

This guide will help you...



Learn

Learn about the health plans available in your area and how to choose a provider.



Compare

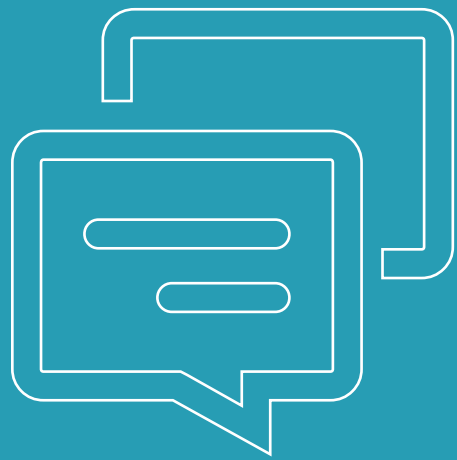
Compare health plans in your area and choose the one that's right for you.



Enroll

Enroll in a health plan or change to a different health plan.

Let's enroll in a health plan.



We are here to help

We speak your language

If you need an interpreter or translation help, please call the MassHealth Customer Service Center.

Questions?

www.mass.gov/masshealth

MassHealth Customer Service Center
1-800-841-2900

TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled.

Monday–Friday
8:00 a.m.–5:00 p.m.





Is this guide for you?

Certain members in the MassHealth program will need to enroll in a health plan. Use this guide if you

- Are under 65
- Do not have other insurance (*including Medicare*)
- Live in the community (*for example, not in a nursing facility*), and
- Are in MassHealth Standard, CommonHealth, CarePlus, or Family Assistance. For information about MassHealth coverage, visit www.mass.gov/masshealth.

Members described below are not eligible for the health plan options described in this guide. For information about MassHealth coverage, visit www.mass.gov/masshealth.

Do not use this guide if you

- Are over 65
- Have other insurance (*including Medicare*)
- Do not reside in the community (*for example, members who reside in a nursing facility*)
- Are enrolled in Senior Care Options (SCO), Program of All-Inclusive Care for the Elderly (PACE), or One Care
- Are a member who is eligible solely for
 - » *MassHealth Limited*
 - » *Children's Medical Security Plan (CMSP)* or
 - » *Health Safety Net (HSN)*

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Learn About Health Plan Options

Introducing Accountable Care Organizations (ACOs)

ACOs are groups of doctors, hospitals and other health care providers who come together to give coordinated, high-quality care to MassHealth members. This way, MassHealth members get the right care at the right time. When an ACO succeeds in both delivering high-quality care and spending health care dollars wisely, MassHealth will reward the ACO.

There are two types of ACOs you can enroll in: **Accountable Care Partnership Plans** or **Primary Care ACOs**. In both, ACOs are led by providers of care, not just administrators. **Primary Care Providers (PCPs)** are at the center of the care network. Providers work with you directly and know your needs, and they will have a much bigger part in working with you to make decisions about care in an ACO than in other types of health plans.

On the following pages, we describe the two different types of ACOs as well as managed care organizations (MCOs) and the Primary Care Clinician (PCC) Plan. You can choose any of the options available in your service area.

Accountable Care Partnership Plans

In this type of ACO, a group of PCPs work with just one managed care organization to create a full **network** that includes PCPs, specialists, behavioral health providers, and hospitals. PCPs plan and coordinate care to meet your health care needs.

In this kind of health plan, you

- Must live in the service areas covered by the ACO
- Must use the plan's network of providers
- May get the services of a behavioral health or long-term services and supports (LTSS) **Community Partner** (see page 4)
- Choose a PCP in the ACO, or one will be assigned to you
- Can change your PCP at any time within the ACO
- Will have a **Plan Selection Period** and a **Fixed Enrollment** Period every year



Key Term

Primary Care Provider (PCP)

A health care provider you choose to give you routine care and refer you to a specialist when necessary.

(See page 4 for more information.)

Primary Care ACOs

In this type of ACO, a group of PCPs have joined together into an ACO to be responsible for your care. The ACO contracts directly with MassHealth to provide primary care and coordinate the full range of services for its enrollees. Primary Care ACOs work with the MassHealth network of specialists and hospitals and may have certain providers in their "referral circle." This circle gives you direct access to other providers. The Massachusetts Behavioral Health Partnership (MBHP) provides behavioral health services.

In this kind of plan, you

- May get the services of a behavioral health or long-term services and supports (LTSS) **Community Partner** (see page 4)
- Choose a PCP in the ACO, or one will be assigned to you
- Can change your PCP at any time within the ACO
- Will have a **Plan Selection Period** and a **Fixed Enrollment Period** every year

Managed Care Organizations (MCOs)

MCOs are health plans run by insurance companies that provide care through their own provider network that includes PCPs, specialists, behavioral health providers, and hospitals. Care coordinators are employed by the MCO.

Please note: PCPs who are part of an ACO will not be available as PCPs in MCO plans.

In this kind of plan, you

- Must live in the service areas covered by the MCO
- Must use the MCO network of providers
- May get the services of a behavioral health or long-term services and supports (LTSS) **Community Partner** (see page 4)
- Choose a PCP in the MCO, or one will be assigned to you
- Can change your PCP at any time within the MCO
- Will have a **Plan Selection Period** and a **Fixed Enrollment Period** every year



Key Terms

Network

A group of doctors, hospitals, and other health care providers that a health plan contracts with to provide medical care to you.

Community Partners

Community Partners are community-based experts that can work with you and your health plan to get and arrange behavioral health and (LTSS) services.

(See page 4 for more information.)

Plan Selection Period

The time of year when you CAN change your health plan.

(See page 31 for more information.)

Fixed Enrollment Period

The time of year when you CANNOT change your health plan, except for certain reasons.

(See page 31 for more information.)



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MORE INFORMATION

Primary Care Clinician (PCC) Plan

In the PCC Plan, primary care providers are called primary care clinicians (PCCs). The MassHealth network of PCCs, specialists, and hospitals delivers services. The Massachusetts Behavioral Health Partnership (MBHP) provides behavioral health services.

Please note: PCPs who are part of an ACO will not be available as PCCs in the PCC Plan.

In the PCC Plan, you

- Choose a PCC from the MassHealth list, or one will be assigned to you
- Can change your PCC at any time
- Can change from the PCC Plan to an ACO or MCO at any time

Please note that Community Partners are not generally available in the PCC Plan, and care may not be as coordinated as it is in the ACO or MCO plans.

Community Partners

If you have a high need for behavioral health or long-term services and supports (LTSS), ACOs and MCOs are now able to help more by providing you with support from a Community Partner. Community Partners are community-based experts who can work with you and your health plan to get and arrange behavioral health and LTSS services.



Choosing a Primary Care Provider

It is important to choose a primary care provider (PCP) for you or your family.

Your PCP helps you get the care you need. PCPs provide a wide range of health care services, such as

- Yearly checkups
- Vaccinations
- Sick visits
- Health screenings

Getting to Know Your PCP

Your PCP gets to know you and your health history, habits, and goals. Your PCP

- Provides treatment
- Helps you manage health issues like asthma, obesity, diabetes, and high blood pressure
- Refers you to a specialist when needed

Changing Your PCP

You can change from one PCP to another within your health plan at any time and for any reason.

ACOs and MCOs

To change your PCP, call your health plan's customer service department. Their phone number is on the back of your health plan's member ID card.

PCC Plan

If you are a PCC Plan member and you would like to change your PCP, call us at 1-800-841-2900 (TTY: 1-800-497-4648).



Which Providers Can You See?

Your choice of PCP and the network of providers you can see depends on which health plan you choose. Below is a description of the providers you can see based on your health plan choices. PCPs that are in the networks of ACOs (Accountable Care Partnership Plans and Primary Care ACOs) are generally not available in MCOs or in the PCC Plan. These PCPs are generally only available in their ACOs.

Accountable Care Partnership Plans



PCPs

You have to choose a PCP within the Accountable Care Partnership Plan's network.



Medical Services and Behavioral Health Services

You will receive medical AND behavioral health services from providers in the Accountable Care Partnership Plan's network.

There are 13 ACO Partnership Plans. See pages 7-23.

Managed Care Organizations



PCPs

You have to choose a PCP within the MCO's network.



Medical Services and Behavioral Health Services

You will receive medical AND behavioral health services from providers in the MCO's network.

There are 2 MCO Plans. See pages 27-28.

Primary Care ACOs



PCPs

You have to choose a PCP within the Primary Care ACO's network.



Medical Services

You will receive medical services from providers in the MassHealth network.



Behavioral Health Services

You will receive your behavioral health services from the Massachusetts Behavioral Health Partnership (MBHP) network.

There are 3 Primary Care ACO Plans. See pages 24-26.

Primary Care Clinician Plan



PCPs

You have to choose a PCP within the PCC Plan network.



Medical Services

You will receive medical services from providers in the MassHealth network.



Behavioral Health Services

You will receive your behavioral health services from the Massachusetts Behavioral Health Partnership (MBHP) network.

There is 1 Primary Care Clinician Plan. See page 29.



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MORE INFORMATION



Compare Health Plans

Compare Available Health Plans

There are many health plan options to choose from. Each health plan has a different list of doctors, behavioral health providers, and hospitals. The following pages provide a summary of each of the health plans available to help you choose the one that is right for you.

Go online to www.MassHealthChoices.com to use our new tool to search for providers and to compare plans.

Finding a Health Plan in Your Service Area

Each of the health plans covers a set of service areas. You may choose a health plan only if it is available in your service area.

Service areas are regional groups of cities and towns where a health plan accepts members. When you select a plan in your service area, you will use providers within your plan's network.

Compare Online

Choosing a plan and a primary care provider is simple when you use our online tool. www.MassHealthChoices.com allows you to search a complete list of primary care providers and compare health plans side by side based on what is important to you or your family.

