MassHealth

Enrollment Guide

1-800-841-2900

TTY 1-800-497-4648

Helping you with your health plan choices.

MassHealth

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We're here to serve you Monday through Friday from 8:00 a.m. to 5:00 p.m.
Visit the MassHealth web site at www.state.ma.us/dma

Welcome!

You are now a MassHealth member.

What is MassHealth?

MassHealth is a program that pays for health care services for its members. MassHealth operates the Medicaid program in Massachusetts. From now on, you will get your health care from MassHealth.

You Must Enroll in a Health Plan

You must enroll **NOW!** You need to enroll in a health plan **within 14 days** from the date we mailed you this Guide.

A health plan is a group of doctors, hospitals, and other professionals who work together.

If you do not choose a health plan, MassHealth will choose one for you.

Why is This Guide Important?

This Guide is important because it explains how to:

1. Choose a health plan,
2. Choose a primary care doctor, and
3. Enroll in a health plan.

To Enroll in a Health Plan:

1. **Read** this Guide.
2. **Choose** a health plan.
3. **Choose** a doctor.
4. **Enroll** by calling an HBA at 1-800-841-2900.

For more information see page 7.

Who are Health Benefits Advisors?

MassHealth has Health Benefits Advisors (HBAs) to help you. HBAs can answer your questions about MassHealth. HBAs can help you:

1. Learn about the health plans you can choose.
2. Enroll in a health plan and choose a doctor.
3. Change your health plan if you need to.
4. Learn about MassHealth services.

If you need help or have questions, call an HBA at the MassHealth Customer Service Center. Our phone number is 1-800-841-2900. Our TTY line for persons who are deaf or hard of hearing is 1-800-497-4648. You can call us Monday–Friday 8:00 a.m. to 5:00 p.m. The call is free.

HBAs can speak languages such as Cantonese, Haitian Creole, Khmer, Portuguese, Russian, Spanish, Vietnamese and more.

Remember, **you must enroll** in a health plan and choose a doctor **within 14 days!** It is better if you choose. If you do not choose a health plan, MassHealth will choose one for you.

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Visit the MassHealth web site at www.state.ma.us/dma

What is a Health Plan?

A health plan is a group of doctors, hospitals, and other health care professionals who work together. You must enroll in a health plan within 14 days. After you enroll, you will get most of your health care services from the health plan.

When you enroll in a health plan, you need to choose a primary care doctor (your doctor).

What is a Primary Care Doctor?

A primary care doctor is the doctor **you choose** in your health plan to give you routine care. Your primary care doctor will be your doctor. Your doctor will give you all of your regular medical care and refer you to specialists when necessary. Specialists are doctors with extra training in a certain type of medicine.

Are All Health Plans the Same?

No. Health plans have some things that are the same, and some things that may be different.

Here are some ways that health plans are the same:

1. They have doctors, hospitals, and specialists to take care of your health needs.
2. They offer the same health care services.
3. They have 24 hours a day, 7 days a week access to care.
4. They have a Member Services Department to answer your questions.
5. They have a way to hear a complaint if you are unhappy with the medical care that you get.

How are Health Plans Different?

Each health plan may have some differences. To compare health plans, you need to know about the differences. Some health plans serve only one part of the state, or offer extra health education programs and services like classes to help you stop smoking or lose weight.

Look at the papers inside the front cover of this Guide. These papers list the areas served by each health plan, and the extra health education programs and services they offer. Read about each health plan and think about the following questions:

1. Are there health educational programs in one plan that interest you?
2. Are the health plan's doctors and services in your area?

How Do You Choose the Health Plan that is Best for You?

If you want to keep using any of the doctors or specialists that you use now, or keep going to the hospital you go to now, you have to be sure the doctor or hospital works with a health plan you can choose.

1. **Make a list** of the doctors, specialists, counselors, and hospitals that you and your family use.
2. **Decide** which person or hospital on the list is most important to you.
3. **Call that doctor, counselor or hospital** and say "I would like to know which health plans you work with."
4. **Choose** the health plan that works with the doctor, counselor or hospital you want to keep using.