At www.MassHealthChoices.com you can use the *Learn*, *Compare*, and *Enroll* tabs to

Learn about important MassHealth information.

Compare

- Health plan options in your area
- Primary care providers that participate in your health plan options

Enroll in the plan that best meets your needs

Visit www.MassHealthChoices.com today!



Find your service area...Find your health plan.

To find your service area, go to page 36. Find the town you live in and use its service area to find the health plans available to you on the following pages.

Remember, you can only choose a health plan in your service area.

Accountable Care Partnership Plans



Accountable Care Partnership Plans

- BMC HealthNet Plan Community Alliance (page 7)
- BMC HealthNet Plan Mercy Alliance (page 8)
- BMC HealthNet Plan Signature Alliance (page 8)
- BMC HealthNet Plan Southcoast Alliance (page 9)

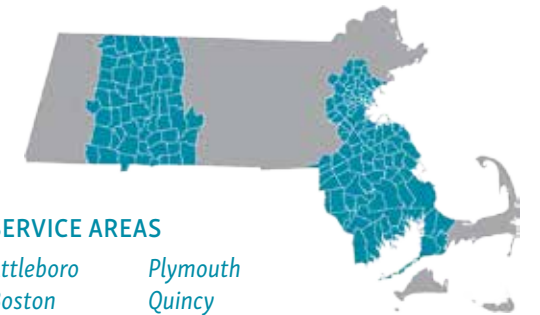


Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call 1-888-217-3501.

BMC HealthNet Plan Community Alliance

Boston Accountable Care Organization in partnership with BMC HealthNet Plan



SERVICE AREAS

- | | |
|-------------|-------------|
| Attleboro | Plymouth |
| Boston | Quincy |
| Brockton | Revere |
| Fall River | Somerville |
| Falmouth | Springfield |
| Greenfield | Taunton |
| Holyoke | Waltham |
| Lynn | Wareham |
| Malden | Westfield |
| New Bedford | Woburn |
| Northampton | |



Find your town and its service area on page 36.

We make it our mission to know you because for us, it's personal. We gather a complete picture of your health—your goals, daily life, and the community where you live—to provide the right care at the right time. Because working together is smarter.

Special Programs and Extra Benefits

- Healthy cooking & nutrition classes
- Fruit and vegetable vouchers
- Free car seats & booster seats
- Free kids' bike helmets
- Free dental kits
- Mobile ID card
- Fitness reimbursements

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.bmchp.org/community
Customer Service: 1-888-566-0010
Behavioral Health: 1-888-217-3501



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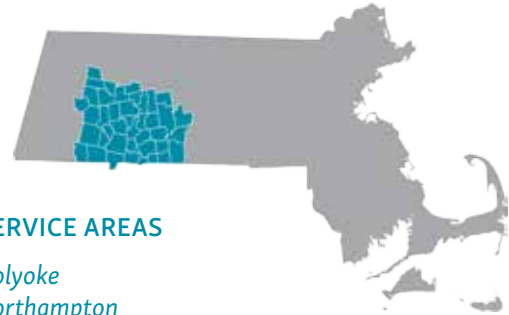
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MORE INFORMATION

**BMC HealthNet Plan
Mercy Alliance**

Mercy Medical Center in partnership with
BMC HealthNet Plan



SERVICE AREAS

Holyoke
Northampton
Springfield
Westfield

Find your town and its
service area on page 36.



BMC HealthNet Plan is teaming up with Mercy Medical Center to help make Springfield healthier. We do this by talking more, planning better, and including you in the conversation. When it comes to your health, we work together for a reason.

Special Programs and Extra Benefits

- Weight management programs
- Mobile health screening van
- Fruit & vegetable vouchers
- Free car seats & booster seats
- Free kids' bike helmets
- Mobile ID card
- Fitness reimbursements

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

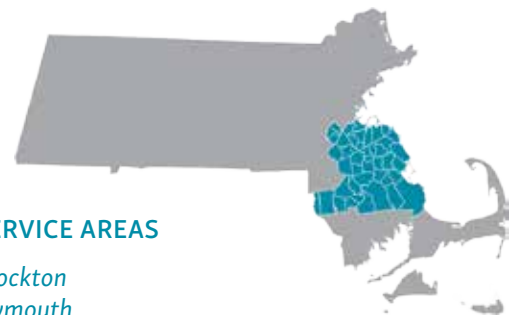
www.bmchp.org/mercy

Customer Service: 1-888-566-0010

Behavioral Health: 1-888-217-3501

**BMC HealthNet Plan
Signature Alliance**

Signature Healthcare in partnership with
BMC HealthNet Plan



SERVICE AREAS

Brockton
Plymouth
Quincy
Taunton

Find your town and its
service area on page 36.



BMC HealthNet Plan is partnering with Signature Healthcare to help make our community healthier. We do this through regular communication, smarter planning, and including you in the conversation. Because working together benefits you, our patient.

Special Programs and Extra Benefits

- Parenting & family classes
- Free Zumba & yoga classes
- Nutrition education & fresh produce vouchers
- Free car seats & booster seats
- Fitness reimbursements
- Free kids' bike helmets
- Free dental kits

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

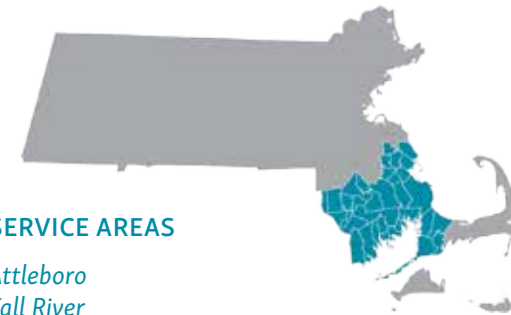
www.bmchp.org/signature

Customer Service: 1-888-566-0010

Behavioral Health: 1-888-217-3501

**BMC HealthNet Plan
Southcoast Alliance**

Southcoast Health in partnership with
BMC HealthNet Plan



SERVICE AREAS

Attleboro
Fall River
Falmouth
New Bedford
Plymouth
Taunton
Wareham

Find your town and its
service area on page 36.



In our fresh approach to health care, you take center stage. BMC HealthNet Plan helps you get the right care at the right time—we listen more, plan better, and include you every step of the way. Because working together for your health just makes sense.

Special Programs and Extra Benefits

- Access to our Baby Café
- Mobile health screening van
- Walking programs & yoga classes
- Nutrition education
- Fruit & vegetable vouchers
- Free car seats & booster seats
- Fitness reimbursements

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.bmchp.org/southcoast

Customer Service: 1-888-566-0010

Behavioral Health: 1-888-217-3501

Accountable Care Partnership Plans



Hospitals

All BMC HealthNet Plan's Accountable Care Partnership Plans and the BMC HealthNet Plan include the following hospitals in their network:

Hospital Name	City
Addison Gilbert Hospital (Northeast Hospital Corp)	Gloucester
Anna Jacques Hospital	Newburyport
Athol Memorial Hospital	Athol
Baystate Franklin Medical Center	Greenfield
Baystate Mary Lane Hospital	Ware
Baystate Medical Center - Springfield	Springfield
Baystate Noble Hospital	Westfield
BayState Wing Hospital	Palmer
Beth Israel Deaconess Hospital - Milton	Milton
Beth Israel Deaconess Hospital - Needham	Needham
Beth Israel Deaconess Hospital - Plymouth	Plymouth
Beth Israel Deaconess Medical Center	Boston
Beverly Hospital (Northeast Hospital Corp)	Beverly
Boston Medical Center	Boston
Brockton Hospital (Signature Healthcare)	Brockton
Cambridge Hospital (CHA)	Cambridge
Cape Cod Hospital	Hyannis
Carney Hospital (Steward Health Care)	Boston

Hospital Name	City
Charlton Memorial Hospital (Southcoast Hospital Group)	Fall River
Cooley Dickinson Hospital	Northampton
Emerson Hospital	Concord
Everett Hospital (CHA)	Everett
Falmouth Hospital	Falmouth
Good Samaritan Medical Center (Steward Health Care)	Brockton
Harrington Memorial Hospital	Southbridge
Heywood Memorial Hospital	Gardner
Holy Family Hospital (Steward Health Care)	Methuen
Holyoke Medical Center	Holyoke
Lawrence General Hospital	Lawrence
Lawrence Memorial Hospital (Hallmark Health System)	Medford
Martha's Vineyard Hospital (Partners HealthCare)	Oak Bluffs
Massachusetts Eye & Ear Infirmary	Boston
Melrose Wakefield Hospital (Hallmark Health System)	Melrose
Mercy Hospital	Springfield
Merrimack Valley Hospital (Steward Health Care)	Haverhill
MetroWest Medical Center - Framingham	Framingham
MetroWest Medical Center - Natick	Natick
Morton Hospital (Steward Health Care)	Taunton
Mount Auburn Hospital	Cambridge
Nantucket Cottage Hospital (Partners HealthCare)	Nantucket

Accountable Care Partnership Plans

Hospital Name	City
Nashoba Valley Medical Center (Steward Health Care)	Ayer
North Shore Medical Center (Partners HealthCare)	Salem
North Shore Medical Center Union Hospital (Partners HealthCare)	Lynn
Norwood Hospital (Steward Health Care)	Norwood
Saint Anne's Hospital (Steward Health Care)	Fall River
Saint Elizabeth's Medical Center (Steward Health Care)	Brighton
Saint Luke's Hospital (Southcoast Hospital Group)	New Bedford
Saint Vincent Hospital	Worcester
Shriners Hospital for Children - Springfield	Springfield
Shriners Hospital for Children - Boston	Boston
Somerville Hospital (CHA)	Somerville
South Shore Hospital	South Weymouth
Southwestern Vermont Medical Center	Bennington, VT
Sturdy Memorial Hospital	Attleboro
Tobey Hospital (Southcoast Hospital Group)	Wareham
Tufts Medical Center	Boston
Winchester Hospital	Winchester

The hospital list is subject to change, and the hospitals may have service limits. Please check with the plan for specific questions about network hospitals.



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MORE INFORMATION



Accountable Care Partnership Plans

- Berkshire Fallon Health Collaborative (page 12)
- Fallon 365 Care (page 13)
- Wellforce Care Plan (page 13)



Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call

- 1-888-877-7184 (Berkshire Fallon Health Collaborative)
- 1-888-877-7182 (Fallon 365 Care)
- 1-888-877-7183 (Wellforce Care Plan)

Berkshire Fallon Health Collaborative

Health Collaborative of the Berkshires in partnership with Fallon Health



SERVICE AREAS

Adams
Pittsfield

Find your town and its service area on page 36.

<p>John Sample ID: 0000000000000000 RX: [Y/N] DB: [Y/N]</p> <p>COPAYS PCP office visit \$0 Physical exam \$0 Specialist office \$0 Emergency room \$0 Same-day surgery \$0 Inpatient \$0 Prescription \$1/3.65</p> <p>MassHealth ID:</p>	<p>Berkshire Fallon Health Collaborative</p>
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The Berkshire Fallon Health Collaborative (BFHC) is a partnership between Fallon Health, Berkshire Health Systems and Community Health Programs. BFHC is committed to providing our members with the right care at the right time, in the right place.

Special Programs and Extra Benefits

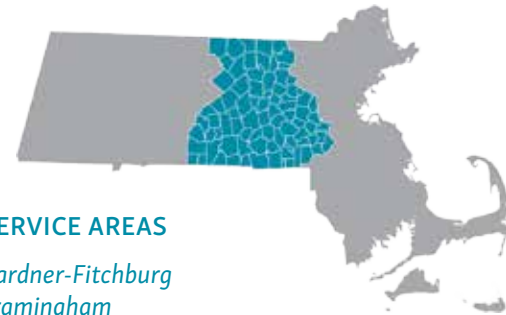
- Quit to Win—quit smoking program
- Oh Baby—baby wellness
- Pharmacy discount
- Healthwise Knowledgebase—health encyclopedia
- Mobile ID card app

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.fallonhealth.org/Berkshires
Customer Service: 1-855-203-4660
Behavioral Health: 1-888-877-7184

Fallon 365 Care

Reliant Medical Group in partnership with Fallon Health



SERVICE AREAS

Gardner-Fitchburg
Framingham
Southbridge
Worcester

Find your town and its service area on page 36.

<p>John Sample ID: 0000000000000000 RX: [Y/N] DB: [Y/N]</p> <p>COPAYS PCP office visit \$0 Physical exam \$0 Specialist office \$0 Emergency room \$0 Same-day surgery \$0 Inpatient \$0 Prescription \$1/3.65</p> <p>MassHealth ID:</p>	<p>Fallon 365 Care</p>
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With a goal of delivering high quality care and a history of innovation, Fallon 365 Care is committed to improving the lives of the members and patients we serve in our community.

Special Programs and Extra Benefits

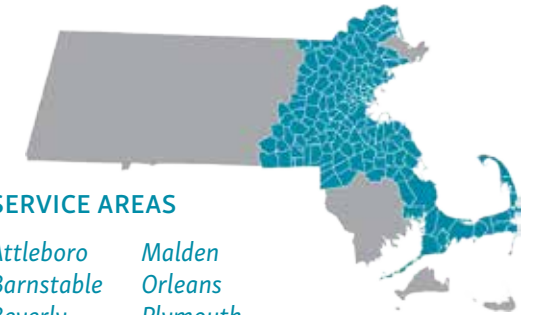
- Quit to Win—quit smoking program
- Oh Baby—baby wellness
- Pharmacy discount
- Healthwise Knowledgebase—health encyclopedia
- Mobile ID card app

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.fallonhealth.org/365care
Customer Service: 1-855-508-3390
Behavioral Health: 1-888-877-7182

Wellforce Care Plan

Wellforce in partnership with Fallon Health



SERVICE AREAS

Attleboro
Barnstable
Beverly
Boston
Brockton
Falmouth
Framingham
Haverhill
Lawrence
Lowell
Lynn

Malden
Orleans
Plymouth
Quincy
Revere
Salem
Somerville
Waltham
Wareham
Woburn

Find your town and its service area on page 36.

<p>John Sample ID: 0000000000000000 RX: [Y/N] DB: [Y/N]</p> <p>COPAYS PCP office visit \$0 Physical exam \$0 Specialist office \$0 Emergency room \$0 Same-day surgery \$0 Inpatient \$0 Prescription \$1/3.65</p> <p>MassHealth ID:</p>	<p>wellforce Care Plan</p>
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Wellforce Care Plan works to improve your health and provide a positive experience. We have high quality providers, including primary care doctors, specialists, community and academic hospitals, a hospital for children, and a large community health center.

Special Programs and Extra Benefits

- Quit to Win—quit smoking program
- Oh Baby—baby wellness
- Pharmacy discount
- Healthwise Knowledgebase—health encyclopedia
- Mobile ID card app

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.fallonhealth.org/wellforce
Customer Service: 1-855-508-4715
Behavioral Health: 1-888-877-7183



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MORE INFORMATION

Accountable Care Partnership Plans



Hospitals

Fallon Health's Accountable Care Partnership Plans include the following hospitals in their network:

Hospital Name	City
Berkshire Medical Center - North Adams	North Adams
Berkshire Medical Center - Pittsfield	Pittsfield
Beth Israel Deaconess Hospital - Milton	Milton
Beth Israel Deaconess Hospital - Plymouth	Plymouth
Brockton Hospital (Signature Healthcare)	Brockton
Fairview Hospital	Great Barrington
Harrington Memorial Hospital	Southbridge
Lawrence Memorial Hospital (Hallmark Health Systems)	Medford
Lowell General Hospital	Lowell
Lowell General Hospital Saints Campus	Lowell
Massachusetts Eye & Ear Infirmary	Boston
Melrose Wakefield Hospital (Hallmark Health Systems)	Melrose
MetroWest Medical Center - Framingham	Framingham
MetroWest Medical Center - Natick	Natick
Norwood Hospital (Steward Health Care)	Norwood
Saint Vincent Hospital	Worcester

Hospital Name	City
South Shore Medical Center	Norwell
South Shore Hospital	South Weymouth
Tufts Medical Center	Boston
Winchester Hospital	Winchester

The hospital list is subject to change, and the hospitals may have service limits. Please check with the plan for specific questions about network hospitals.

Accountable Care Partnership Plans



Accountable Care Partnership Plan

- Be Healthy Partnership

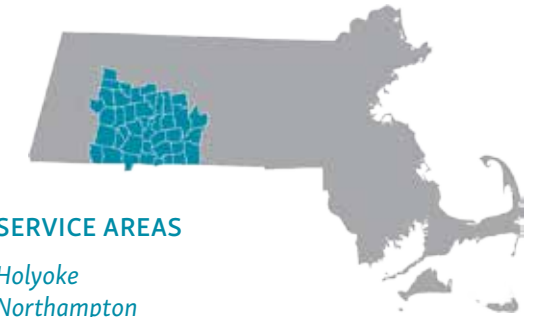


Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call 1-800-495-0086.

Be Healthy Partnership

Baystate Health Care Alliance in partnership with Health New England



SERVICE AREAS

Holyoke
Northampton
Springfield
Westfield

Find your town and its service area on page 36.



In the Be Healthy Partnership Plan you get the support of caring professionals who live and work in your community. Our goal is to be your health care partner and our focus is on you and your family's overall well-being, making sure that you receive high quality medical and behavioral health care. The Partnership's Community Health Centers are Caring Health Center, Mason Square Health Center, Brightwood Health Center, High Street Adult Health Center, and High Street Pediatric Health Center.

Special Programs and Extra Benefits

- Bee Healthy Babies Program
- Wellness & healthy cooking programs
- Free dental kit
- Free kids' bike helmets
- Free booster or car seats
- Money back for wellness

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.behealthypartnership.org
Customer Service: 1-800-786-9999
Behavioral Health: 1-800-495-0086



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MORE INFORMATION

Accountable Care Partnership Plans



Hospitals

Health New England's Accountable Care Partnership Plan includes the following hospitals in its network:

Hospital Name	City
Baystate Franklin Medical Center	Greenfield
Baystate Mary Lane Hospital	Ware
Baystate Medical Center - Greenfield	Greenfield
Baystate Medical Center - Springfield	Springfield
Baystate Medical Center - Ware	Ware
Baystate Noble Hospital	Westfield
Baystate Wing Hospital	Palmer
Baystate Wing Hospital	Three Rivers
Berkshire Medical Center	Pittsfield
Cooley Dickinson Hospital	Northampton
Fairview Hospital	Great Barrington
Holyoke Medical Center	Holyoke
Mercy Medical Center	Springfield

The hospital list is subject to change, and the hospitals may have service limits. Please check with the plan for specific questions about network hospitals.

Accountable Care Partnership Plans



Accountable Care Partnership Plan

- My Care Family



Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call 1-800-414-2820.

My Care Family

Merrimack Valley ACO in partnership with Neighborhood Health Plan



SERVICE AREAS

Haverhill
Lawrence
Lowell

Find your town and its service area on page 36.



My Care Family surrounds you with a family of culturally sensitive, high quality community providers you know and trust. Conveniently located, Greater Lawrence Family Health Center and Lawrence General Hospital have partnered with Neighborhood Health Plan and local social and health service organizations to offer a new MassHealth plan to better meet all your health care and well-being needs.