Try to choose a health plan that your doctor and specialists work in, so that you can keep seeing them. All doctors and specialists **ARE NOT** part of all health plans.

How Do You Choose a Primary Care Doctor?

The primary care doctor you choose will be your doctor in your health plan.

If you do not have a doctor, you can ask your family and friends to tell you about a doctor they go to and like. If you want to go to that doctor, read the section above, titled *How Do You Choose the Health Plan that is Best for You?* That section can help you find out if the doctor you want is part of any of our health plans.

Does Each Family Member have to Choose the Same Health Plan and Doctor?

No. Each person in your family can go to different doctors and different health plans.

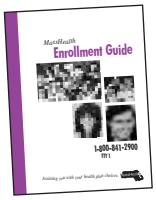
If you choose different health plans and different doctors for each family member, you will need to keep track of each health plan card, doctor, and pharmacy network.

How Do You Enroll in a Health Plan?

It's easy to enroll! Follow these 4 steps . . .

Step 1:

Read this Guide



Step 2:

Choose a health plan

Step 3:

Choose a doctor

Step 4:

Enroll by calling an HBA at 1-800-841-2900,

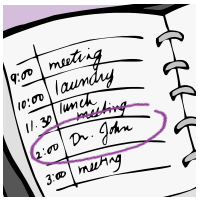
OR

Fill out the form in this Guide and

mail it in the envelope. You do not need a stamp.

Remember, you must enroll within **14 days** from the date we mailed you this Guide. **If you do not choose a health plan and doctor within 14 days, MassHealth will choose for you.** It is better if you make the choice. You know what is best for you and your family.

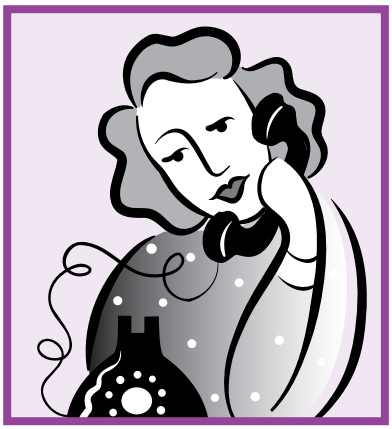
We're here to serve you Monday through Friday from 8:00 a.m. to 5:00 p.m.
Visit the MassHealth web site at www.state.ma.us/dma



What Should You Do after You Enroll in a Health Plan?

After you enroll in a health plan, do these things:

1. Schedule a visit with your primary care doctor (your doctor).
2. Visit your doctor for regular check-ups or when you need care.
3. Call your doctor before getting health services anywhere else, except when it is an emergency.
4. Go to a hospital emergency room only when you have a serious medical problem that you think needs immediate attention (see page 11 for more information on emergency care).
5. If you go to the emergency room, call your doctor within 48 hours for follow-up care.
6. Always have your MassHealth card and any other health plan cards with you.
7. Show your MassHealth card and any other health plan cards you have whenever you get medical care.
8. Call MassHealth to report any changes, such as a different address or a new job.
9. Read everything that your health plan sends you.



Can You Change Your Health Plan?

Yes, you can change your health plan after you enroll. If you want to change, here is what you do:

Call a Health Benefits Advisor (HBA) at the number below. Tell the HBA that you would like to change your health plan. Ask for information about other health plans in your area.

An HBA can change your health plan while you are on the phone.

Can You Change Your Primary Care Doctor?

Yes, you can change your primary care doctor. To change your doctor, here is what you do:

Call the Member Services Department of your health plan. Tell the Member Services Department that you would like to choose a new doctor. The Member Services Department's phone number is on your health plan card. You can also find phone numbers for your health plan on the pages inside the front cover of this Guide.

What MassHealth Services Can You Get?

MassHealth offers many health care services. To find out what services you can get, take a look at the pages in the front cover of this guide. Some services may have limits, and most require a referral from your primary care doctor. The way to get these services may differ, depending on the health plan you choose.