Special Programs and Extra Benefits

- Online supports
- Over-the-counter drug coverage
- Childbirth & parenting programs
- Fitness membership reimbursement
- Child care & safety products
- Tobacco cessation program
- Pharmacy discounts
- Access 90 prescriptions

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.mycarefamily.org

Customer Service: 1-800-462-5449

Behavioral Health: 1-800-414-2820



Accountable Care Partnership Plans



Hospitals

Neighborhood Health Plan's Accountable Care Partnership Plan includes the following hospitals in its network:

Hospital Name	City
Addison Gilbert Hospital (Northeast Hospital Corp)	Gloucester
Anna Jacques Hospital	Newburyport
Athol Memorial Hospital	Athol
Baystate Mary Lane Hospital	Ware
Baystate Noble Hospital	Westfield
Baystate Wing Memorial Hospital	Palmer
Berkshire Medical Center	Pittsfield
Beth Israel Deaconess Hospital - Milton	Milton
Beth Israel Deaconess Hospital - Needham	Needham
Beth Israel Deaconess Hospital - Plymouth	Plymouth
Beth Israel Deaconess Medical Center	Boston
Beverly Hospital (Northeast Hospital Corp)	Beverly
Boston Medical Center	Boston
Brigham and Women's Faulkner Hospital	Boston
Brigham and Women's Hospital	Boston
Brockton Hospital (Signature Healthcare)	Brockton
Burbank Hospital (Healthalliance)	Fitchburg
Cambridge Hospital (CHA)	Cambridge
Cape Cod Hospital	Hyannis
Carney Hospital (Steward Health Care)	Boston

Hospital Name	City
Charlton Memorial Hospital (Southcoast Hospital Group)	Fall River
Children's Hospital - Boston	Boston
Children's Hospital - Lexington	Lexington
Children's Hospital - Peabody	Peabody
Children's Hospital - Waltham	Waltham
Clinton Hospital	Clinton
Dana Farber Cancer Institute	Boston
Emerson Hospital	Concord
Everett Hospital (CHA)	Everett
Fairview Hospital	Great Barrington
Falmouth Hospital	Falmouth
Good Samaritan Medical Center (Steward Health Care)	Brockton
Harrington Memorial Hospital	Southbridge
Heywood Memorial Hospital	Gardner
Holy Family Hospital (Steward Health Care)	Haverhill
Holy Family Hospital (Steward Health Care)	Methuen
Holyoke Medical Center	Holyoke
Lahey Clinic Hospital	Burlington
Lawrence General Hospital	Lawrence
Lawrence Memorial Hospital (Hallmark Health System)	Medford
Lowell General Hospital	Lowell
Lowell General Hospital Saints Campus	Lowell
Marlborough Hospital	Marlborough
Martha's Vineyard Hospital (Partners Healthcare)	Oak Bluffs
Massachusetts Eye & Ear Infirmary	Boston
Massachusetts General Hospital	Boston
Melrose Wakefield Hospital (Hallmark Health)	Melrose
Mercy Medical Center	Springfield

Accountable Care Partnership Plans

Hospital Name	City
Metrowest Medical Center - Framingham	Framingham
Metrowest Medical Center - Natick	Natick
Milford Regional Medical Center	Milford
Morton Hospital (Steward Health Care)	Taunton
Mount Auburn Hospital	Cambridge
Nantucket Cottage Hospital (Partners Healthcare)	Nantucket
Nashoba Valley Medical Center (Steward Health Care)	Ayer
New England Baptist Hospital	Boston
Newton-Wellesley Hospital	Newton Falls
North Shore Medical Center - Salem (Partners Healthcare)	Salem
North Shore Medical Center - Union (Partners Healthcare)	Lynn
Norwood Hospital (Steward Health Care)	Norwood
Quincy Medical Center Emergency Services	Quincy
Saint Anne's Hospital (Steward Health Care)	Fall River
Saint Elizabeth's Medical Center (Steward Health Care)	Brighton
Saint Luke's Hospital (Southcoast Hospital Group)	New Bedford
Saint Vincent Hospital	Worcester
Somerville Hospital (CHA)	Somerville
South Shore Hospital	South Weymouth
Sturdy Memorial Hospital	Attleboro

Hospital Name	City
Tobey Hospital (Southcoast Hospital Group)	Wareham
Tufts Medical Center	Boston
UMass Memorial Medical Center - University Campus	Worcester
UMass Memorial Medical Center - Hahnemann Campus	Worcester
Winchester Hospital	Winchester

The hospital list is subject to change, and the hospitals may have service limits. Please check with the plan for specific questions about network hospitals.



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MORE INFORMATION



Accountable Care Partnership Plans

- Tufts Health Together with Atrius Health (page 20)
- Tufts Health Together with BIDCO (page 21)
- Tufts Health Together with Boston Children's ACO (page 21)
- Tufts Health Together with CHA (page 22)

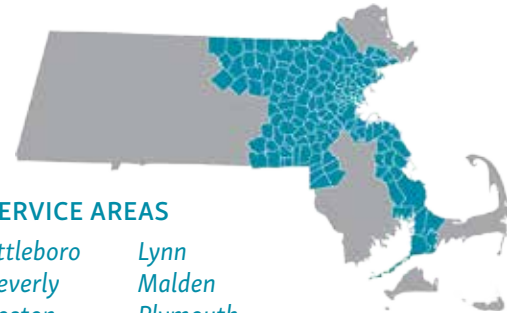


Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call 1-888-257-1985

Tufts Health Together with Atrius Health

Atrius Health in partnership with Tufts Health Plan (THP)



SERVICE AREAS

- Attleboro
- Beverly
- Boston
- Brockton
- Falmouth
- Framingham
- Gardner-Fitchburg
- Lawrence
- Lowell
- Lynn
- Malden
- Plymouth
- Quincy
- Revere
- Salem
- Somerville
- Waltham
- Wareham
- Woburn



Find your town and its service area on page 36.

The vision of the Tufts Health Together with Atrius Health plan is to improve the health and wellness of our MassHealth members. We are committed to providing high quality care with kindness and compassion, and we value diversity in our employees and our members.

Special Programs and Extra Benefits

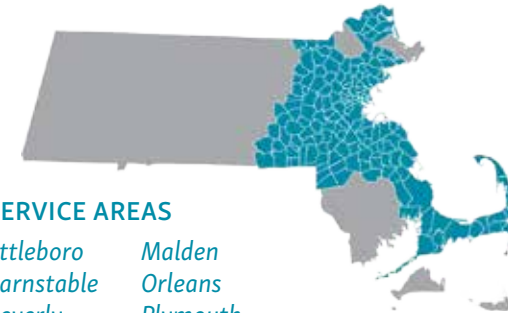
- Health coaching
- Pregnancy programs
- Specialized care coordination programs
- Pharmacy discount
- Fitness reimbursements
- Gift card toward car seats & booster seats
- Yearly checkup rewards

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.TuftsHealthTogether.com/AtriusHealth
 Customer Service: 1-888-257-1985
 Behavioral Health: 1-888-257-1985

Tufts Health Together with BIDCO

Beth Israel Deaconess Care Organization (BIDCO) in partnership with Tufts Health Plan (THP)



SERVICE AREAS

- Attleboro
- Barnstable
- Beverly
- Boston
- Brockton
- Falmouth
- Framingham
- Haverhill
- Lowell
- Lynn
- Malden
- Orleans
- Plymouth
- Quincy
- Revere
- Salem
- Somerville
- Waltham
- Wareham
- Woburn



Find your town and its service area on page 36.

Tufts Health Plan and BIDCO work together to provide the best care possible to all members. We offer person-centered and culturally sensitive services to improve members' health while promoting healthy lifestyles and behavioral changes.

Special Programs and Extra Benefits

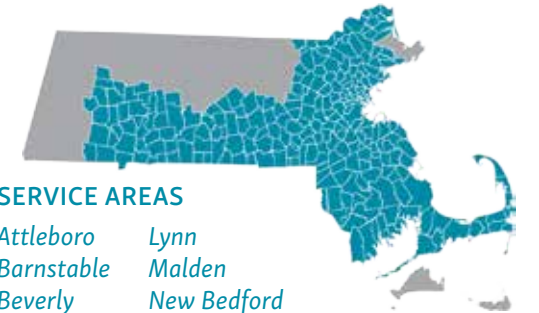
- Health coaching
- Pregnancy programs
- Nutrition counseling program
- Group support programs
- Stress management
- Pharmacy discount
- Fitness reimbursements
- Gift card toward car seats & booster seats
- Yearly checkup rewards

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.TuftsHealthTogether.com/BIDCO
 Customer Service: 1-888-257-1985
 Behavioral Health: 1-888-257-1985

Tufts Health Together with Boston Children's ACO

Boston Children's ACO in partnership with Tufts Health Plan (THP)



SERVICE AREAS

- Attleboro
- Barnstable
- Beverly
- Boston
- Brockton
- Fall River
- Falmouth
- Framingham
- Haverhill
- Holyoke
- Lawrence
- Lowell
- Lynn
- Malden
- New Bedford
- Northampton
- Orleans
- Plymouth
- Quincy
- Revere
- Salem
- Somerville
- Southbridge
- Springfield
- Taunton
- Westfield
- Waltham
- Woburn
- Wareham
- Worcester



Find your town and its service area on page 36.

Tufts Health Plan and Boston Children's ACO share the mission of improving children's health and well-being. Our inclusive approach focuses on the preventive care and treatments that have long-term health benefits for our pediatric members.

Special Programs and Extra Benefits

- Health coaching
- Community-based asthma program
- Pharmacy discount
- Fitness reimbursements
- Gift card toward car seats & booster seats
- Yearly checkup rewards

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.TuftsHealthTogether.com/BCACO
 Customer Service: 1-888-257-1985
 Behavioral Health: 1-888-257-1985

Accountable Care Partnership Plans

Tufts Health Together with CHA

Cambridge Health Alliance (CHA)
in partnership with Tufts Health Plan (THP)



SERVICE AREAS

- Boston
- Lynn
- Malden
- Revere
- Somerville
- Waltham
- Woburn

Find your town and its service area on page 36.



Tufts Health Together with CHA provides person-centered, coordinated health care to help you feel your best. We embrace diversity, speak many languages, respect culture, and believe everyone deserves to be treated with dignity.

Special Programs and Extra Benefits

- Health coaching
- Pregnancy programs
- Team-based care
- Pharmacy discount
- Fitness reimbursements
- Gift card toward car seats & booster seats
- Yearly checkup rewards

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.TuftsHealthTogether.com/CHA
Customer Service: 1- 888-257-1985
Behavioral Health: 1-888-257-1985



Hospitals

All Tufts Health Plan's Accountable Care Partnership Plans and Tufts Health Together include the following hospitals in their network:

Hospital Name	City
Addison Gilbert Hospital (Northeast Hospital Corp)	Gloucester
Anna Jacques Hospital	Newburyport
Athol Memorial Hospital	Athol
Baystate Noble Hospital	Westfield
Baystate Wing Hospital	Palmer
Berkshire Medical Center	Pittsfield
Beth Israel Deaconess Hospital - Milton	Milton
Beth Israel Deaconess Hospital - Needham	Needham
Beth Israel Deaconess Hospital - Plymouth	Plymouth
Beth Israel Deaconess Medical Center	Boston
Beverly Hospital (Northeast Hospital Corp)	Beverly
Boston Medical Center	Boston
Brockton Hospital (Signature Healthcare)	Brockton
Cambridge Hospital (CHA)	Cambridge
Cape Cod Hospital	Hyannis
Carney Hospital (Steward Health Care)	Boston
Charlton Memorial Hospital (Southcoast Hospital Group)	Fall River
Children's Hospital - Boston	Boston
Cooley Dickinson Hospital	Northampton
Dana Farber Cancer Institute	Boston
Emerson Hospital	Concord
Everett Hospital (CHA)	Everett

Accountable Care Partnership Plans

Hospital Name	City
Fairview Hospital	Great Barrington
Falmouth Hospital	Falmouth
Good Samaritan Medical Center (Steward Health Care)	Brockton
Harrington Memorial Hospital	Southbridge
Heywood Memorial Hospital	Gardner
Holy Family Hospital (Steward Health Care)	Methuen
Holyoke Medical Center	Holyoke
Lahey Clinic Hospital - Burlington	Burlington
Lahey Clinic Hospital - Lexington	Lexington
Lahey Clinic Hospital - Northshore	Peabody
Lawrence General Hospital	Lawrence
Lawrence Memorial Hospital (Hallmark Health System)	Medford
Lowell General Hospital	Lowell
Lowell General Hospital Saints Campus	Lowell
Massachusetts Eye & Ear Infirmary	Boston
Melrose Wakefield Hospital (Hallmark Health System)	Melrose
Mercy Hospital	Springfield
Merrimack Valley Hospital (Steward Health Care)	Haverhill
MetroWest Medical Center - Natick	Natick
Milford Regional Medical Center	Milford
Morton Hospital (Steward Health Care)	Taunton
Mount Auburn Hospital	Cambridge
Nashoba Valley Medical Center (Steward Health Care)	Ayer
New England Baptist Hospital	Boston
Newton Wellesley Hospital (OB/GYN Only, Atrius Health Only)	Newton

Hospital Name	City
Norwood Hospital (Steward Health Care)	Norwood
Saint Anne's Hospital (Steward Health Care)	Fall River
Saint Elizabeth's Medical Center (Steward Health Care)	Brighton
Saint Luke's Hospital (Southcoast Hospital Group)	New Bedford
Saint Vincent Hospital	Worcester
Shriners' Hospital for Children - Boston	Boston
Shriners' Hospital for Children - Springfield	Springfield
Somerville Hospital (CHA)	Somerville
South Shore Hospital	South Weymouth
Sturdy Memorial Hospital	Attleboro
Tobey Hospital (Southcoast Hospital Group)	Wareham
Tufts Medical Center	Boston
Winchester Hospital	Winchester

The hospital list is subject to change, and the hospitals may have service limits. Please check with the plan for specific questions about network hospitals.

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Primary Care ACO Plan

- Community Care Cooperative (C3)

Please Note: *Service Areas*

To enroll in a Primary Care ACO, you will need to also select a PCP in that ACO's network. PCPs may not be available in all service areas.



Behavioral Health Services

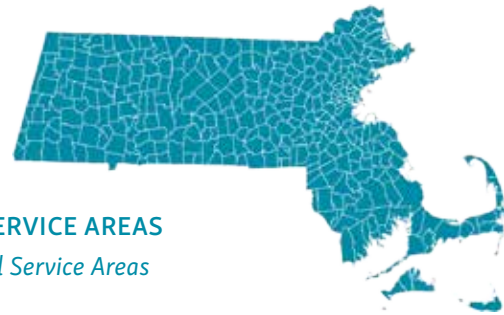
Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at 1-800-495-0086 or visit www.masspartnership.com.



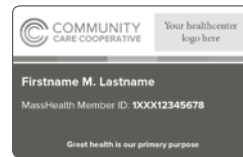
Hospitals

Community Care Cooperative's Primary Care ACO Plan uses the MassHealth network of hospitals. Please go to www.mass.gov/masshealth for a list of hospitals.

Community Care Cooperative (C3)



SERVICE AREAS
All Service Areas



Community Care Cooperative (C3) members get primary care at a community health center and have access to the most MassHealth specialists and hospitals. See our website for a list of our health centers: www.C3aco.org.

Special Programs and Extra Benefits

- Welcoming Care—care in your language and culture
- Care Navigation—from health screenings to specialty care
- Care 365—help with social needs like rent and transportation
- Nurse advice line
- Just You and Your Provider—no insurance company between you and your provider

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.C3aco.org
Customer Service: 1-866-676-9226



Primary Care ACO Plan

- Partners HealthCare Choice

Please Note: *Service Areas*

To enroll in a Primary Care ACO, you will need to also select a PCP in that ACO's network. PCPs may not be available in all service areas.



Behavioral Health

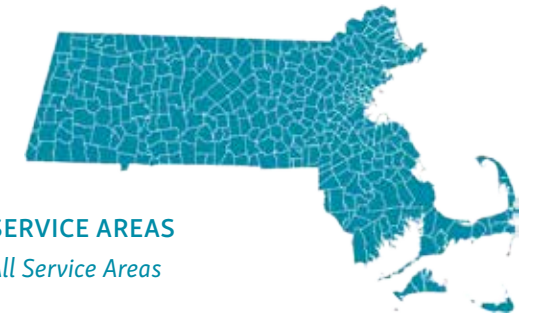
Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at 1-800-495-0086 or visit www.masspartnership.com.



Hospitals

Partners HealthCare's Primary Care ACO Plan uses the MassHealth network of hospitals. Please go to www.mass.gov/masshealth for a list of hospitals.

Partners HealthCare Choice



SERVICE AREAS
All Service Areas



Partners HealthCare Choice helps doctors work with members to improve care. Partners' doctors, hospitals, and other health care providers come together to provide coordinated, high quality care to you as a member.

Special Programs and Extra Benefits

- Team-based care
- Smoking cessation support
- Diabetes management & education
- Weight loss support
- Customized educational videos
- Educational handouts
- Shared decision making tools
- Patient portal support

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.partners.org/for-patients/ACO/Partners-HealthCare-Choice-Medicaid.aspx
Customer Service: 1-800-231-2722



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MORE INFORMATION

Primary Care ACO Plans

STEWARD HEALTH CHOICE

Primary Care ACO Plan

- Steward Health Choice

Please Note: Service Areas

To enroll in a Primary Care ACO, you will need to also select a PCP in that ACO's network. PCPs may not be available in all service areas.



Behavioral Health Services

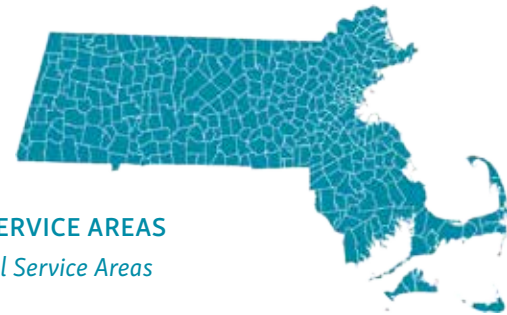
Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at 1-800-495-0086 or visit www.masspartnership.com.



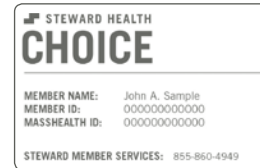
Hospitals

Steward Health Choice's Primary Care ACO Plan uses the MassHealth network of hospitals. Please go to www.mass.gov/masshealth for a list of hospitals.

Steward Health Choice



SERVICE AREAS
All Service Areas



Steward Health Choice's doctors, nurses, hospitals, and health care professionals work as a team to provide you high quality care in your community. Our goal is to keep you healthy, and we are here for you if you get sick. We offer programs and services to support your care needs.