Mental Health Services

Once you enroll in a health plan, you can get mental health services from your health plan.

If you get mental health services now and want to keep your therapist, you must enroll in a health plan that your therapist is part of.

Call your therapist and say: "I am now a MassHealth member and I must enroll in a health plan. Which health plans do you work with?"

Substance Abuse Treatment Services

Once you enroll in a health plan, you can get substance abuse treatment services (alcohol and drug treatment programs) from your health plan.

If you get substance abuse treatment services now and want to keep your therapist, you must enroll in a health plan that your therapist is part of.

Call your therapist and say: "I am now a MassHealth member and I must enroll in a health plan. Which health plans do you work with?"

About Emergency Rooms

Emergency room care is only for a serious medical problem that you think needs immediate attention. All health plans cover emergency care.

Some Examples of Emergencies are:

1. Heavy or sudden bleeding
2. Severe vomiting
3. Severe or sudden pain or pressure
4. Poisoning
5. Difficulty breathing or severe shortness of breath
6. Loss of consciousness (passing out or fainting)
7. Convulsions or seizures (shaking all over that you cannot control)

For all other health problems, you should call your doctor. Your doctor (or someone in the office) can be reached 24 hours a day, including weekends. Keep in mind that your doctor is your health care partner. Your doctor expects you to call when you need help or medical advice.

Getting Care Outside of Massachusetts

If you get emergency care when you are outside of Massachusetts, certain rules apply. Ask your health plan's Member Services Department what to do if you plan to travel out-of-state so you will know what to do if you have an emergency.

What are Your Rights?

As a MassHealth member you have the right:

1. to be treated with respect and without discrimination;
2. to be told which medical treatment your doctor thinks is best before it is done;
3. to refuse treatment and be told of the possible health results;
4. to file a complaint about your health plan or doctor, if you are not satisfied, and;
5. to change health plans or primary care doctors at any time.

Important Reminders

1. You must choose a health plan and a primary care doctor within **14 days.**
2. You can change your health plan or doctor at any time.
3. You should only use Emergency Rooms for life-threatening emergencies.
4. Bring your MassHealth card to every medical visit.
5. Be on time for medical appointments.
6. Call your doctor's office if you will be late for an appointment or if you need to cancel.
7. Call MassHealth to report any changes, such as a different address or a new job.
8. Call a Health Benefits Advisor if you have questions. Our phone number is 1-800-841-2900. Our TTY line for persons who are deaf or hard of hearing is 1-800-497-4648. You can call us Monday–Friday 8:00 a.m. to 5:00 p.m. The call is free.

The enclosed Health Plan Inserts give information about the health plans available through MassHealth. Please read this information carefully.

If you have questions or need information, call a Health Benefits Advisor at 1-800-841-2900.
For persons who are deaf or hard of hearing, please call TTY at 1-800-497-4648.

SUMMARY OF MASSHEALTH BASIC BENEFITS

This is a general list of MassHealth Basic medical benefits and covered services. Some services may have limits, and most require a referral from a primary care doctor. The way to get these services may differ, depending on the health plan you choose.

Acute Hospital Services
Inpatient Hospital Care

Medical Services
Physician Services
Ambulatory Surgery
Family Planning Services
Abortion Services
Home Health Care
Laboratory Services
X-rays
Therapies
- Physical Therapy
- Occupational Therapy
- Speech/Language Therapy

Pharmacy Services
Dental Services
Durable Medical Equipment
- Durable Goods
- Medical Supplies

Prosthetics and Orthotics
Oxygen/Respiratory Services
Vision Care Services
- Exams
- Frames and Lenses

Podiatry Services
Audiology and Hearing Aid Services
Chiropractic Services
Renal Dialysis Services
Emergency Ambulance Services

Mental Health Care
Emergency Services
Inpatient Services
- Hospital Care

Diversionary Services
- Community-based Acute Care
- Partial Hospitalization
- Family Stabilization Teams
- Community Support Programs