Special Programs and Extra Benefits

- Steward Healthy Rewards—Earn gift cards & other rewards for completing healthcare activities.
- Wellness activities
- Health coaches
- Childbirth classes
- Bike helmets
- Caregiver support

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.stewardhealthchoice.org
Customer Service: 1-855-860-4949

Managed Care Organizations

BOSTON MEDICAL CENTER HEALTHNet PLAN

Managed Care Organization

- BMC HealthNet Plan



Behavioral Health Services

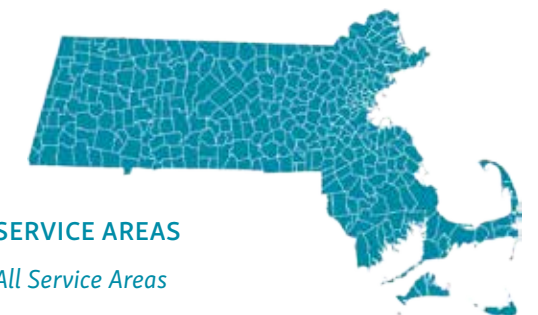
Members can get a full range of mental health and substance use services. For more information, call 1-888-217-3501



Hospitals

Please see page 10 for a list of hospitals included in BMC HealthNet Plan's network.

BMC HealthNet Plan



SERVICE AREAS
All Service Areas



Healthy is easier when you have a community to back you up. That's why BMC HealthNet Plan gets to know you and your family's needs. We connect you to care and local resources, supporting you on your road to healthy.

Special Programs and Extra Benefits

- Health text messaging
- Incentives for pregnant women & new moms
- Lifestyle & wellness programs
- Free car seats & booster seats
- Fitness reimbursement
- Free kids' bike helmets
- Free dental kit

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.bmchp.org
Customer Service: 1-888-566-0010
Behavioral Health: 1-888-217-3501



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MORE INFORMATION



Managed Care Organization

- Tufts Health Together



Behavioral Health Services

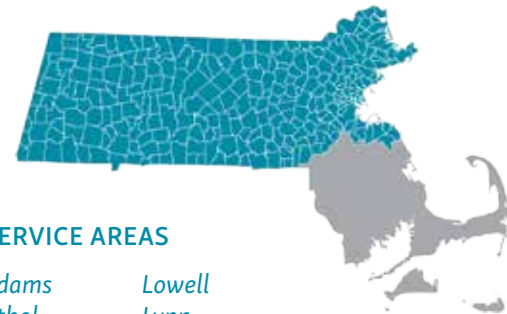
Members can get a full range of mental health and substance use services. For more information, call 1-888-257-1985.



Hospitals

Please see page 22 for a list of hospitals included in the Tufts Health Together Plan's network.

Tufts Health Together



SERVICE AREAS

- | | | |
|-------------------|-------------|-----------|
| Adams | Lowell | |
| Athol | Lynn | |
| Beverly | Malden | Westfield |
| Boston | Northampton | Woburn |
| Framingham | Pittsfield | Worcester |
| Gardner-Fitchburg | Quincy | |
| Gloucester | Revere | |
| Greenfield | Salem | |
| Haverhill | Somerville | |
| Holyoke | Southbridge | |
| Lawrence | Springfield | |
| | Waltham | |



Find your town and its service area on page 36.

Tufts Health Together focuses on improving the health and wellness of members, aiming to be the best MassHealth managed care plan in Massachusetts, achieving exceptional outcomes in quality and member experience in a cost-effective manner.

Special Programs and Extra Benefits

- Health assessment & health coaching
- Pregnancy programs
- Pharmacy discount
- Fitness reimbursement
- Gift card towards car seats & booster seats
- Yearly checkup rewards

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.tuftshealthtogether.com
 Customer Service: 1-888-257-1985
 Behavioral Health: 1-888-257-1985



Primary Care Clinician (PCC) Plan

Please Note:

- To enroll in the Primary Care Clinician (PCC) Plan, you will also need to select a PCP in the PCC Plan's network. PCPs may not be available in all service areas.
- Community Partners, who provide long-term services and supports, are not available in the PCC Plan.
- Behavioral Health Community Partners are only available for PCC Plan members who also participate in Community Based Flexible Supports (CBFS), a Massachusetts Department of Mental Health program.
- PCC Plan members can enroll in an ACO or MCO at any time.



Behavioral Health Services

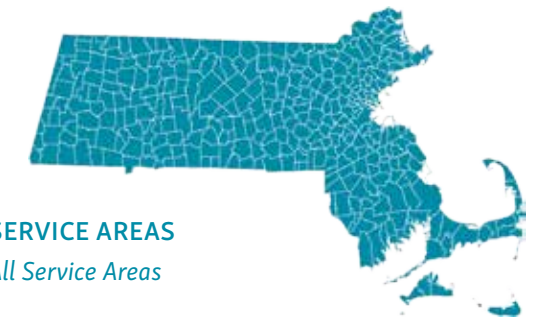
Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at 1-800-495-0086 or visit www.masspartnership.com.



Hospitals

The PCC Plan uses the MassHealth network of hospitals. Please go to www.mass.gov/masshealth for a list of hospitals.

Primary Care Clinician (PCC) Plan



SERVICE AREAS
All Service Areas



The PCC Plan is a managed care health plan for MassHealth members throughout Massachusetts. The PCC Plan provider network includes doctors, nurse practitioners, hospitals, pharmacies, and other health care providers. As a PCC Plan member, you can get behavioral health services from the Massachusetts Behavioral Health Partnership (MBHP).
Please Note: Care in the PCC Plan may not be as integrated or coordinated as care in ACOs or MCOs.

Special Programs and Extra Benefits

- Women & children educational materials
- Disease management material

Contact the plan for a full list of special programs and benefits. Certain rules may apply.

www.mass.gov/service-details/primary-care-clinician-pcc-plan-for-masshealth-members
 Customer Service: 1-800-841-2900



Enroll in or Change a Health Plan


Enrolling in a Health Plan

Choose a health plan offered in your area, but do it by the date listed in the letter that came with this guide. Choose the health plan that best fits you or your family's health care needs. If you do not choose a health plan, MassHealth will choose one for you.

Ready to enroll? It's easy!

IMPORTANT

If you do not enroll in a health plan, MassHealth will enroll for you. Choose the plan that's best for you and enroll today!




Enroll Online (RECOMMENDED)

The fastest way to enroll in a health plan is online.

www.MassHealthChoices.com


- Click "Enroll Now"
- Fill out the form
- Click "Submit"



Enroll by Phone

Our customer service representatives can enroll you into a health plan over the phone.

1-800-841-2900
TTY: 1-800-497-4648
Monday-Friday
8:00 a.m.-5:00 p.m.



Enroll by Mail

Fill out a MassHealth Health Plan Enrollment Form. Mail the completed form to:

MassHealth Program
P.O. Box 120045
Boston, MA 02112-9912
Fax: 617-988-8903

Changing Your Health Plan

As a MassHealth member enrolled in a health plan, you can change your health plan for any reason only during your Plan Selection Period. Once you are in your Fixed Enrollment Period, you will be able to change your health plan only for certain reasons.

The following members can change health plans at any time for any reason.

- Children who are in the care or custody of the Department of Children and Families (DCF)
- Youth who are in the care or custody of the Department of Youth Services (DYS)
- Newborns and children who are younger than one year old
- Members enrolled in the Primary Care Clinician (PCC) Plan

Plan Selection Period

If you are enrolled in an MCO or ACO health plan, you will have a 90-day Plan Selection Period every year. MassHealth will notify you about your Plan Selection Period. During that period, you can change health plans for any reason.

If you are enrolled in the PCC Plan, you can change to an ACO or an MCO at any time.

If you decide to change your health plan, be sure to check www.MassHealthChoices.com for health plan options available in your area.

Fixed Enrollment Period

If you are in an ACO or MCO when your Plan Selection Period has ended, you will be in your Fixed Enrollment Period. During your Fixed Enrollment Period, you will not be able to change your health plan until the next Plan Selection Period, except for certain reasons. (See page 32.)

PLAN SELECTION PERIOD VS. FIXED ENROLLMENT PERIOD

Plan Selection Period	Fixed Enrollment Period
During this time, you CAN change your health plan.	During this time, you CANNOT change your health plan. <i>Except for certain reasons (See page 32.)</i>



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MORE INFORMATION

Fixed Enrollment Period Exceptions

When you are in your fixed enrollment period, you may only change your health plan for one of these reasons.

- You move out of the MCO, Accountable Care Partnership Plan, or Primary Care ACO service area.
- The MCO, Accountable Care Partnership Plan, or Primary Care ACO does not, because of moral or religious objections, cover the service you request.
- You need related services to be performed at the same time. Not all related services are available within the network, and your primary care provider or another provider determines that receiving the services separately would subject you to unnecessary risk.
- You receive poor quality care, lack access to services covered, or lack access to providers experienced in dealing with your health care needs.
- The MCO or Accountable Care Partnership Plan is no longer contracted with MassHealth to cover your service area, or your PCP who participates in your Primary Care ACO is not available in your service area.
- You demonstrate to MassHealth that the MCO, Accountable Care Partnership Plan, or Primary Care ACO has not provided access to providers that meet your health care needs over time, even after you request assistance.
- You are homeless (*and MassHealth's records also indicate that you are homeless*), and the MCO, Accountable Care Partnership Plan, or Primary Care ACO cannot accommodate your needs geographically.

- You demonstrate to MassHealth that the MCO, Accountable Care Partnership Plan, or Primary Care ACO violated a material provision of its contract with MassHealth.
- MassHealth imposes a sanction on the MCO, Accountable Care Partnership Plan, or Primary Care ACO that specifically allows you to disenroll from your MCO, Accountable Care Partnership Plan, or Primary Care ACO without cause.
- You demonstrate to MassHealth that the MCO, Accountable Care Partnership Plan, or Primary Care ACO is not meeting your language, communication, or other accessibility preferences or needs.
- You demonstrate to MassHealth that your key network providers, including PCPs, specialists, or behavioral health providers, leave the MCO, Accountable Care Partnership Plan, or Primary Care ACO network.