Outpatient Services
- Mental Health Evaluation and Counseling
- Medication Evaluation and Monitoring
- Psychological Testing
- Psychiatric Day Treatment

Substance Abuse Care
Emergency Services
Acute Services
- Hospital and Community-based Detoxification
- Clinical Support

Outpatient Services
- Substance Abuse Counseling
- Narcotic Treatment/Methadone
- Acupuncture Treatment for Substance Abuse

Special Substance Abuse Services for Pregnant Women

If you have questions or need information, call a Health Benefits Advisor at 1-800-841-2900.
For persons who are deaf or hard of hearing, please call TTY at 1-800-497-4648.

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Visit the MassHealth web site at www.state.ma.us/dma

SUMMARY OF MASSHEALTH STANDARD BENEFITS

This is a general list of MassHealth Standard medical benefits and covered services. Some services may have limits, and most require a referral from a primary care doctor. The way to get these services may differ, depending on the health plan you choose.

Acute Hospital Services
Inpatient Hospital Care

Institutional Services
Chronic/Rehabilitation Hospital Care
Nursing Facility Services

Medical Services
Physician Services
Ambulatory Surgery
Laboratory Services
X-rays
Therapies
- Physical Therapy
- Occupational Therapy
- Speech/Language Therapy

Pharmacy Services
Family Planning Services
Abortion Services
Early Intervention Services
Dental Services
Durable Medical Equipment
- Durable Goods
- Medical Supplies

Prosthetics and Orthotics
Oxygen/Respiratory Services
Private Duty Nursing Services
Vision Care Services
- Exams
- Frames and Lenses

Hospice Services
Audiology and Hearing Aid Services
Day Habilitation Services
Home Health Care
Adult Foster Care
Adult Day Health
Personal Care Attendant (PCA) Services
Podiatry Services
Chiropractic Services

Medical Services (cont.)
Renal Dialysis Services
Emergency Ambulance Services
Transportation Services

Mental Health Care
Emergency Services
Inpatient Services
- Hospital Care

Diversionary Services
- Community-based Acute Care
- Partial Hospitalization
- Family Stabilization Teams
- Community Support Programs

Outpatient Services
- Mental Health Evaluation and Counseling
- Medication Evaluation and Monitoring
- Psychological Testing
- Psychiatric Day Treatment

Substance Abuse Care
Emergency Services
Acute Services
- Hospital and Community-based Detoxification
- Clinical Support

Outpatient Services
- Substance Abuse Counseling
- Narcotic Treatment/Methadone
- Acupuncture Treatment for Substance Abuse

Special Substance Abuse Services for Pregnant Women

If you have questions or need information, call a Health Benefits Advisor at 1-800-841-2900.
For persons who are deaf or hard of hearing, please call TTY at 1-800-497-4648.

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Visit the MassHealth web site at www.state.ma.us/dma

SUMMARY OF MASSHEALTH FAMILY ASSISTANCE BENEFITS

This is a general list of MassHealth Family Assistance medical benefits and covered services. Some services may have limits, and most require a referral from a primary care doctor. The way to get these services may differ, depending on the health plan you choose.

Acute Hospital Services
Inpatient Hospital Care

Institutional Services
Chronic/Rehabilitation Hospital Care

Medical Services
Physician Services
Ambulatory Surgery
Family Planning Services
Abortion Services
Home Health Care
Laboratory Services
X-rays
Therapies
- Physical Therapy
- Occupational Therapy
- Speech/Language Therapy

Pharmacy Services
Dental Services
Early Intervention Services
Durable Medical Equipment
- Durable Goods
- Medical Supplies

Prosthetics and Orthotics
Oxygen/Respiratory Services
Vision Care Services
- Exams
- Frames and Lenses

Hospice Services
Audiology and Hearing Aid Services
Podiatry Services
Chiropractic Services

Medical Services (cont.)
Renal Dialysis Services
Emergency Ambulance Services

Mental Health Care
Emergency Services
Inpatient Services
- Hospital Care

Diversionary Services
- Community-based Acute Care
- Partial Hospitalization
- Family Stabilization Teams
- Community Support Programs

Outpatient Services
- Mental Health Evaluation and Counseling
- Medication Evaluation and Monitoring
- Psychological Testing
- Psychiatric Day Treatment

Substance Abuse Care
Emergency Services
Acute Services
- Hospital and Community-based Detoxification
- Clinical Support

Outpatient Services
- Substance Abuse Counseling
- Narcotic Treatment/Methadone
- Acupuncture Treatment for Substance Abuse

Special Substance Abuse Services for Pregnant Women

If you have questions or need information, call a Health Benefits Advisor at 1-800-841-2900.
For persons who are deaf or hard of hearing, please call TTY at 1-800-497-4648.

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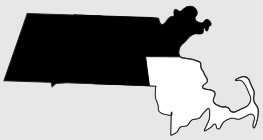
NETWORK HEALTH

For more information about Network Health, call 1-888-257-1985.
For persons who are deaf or hard of hearing, call TTY at 1-617-806-8196.

PLAN NETWORK



The black area of this map shows where Network Health is generally available and may change at any time.

Network Health has:

- Over 1,500 primary care doctors and nurse practitioners at over 750 sites throughout Northern, Eastern, Central, and Western Massachusetts.
- Primary care doctors and nurse practitioners who speak many languages such as English, Spanish, Portuguese, French, Cantonese, and more.
- Interpreter and sign language services.

Network Health has primary care doctors who practice in:

- Community Health Centers
- Hospital-based group practices
- Multi-specialty group practices
- School-based health centers
- Private group or individual offices.

MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

Network Health members get a full range of mental health and substance abuse services. For more information, call Network Health at 1-888-257-1986, or persons who are deaf or hard of hearing can call TTY at 1-617-806-8196.

EXTRA BENEFITS

Certain restrictions may apply. Call Network Health for more information.

Network Health members receive all MassHealth benefits PLUS:

- Free cough, cold, allergy, pain relief and other medicines, with a prescription
- No co-payment for prescription drugs
- Free bike helmets
- Free childproofing safety kit for the home
- Free quit-smoking products
- Discounts on eyeglasses, children's car seats, and Weight Watchers®.

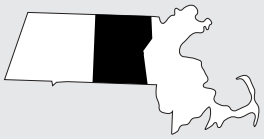
SPECIAL PROGRAMS

Network Health has special programs for:

- **Pregnancy & Parenting:** The "KickStart" program offers childbirth and parenting classes, home visits after birth, and a nurse case manager. The "Taking Care of Baby" program offers interviews to help choose a pediatrician/family doctor.
- **Asthma:** The "Breathe Smart" program offers a case manager, home visits and materials from an asthma educator.
- **Diabetes:** Telephone support by a registered nurse.
- **Smoking:** Smoking cessation counselor, support groups.
- **Voice Mail:** Members without phone access can get a free voice-mail box to receive messages from healthcare providers, landlords, and others.
- **Health Plan Information:** *MemberCare*, a newsletter for members.

FALLON COMMUNITY HEALTH PLAN

For more information about Fallon, call 1-800-868-5200.
For persons who are deaf or hard of hearing, call TTY at 1-877-608-7677.