If MassHealth denies your request to transfer to another health plan during your Fixed Enrollment Period, you can ask for a fair hearing (appeal). Learn more about asking for a fair hearing on page 35.

Using Your Member ID Cards

After you enroll in a health plan, MassHealth will send you a letter confirming your enrollment. The health plan you selected will send you a welcome packet in the mail with important details about your health plan.

Always carry both your health plan and MassHealth member ID cards with you so you have them when you need care. Be sure to show both member ID cards whenever you get health care or fill a prescription.



If your health plan member ID card is ever damaged, lost, or stolen, call the health plan's member service department for a replacement card.

If your MassHealth member ID card is ever damaged, lost, or stolen, call the MassHealth Customer Service Center at **1-800-841-2900** (TTY: 1-800-497-4648) for a replacement card.

Carry Both ID Cards

Everyone in your family who is enrolled will receive a health plan and MassHealth member ID card.

Be sure to show both member ID cards whenever you get health care or fill a prescription.



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MORE INFORMATION



More Information

Rights and Responsibilities

Your rights

- You can ask for a copy of your health records at any time.
- Your health care providers will keep your health information and records private.
- Your health care providers will give you easy-to-understand information about treatment options.
- Your providers will make you part of all decisions about your health care.
- You can refuse health care treatment at any time and for any reason.
- You can file a grievance or appeal if you think your health plan or MassHealth denied you a **medically necessary** service or treatment.

Your responsibilities

- Arrive on time to your health care appointments.
- Call your health care provider if you are going to be late or if you need to cancel an appointment.
- Tell your primary care provider if you went to the emergency room.

Reporting Changes

It is important to keep MassHealth and your health plan up to date.

Who should I call?	MassHealth	Health Plan
Change of address	✓	✓
New Phone number	✓	✓
New baby or adoption	✓	



Key Term

Medically Necessary Services or Supplies

Health care services or supplies needed to prevent, diagnose, or treat an illness, injury, condition, disease, or its symptoms and that meet accepted standards of medicine.



EMERGENCY SERVICES

Generally, if you are enrolled in an ACO Partnership Plan or an MCO, you must see providers only in your plan's network. In emergencies, however, you can receive care at any hospital, whether or not it is in your plan's network.

Understanding Your Costs

Copays

Copays are a small amount that you must pay toward your services.

If you get a bill

If you get a bill for a charge other than your copay for any *covered* service or benefit, call your health plan's customer service department. You can find their phone number on the back of your health plan member ID card. If you are a PCC Plan member or enrolled in a Primary Care ACO, however, call the MassHealth Customer Service Center at **1-800-841-2900** (TTY: 1-800-497-4648).

If you are enrolled in an Accountable Care Partnership Plan or an MCO, you can call the provider who sent the bill. Tell the provider that you are a MassHealth member and the name of your health plan. Give the provider your health plan and MassHealth member ID numbers. Ask them to bill your health plan for the service.

Your health plan will cover only medically necessary services.

Grievances, Appeals, and Fair Hearings

Grievances

Your health plan is committed to making sure that all members have the best health care experience. If you feel that you got unsatisfactory service, or have questions, concerns, or complaints, please call your health plan's customer service department. Their phone number is located on the back of your health plan member ID card. You can also contact the MassHealth Customer Service Center at **1-800-841-2900** (TTY: 1-800-497-4648).

Appeals and Fair Hearings

If you disagree with a decision made by your health plan or health plan providers, you can file an appeal or request a MassHealth Fair Hearing. Look in your health plan's member handbook for more detailed information on appeals and Fair Hearings.

If you have questions or concerns about the process, you can call your health plan's customer service department. Their phone number is located on the back of your health plan member ID card. You can also contact the MassHealth Customer Service Center at **1-800-841-2900** (TTY: 1-800-497-4648).



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MORE INFORMATION



Service Areas

Each health plan covers specific *service areas*. Service areas are regional groups of cities and towns. Remember, you can choose a health plan only in your service area.

Your Town	Service Area
Abington	Brockton
Accord	Quincy
Acton	Lowell
Acushnet	New Bedford
Adams	Adams
Agawam	Westfield
Alford	Pittsfield
Allston	Boston
Amesbury	Haverhill
Amherst	Northampton
Andover	Lawrence
Aquinnah	Oak Bluffs
Arlington	Somerville
Arlington Heights	Somerville
Ashburnham	Gardner-Fitchburg
Ashby	Gardner-Fitchburg
Ashfield	Greenfield
Ashland	Framingham
Ashley Falls	Pittsfield
Assonet	Fall River
Athol	Athol
Attleboro	Attleboro
Auburn	Worcester
Auburndale	Waltham
Avon	Brockton
Ayer	Gardner-Fitchburg
Babson Park	Boston
Baldwinville	Athol
Barnstable	Barnstable
Barre	Athol
Becket	Pittsfield
Bedford	Woburn
Belchertown	Holyoke
Bellingham	Framingham
Belmont	Waltham
Berkley	Taunton

Your Town	Service Area
Berkshire	Pittsfield
Berlin	Gardner-Fitchburg
Bernardston	Greenfield
Beverly	Beverly
Billerica	Lowell
Blackstone	Framingham
Blanford	Westfield
Bolton	Gardner-Fitchburg
Bondsville	Springfield
Boston	Boston
Bourne	Falmouth
Boxboro	Framingham
Boxford	Haverhill
Boylston	Worcester
Braintree	Quincy
Brant Rock	Plymouth
Brewster	Orleans
Bridgewater	Brockton
Brighton	Boston
Brimfield	Southbridge
Brockton	Brockton
Brookfield	Southbridge
Brookline	Boston
Brookline Village	Boston
Bryantville	Plymouth
Buckland	Greenfield
Burlington	Woburn
Buzzards Bay	Falmouth
Byfield	Haverhill
Cambridge	Somerville
Canton	Brockton
Carlisle	Lowell
Carver	Plymouth
Cataumet	Falmouth
Centerville	Barnstable
Charlemont	Greenfield

Your Town	Service Area
Charlestown	Boston
Charlton	Southbridge
Charlton City	Southbridge
Charlton Depot	Southbridge
Chartley	Attleboro
Chatham	Orleans
Chelmsford	Lowell
Chelsea	Revere
Cheshire	Adams
Chester	Westfield
Chesterfield	Northampton
Chestnut Hill	Boston
Chicopee	Springfield
Chilmark	Oak Bluffs
Clarksburg	Adams
Clinton	Gardner-Fitchburg
Cohasset	Quincy
Colrain	Greenfield
Concord	Lowell
Conway	Greenfield
Cotuit	Barnstable
Cummaquid	Barnstable
Cumington	Northampton
Cuttyhunk	Falmouth
Dalton	Pittsfield
Danvers	Salem
Dartmouth	New Bedford
Dedham	Quincy
Deerfield	Greenfield
Dennis	Orleans
Dennis Port	Orleans
Devens	Gardner-Fitchburg
Dighton	Taunton
Dorchester	Boston
Douglas	Framingham
Dover	Framingham
Dracut	Lowell
Drury	Adams
Dudley	Southbridge
Dunstable	Lowell
Duxbury	Plymouth
East Boston	Revere

Your Town	Service Area
East Bridgewater	Brockton
East Brookfield	Southbridge
East Dennis	Orleans
East Douglas	Framingham
East Falmouth	Falmouth
East Freetown	Fall River
East Longmeadow	Springfield
East Mansfield	Attleboro
East Orleans	Orleans
East Otis	Pittsfield
East Princeton	Gardner-Fitchburg
East Sandwich	Falmouth
East Templeton	Athol
East Walpole	Framingham
East Wareham	Wareham
Eastham	Orleans
Easthampton	Northampton
Easton	Brockton
Edgartown	Oak Bluffs
Egremont	Pittsfield
Elmwood	Brockton
Erving	Greenfield
Essex	Gloucester
Everett	Malden
Fairhaven	New Bedford
Fall River	Fall River
Falmouth	Falmouth
Feeding Hills	Westfield
Fiskdale	Southbridge
Fitchburg	Gardner-Fitchburg
Florida	Adams
Forestdale	Falmouth
Foxboro	Attleboro
Framingham	Framingham
Franklin	Framingham
Freetown	Fall River
Gardner	Gardner-Fitchburg
Georgetown	Haverhill
Gilbertville	Athol
Gill	Greenfield
Glendale	Pittsfield
Gloucester	Gloucester



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Your Town	Service Area
Goshen	Northampton
Gosnold	Falmouth
Grafton	Framingham
Granby	Holyoke
Granville	Westfield
Great Barrington	Pittsfield
Green Harbor	Plymouth
Greenbush	Quincy
Greenfield	Greenfield
Groton	Gardner-Fitchburg
Groveland	Haverhill
Hadley	Northampton
Halifax	Plymouth
Hamilton	Beverly
Hampden	Springfield
Hancock	Adams
Hanover	Plymouth
Hanson	Plymouth
Hardwick	Athol
Harvard	Gardner-Fitchburg
Harwich	Orleans
Harwich Port	Orleans
Hatfield	Northampton
Hathorne	Salem
Haverhill	Haverhill
Hawley	Greenfield
Haydenville	Northampton
Heath	Greenfield
Hingham	Quincy
Hinsdale	Pittsfield
Holbrook	Brockton
Holden	Worcester
Holland	Southbridge
Holliston	Framingham
Holyoke	Holyoke
Hopedale	Framingham
Hopkinton	Framingham
Housatonic	Pittsfield
Hubbardston	Gardner-Fitchburg
Hudson	Framingham
Hull	Quincy
Humarock	Plymouth