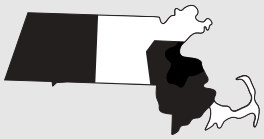
PLAN NETWORK  **The black area of this map shows where Fallon is generally available and may change at any time.**	Fallon Community Health Plan (Fallon) has: • Over 100 primary care doctors and nurse practitioners at over 20 sites in Central Massachusetts. • Primary care doctors and nurse practitioners who speak many languages such as English, Spanish, Hindu, Russian, Chinese and more. • Interpreter and sign language services. Fallon has primary care doctors who practice in multi-specialty group practices.
MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES	Fallon members get a full range of mental health and substance abuse services through Beacon Health Strategies. For more information, call Beacon Health Strategies at 1-888-421-8861, or persons who are deaf or hard of hearing can call TTY at 781-994-7660.
EXTRA BENEFITS **Certain restrictions may apply. Call Fallon for more information.**	Fallon members receive all MassHealth benefits PLUS: • Free Weight Watchers® membership • Discounts on car seats and fitness clubs.
SPECIAL PROGRAMS	Fallon has special programs for: • **Quit smoking:** Products to help quit smoking, plus classes and telephone support. • **Asthma, Coronary Artery Disease, Diabetes, Depression, and Congestive Heart Failure:** Disease management programs include provider coordination of diseases, classes, and telephone support by a registered nurse. • **A safe and healthy pregnancy:** Childbirth and parenting classes, home visits after birth, and a nurse case manager. • **Car seat safety:** Classes on installing car seats and child safety in and out of the car seat. • **Eating healthy and lowering the risk of disease:** A variety of different nutrition classes for healthy living. • **Coordinating your medical and social needs:** Fallon Case Management services that help you coordinate pregnancy, short-term illnesses, and medical and social issues. • **Health Plan Information:** Fallon's *Quarterly Health Guide*, a newsletter for members (in English).

BOSTON MEDICAL CENTER HEALTHNET PLAN

BOSTON MEDICAL CENTER HealthNet Plan

For more information about BMC HealthNet Plan, call 1-888-566-0010.
For persons who are deaf or hard of hearing, call TTY at 1-800-421-1220.

PLAN NETWORK



The black area of this map shows where the BMC HealthNet Plan is generally available and may change at any time.

BMC HealthNet Plan has:

- Over 650 primary care doctors and nurse practitioners at over 100 locations throughout Eastern, Western, and Southern Massachusetts.
- Primary care doctors and nurse practitioners who speak many languages such as English, Spanish, Haitian Creole, Portuguese, Russian and more.
- Interpreter and sign language services.

BMC HealthNet Plan has primary care doctors who practice in:

- Community Health Centers
- Multi-specialty group practices
- Private group or individual offices.
- Hospital-based group practices
- School-based health centers

MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

BMC HealthNet Plan members get a full range of mental health and substance abuse services. For more information, call BMC HealthNet Plan at 1-888-217-3501, or persons who are deaf or hard of hearing can call TTY at 1-800-421-1220.

EXTRA BENEFITS

Certain restrictions may apply. Call BMC HealthNet Plan for more information.

BMC HealthNet Plan members receive all MassHealth benefits PLUS:

- Free cough, cold, allergy, pain relief and other medicines, with a prescription
- No co-payment for prescription drugs
- Free infant/child car seats
- Free child bike helmets
- Free "Book on Your Birthday Program" for children aged 10 and under
- Free breast pump for nursing mothers.

SPECIAL PROGRAMS

BMC HealthNet Plan has special programs for:

- **Pregnancy & Parenting:** Childbirth and parenting classes, home visits by nurses to moms right after their babies are born, help on pregnancy and parenting issues from nurse care managers and community health workers.
- **Asthma Management:** Home visits, home environment assessment, nurse care managers, community resource care managers.
- **Diabetes Management:** Home visits, a diabetes education plan for you or your child, nurse care managers.
- **Community Resource Help:** Care managers to assist with housing, food, transportation, heating fuel, and clothing needs.
- **Health Plan Information:** Member News, a newsletter for members (in English).

PRIMARY CARE CLINICIAN PLAN

For more information about the PCC Plan, call 1-800-841-2900.
For persons who are deaf or hard of hearing, call TTY at 1-800-497-4648.

PLAN NETWORK

The black area of this map shows where the PCC Plan is generally available and may change at any time.

The Primary Care Clinician Plan (PCC Plan) has:

- Over 3,000 primary care doctors and nurse practitioners at over 1,750 sites throughout Massachusetts.
- Primary care doctors and nurse practitioners who speak many languages such as English, Spanish, Portuguese, Chinese, Vietnamese and more.

The PCC Plan has primary care doctors who practice in:

- Community Health Centers
- Hospital-based group practices
- Multi-specialty group practices
- Private group or individual offices
- School-based health centers.

MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

PCC Plan members get a full range of mental health and substance abuse services through the Massachusetts Behavioral Health Partnership. For more information, call the Mental Health and Substance Abuse Treatment Referral Line at 1-800-495-0086, or persons who are deaf or hard of hearing can call TTY at (617) 790-4132.

SPECIAL PROGRAMS

The PCC Plan has special programs for:

- **Women & Children:** Health education materials available to help you take care of yourself and your children.
- **Asthma:** Health education materials on asthma management.
- **Diabetes:** Health education materials to help you control your diabetes.
- **Care Management Services:** Community-based supports may be available for certain members.
- **Health Plan Information:** *Health Highlights*, a newsletter for members.

NEIGHBORHOOD HEALTH PLAN

For more information about NHP, call 1-800-462-5449.
For persons who are deaf or hard of hearing, call TTY at 1-800-655-1761.

PLAN NETWORK

The black area of this map shows where NHP is generally available and may change at any time.

Neighborhood Health Plan (NHP) has:

- Over 1,700 primary care doctors and nurse practitioners at over 225 sites throughout Massachusetts.
- Primary care doctors and nurse practitioners who speak many languages such as English, Spanish, Haitian Creole, Chinese, Portuguese and more.
- Interpreter and sign language services.

NHP has primary care doctors who practice in:

- Community Health Centers
- Hospital-based group practices
- Multi-specialty group practices.
- Private group or individual offices
- School-based health centers

MENTAL HEALTH AND SUBSTANCE ABUSE SERVICES

NHP members get a full range of mental health and substance abuse services through Beacon Health Strategies. For more information, call NHP/Beacon Health Strategies at 1-800-414-2820, or persons who are deaf or hard of hearing can call TTY at 1-617-654-0950.

EXTRA BENEFITS

Certain restrictions may apply. Call NHP for more information.

NHP members receive all MassHealth benefits, PLUS:

- Free cough, cold, allergy, pain relief and other medicines, with a prescription
- No co-payment for prescription drugs
- Discounts on:
- Eyewear
- Bicycle helmets and other child and home safety products
- Fitness programs, videos and magazines
- Weight Watchers® programs.

SPECIAL PROGRAMS

NHP has special programs for:

- **Pregnancy:** In our "For You Two" program, case managers support women with pregnancy-related concerns and help with referrals for nutritional counseling. Program covers breast pumps and arranges a home visit after delivery.
- **Asthma Management:** This program offers home visits from a therapist or nurse, who will assess your needs and work with you to help control your or your child's asthma.
- **Diabetes Management:** Our nurses work with primary care doctors, members and families, providing outreach via phone to support care for diabetes.
- **Smoking Cessation Program:** Smoking cessation counselors will work with members and providers to help members quit smoking and "stay quit".
- **Health Plan Information:** *Our Neighborhood*, a newsletter for members.

A program of the *Massachusetts Executive Office of Health and Human Services, Division of Medical Assistance*

www.mass.gov/dma

10/01

MassHealth

A program of the *Massachusetts Executive Office of Health and Human Services, Division of Medical Assistance*

*For more information, please call a Health Benefits Advisor at **1-800-841-2900**.*
*For persons who are deaf or hard of hearing, please call **TTY 1-800-497-4648**.*

HOW TO ENROLL

1. Read the Enrollment Guide.

2. Make a choice within 14 days of the date this package was mailed to you.

3. Call a Health Benefits Advisor at **1-800-841-2900** to enroll over the phone.

OR

4. Fill out the Enrollment Form and return it in the enclosed envelope.

INSTRUCTIONS FOR COMPLETING THE MASSHEALTH STANDARD HEALTH PLAN ENROLLMENT FORM

COLUMN A: Eligible Member

- Make sure that the name and social security number of each eligible family member are correct.
- If you need to make any changes, cross out the printed information and put the correct information next to it.