Your Town	Service Area
Huntington	Westfield
Hyannis	Barnstable
Hyannis Port	Barnstable
Hyde Park	Boston
Ipswich	Gloucester
Jamaica Plain	Boston
Jefferson	Worcester
Kingston	Plymouth
Lake Pleasant	Greenfield
Lakeville	Taunton
Lancaster	Gardner-Fitchburg
Lanesboro	Adams
Lawrence	Lawrence
Lee	Pittsfield
Leeds	Northampton
Leicester	Worcester
Lenox	Pittsfield
Lenox Dale	Pittsfield
Leominster	Gardner-Fitchburg
Leverett	Greenfield
Lexington	Woburn
Leyden	Greenfield
Lincoln	Lowell
Linwood	Framingham
Littleton	Lowell
Longmeadow	Springfield
Lowell	Lowell
Ludlow	Springfield
Lunenburg	Gardner-Fitchburg
Lynn	Lynn
Lynnfield	Lynn
Malden	Malden
Manchaug	Framingham
Manchester-by-the-Sea	Beverly
Manomet	Plymouth
Mansfield	Attleboro
Marblehead	Salem
Marion	New Bedford
Marlborough	Framingham
Marshfield	Plymouth

Your Town	Service Area
Marshfield Hills	Plymouth
Marstons Mills	Barnstable
Mashpee	Falmouth
Mattapan	Boston
Mattapoisett	New Bedford
Maynard	Framingham
Medfield	Framingham
Medford	Malden
Medway	Framingham
Melrose	Malden
Mendon	Framingham
Menemsha	Oak Bluffs
Merrimac	Haverhill
Methuen	Lawrence
Middleboro	Taunton
Middlefield	Northampton
Middleton	Salem
Milford	Framingham
Mill River	Northampton
Millbury	Worcester
Millis	Framingham
Millville	Framingham
Milton	Quincy
Milton Village	Quincy
Minot	Quincy
Monponsett	Plymouth
Monroe	Adams
Monroe Bridge	Adams
Monson	Springfield
Montague	Greenfield
Monterey	Pittsfield
Montgomery	Westfield
Monument Beach	Falmouth
Mount Hermon	Greenfield
Mount Washington	Pittsfield
Nahant	Lynn
Nantucket	Nantucket
Natick	Framingham
Needham	Waltham
New Ashford	Adams
New Bedford	New Bedford
New Braintree	Worcester

Your Town	Service Area
New Marlborough	Pittsfield
New Salem	Athol
Newbury	Haverhill
Newburyport	Haverhill
Newton	Waltham
Norfolk	Framingham
North Adams	Adams
North Amherst	Northampton
North Andover	Lawrence
North Attleboro	Attleboro
North Billerica	Lowell
North Brookfield	Southbridge
North Carver	Plymouth
North Chatham	Orleans
North Chelmsford	Lowell
North Dartmouth	New Bedford
North Dighton	Taunton
North Eastham	Orleans
North Easton	Brockton
North Egremont	Pittsfield
North Falmouth	Falmouth
North Grafton	Framingham
North Hatfield	Northampton
North Marshfield	Plymouth
North Oxford	Southbridge
North Pembroke	Plymouth
North Reading	Woburn
North Scituate	Quincy
North Truro	Orleans
North Uxbridge	Southbridge
Northampton	Northampton
Northborough	Framingham
Northbridge	Framingham
Northfield	Greenfield
Norton	Attleboro
Norwell	Quincy
Norwood	Quincy
Nutting Lake	Lowell
Oak Bluffs	Oak Bluffs
Oakdale	Framingham
Oakham	Worcester
Onset	Wareham



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Your Town	Service Area
Orange	Athol
Orleans	Orleans
Osterville	Barnstable
Otis	Pittsfield
Oxford	Southbridge
Palmer	Springfield
Paxton	Worcester
Peabody	Salem
Pelham	Northampton
Pembroke	Plymouth
Pepperell	Gardner-Fitchburg
Peru	Pittsfield
Petersham	Athol
Phillipston	Athol
Pinehurst	Lowell
Pittsfield	Pittsfield
Plainfield	Northampton
Plainville	Attleboro
Plymouth	Plymouth
Plympton	Plymouth
Pocasset	Falmouth
Prides Crossing	Beverly
Princeton	Gardner-Fitchburg
Provincetown	Orleans
Quincy	Quincy
Randolph	Quincy
Raynham	Taunton
Raynham Center	Taunton
Reading	Woburn
Readville	Boston
Rehoboth	Taunton
Revere	Revere
Richmond	Pittsfield
Rochdale	Worcester
Rochester	New Bedford
Rockland	Brockton
Rockport	Gloucester
Roslindale	Boston
Rowe	Greenfield
Rowley	Haverhill
Roxbury	Boston
Royalston	Athol

Your Town	Service Area
Russell	Westfield
Rutland	Worcester
Sagamore	Falmouth
Sagamore Beach	Falmouth
Salem	Salem
Salisbury	Haverhill
Sandisfield	Pittsfield
Sandwich	Falmouth
Saugus	Lynn
Savoy	Adams
Scituate	Quincy
Seekonk	Taunton
Sharon	Brockton
Shattuckville	Greenfield
Sheffield	Pittsfield
Shelburne	Greenfield
Shelburne Falls	Greenfield
Sheldonville	Attleboro
Sherborn	Framingham
Shirley	Gardner-Fitchburg
Shrewsbury	Worcester
Shutesbury	Greenfield
Siasconset	Nantucket
Somerset	Fall River
Somerville	Somerville
South Barre	Athol
South Carver	Plymouth
South Chatham	Orleans
South Dartmouth	New Bedford
South Deerfield	Greenfield
South Dennis	Orleans
South Easton	Brockton
South Egremont	Pittsfield
South Grafton	Framingham
South Hadley	Holyoke
South Hamilton	Beverly
South Harwich	Orleans
South Lancaster	Gardner-Fitchburg
South Lee	Pittsfield
South Orleans	Orleans
South Walpole	Framingham
South Wellfleet	Orleans

Your Town	Service Area
South Yarmouth	Barnstable
Southampton	Holyoke
Southborough	Framingham
Southbridge	Southbridge
Southfield	Pittsfield
Southwick	Westfield
Spencer	Southbridge
Springfield	Springfield
Sterling	Gardner-Fitchburg
Still River	Gardner-Fitchburg
Stockbridge	Pittsfield
Stoneham	Woburn
Stoughton	Brockton
Stow	Framingham
Sturbridge	Southbridge
Sudbury	Framingham
Sunderland	Greenfield
Sutton	Framingham
Swampscott	Lynn
Swansea	Fall River
Taunton	Taunton
Templeton	Athol
Tewksbury	Lowell
Thorndike	Springfield
Three Rivers	Springfield
Tisbury	Oak Bluffs
Tolland	Westfield
Topsfield	Beverly
Townsend	Gardner-Fitchburg
Truro	Orleans
Turners Falls	Greenfield
Tyngsboro	Lowell
Tyringham	Pittsfield
Upton	Framingham
Uxbridge	Framingham
Vill. of Nagog Woods	Lowell
Vineyard Haven	Oak Bluffs
Waban	Boston
Wakefield	Malden
Wales	Southbridge
Walpole	Framingham
Waltham	Waltham

Your Town	Service Area
Ware	Springfield
Wareham	Wareham
Warren	Southbridge
Warwick	Athol
Washington	Pittsfield
Watertown	Waltham
Waverley	Boston
Wayland	Framingham
Webster	Southbridge
Wellesley	Waltham
Wellfleet	Orleans
Wendell	Greenfield
Wendell Depot	Greenfield
Wenham	Beverly
West Barnstable	Barnstable
West Boxford	Haverhill
West Boylston	Worcester
West Bridgewater	Brockton
West Brookfield	Southbridge
West Chatham	Orleans
West Chesterfield	Northampton
West Dennis	Orleans
West Falmouth	Falmouth
West Groton	Gardner-Fitchburg
West Harwich	Orleans
West Hatfield	Northampton
West Hyannisport	Barnstable
West Medford	Malden
West Newbury	Haverhill
West Roxbury	Boston
West Springfield	Westfield
West Stockbridge	Pittsfield
West Tisbury	Oak Bluffs
West Upton	Framingham
West Wareham	Wareham
West Warren	Southbridge
West Yarmouth	Barnstable
Westborough	Framingham
Westfield	Westfield
Westford	Lowell
Westhampton	Northampton
Westminster	Gardner-Fitchburg



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Your Town	Service Area
Weston	Waltham
Westport	Fall River
Westport Point	Fall River
Westwood	Quincy
Weymouth	Quincy
Whately	Northampton
Wheelwright	Athol
White Horse Beach	Plymouth
Whitinsville	Framingham
Whitman	Brockton
Wilbraham	Springfield
Wilkinsonville	Framingham
Williamsburg	Northampton
Williamstown	Adams
Wilmington	Woburn
Winchendon	Gardner-Fitchburg
Winchendon Springs	Gardner-Fitchburg
Winchester	Woburn
Windsor	Adams
Winthrop	Revere
Woburn	Woburn
Woods Hole	Falmouth
Woodville	Framingham
Worcester	Worcester
Woronoco	Westfield
Worthington	Northampton
Wrentham	Attleboro
Yarmouth	Barnstable
Yarmouth Port	Barnstable



MassHealth

Questions?

We are here to help.

MassHealth Customer Service Center
1-800-841-2900

*TTY: 1-800-497-4648 for people
who are deaf, hard of hearing, or
speech disabled.*

For information about the
MassHealth program, visit

www.mass.gov/masshealth.

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Find a doctor, compare plans,
and enroll online at

www.MassHealthChoices.com.