COLUMN B: Your Choice

- Print the name, address and telephone number of the health plan and doctor or health center that you have chosen for each eligible family member.
- You may choose the same health plan and a different doctor for each eligible member of your family or the same health plan and doctor for everyone.

Here are some examples of how to fill out each column.

Column A: Eligible Member	Column B: Your Choice	Column C: Health Insurance Other Than MassHealth
Jane Sample 123-45-6789	Plan: Health Care Plan ABC Doctor or Health Center: Dr. John Smith Address: 123 Main Street Anywhere, MA 01234 Doctor's Phone #: (413) 555-1212	Health Insurance Name: Policy # or ID #: Policyholder's Name:
John Sample 234-456-7890	Plan: Health Care Plan ABC Doctor or Health Center: Medical Health Center Address: 456 Elm St. Anywhere, MA 01234 Doctor's Phone #: (508) 555-1212	Health Insurance Name: Policy # or ID #: Policyholder's Name:

COLUMN C: Health Insurance Other Than MassHealth

If any listed member has health insurance besides MassHealth, that person is still eligible for MassHealth but must continue to use the other health insurance and should not choose a health plan. Please print the name of the health insurance company, policy number or ID number, and policyholder's name in Column C for any family member listed in Column A who has other health insurance. Please also enclose copies of both sides of all insurance cards.

Column A: Eligible Member	Column B: Your Choice	Column C: Health Insurance Other Than MassHealth
Jane Sample 123-45-6789	Plan: Doctor or Health Center: Address: Doctor's Phone #:	Health Insurance Name: Health Care Plan X Policy # or ID #: 654321 0 Policyholder's Name: Jorge S. Sample
John Sample 234-56-7890	Plan: Doctor or Health Center: Address: Doctor's Phone #:	Health Insurance Name: Health Care Plan Y Policy # or ID #: 012345 6 Policyholder's Name: Janet Sample

MASSHEALTH STANDARD HEALTH PLAN ENROLLMENT FORM

1-800-841-2900

Please print any corrections or changes to name and address here.

Your Name

Address

City/State/Zip

Important: Please give us your daytime phone number: (_____)_____

ELIGIBLE ENROLLEE INFORMATION

Please read the enclosed Enrollment Guide before completing this form.
Fill in your choice of health plan and doctor's name or health center for each family member listed below. Use the instructions on the prior page as a guide. **Please Print.**

Column A: Eligible Member	Column B: Your Choice	Column C: Health Insurance Other Than MassHealth
	Plan:	Health Insurance Name:
	Doctor or Health Center:	Policy # or ID #:
	Address:	Policyholder's Name:
	Doctor's phone #:	
	Plan:	Health Insurance Name:
	Doctor or Health Center:	Policy # or ID #:
	Address:	Policyholder's Name:
	Doctor's phone #:	
	Plan:	Health Insurance Name:
	Doctor or Health Center:	Policy # or ID #:
	Address:	Policyholder's Name:
	Doctor's phone #:	

Please send your completed Enrollment Form in the enclosed postage-free envelope or call a Health Benefits Advisor to enroll at 1-800-841-2900.

Column A: Eligible Member	Column B: Your Choice	Column C: Health Insurance Other Than MassHealth
	Plan: Doctor or Health Center: Address: Doctor's phone #:	Health Insurance Name: Policy # or ID #: Policyholder's Name:
	Plan: Doctor or Health Center: Address: Doctor's phone #:	Health Insurance Name: Policy # or ID #: Policyholder's Name:
	Plan: Doctor or Health Center: Address: Doctor's phone #:	Health Insurance Name: Policy # or ID #: Policyholder's Name:
	Plan: Doctor or Health Center: Address: Doctor's phone #:	Health Insurance Name: Policy # or ID #: Policyholder's Name:

Please send your completed Enrollment Form in the enclosed postage-free envelope or call a Health Benefits Advisor to enroll at 1-800-841-2900.

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