

MassHealth Accountable Care Partnership Plans

Plan contact information for discharge planning:

AllWays Health Partners:

- Medical contact information: Provider customer service phone 855-444-4647
- *Medical Notes:* Customer service would escalate urgent cases to Clinical Utilization Management. For after hours, weekends and holidays, this number will direct the provider to the on-call clinician.
- Behavioral Health contact information: BH Customer Service phone number 844-451-3519
- *Behavioral Health Notes:* Phone tree would allow a provider to select “provider” and that would connect them with Optum (request to then speak with a UM clinician about discharge planning).

BMCHP:

- Contact information: main provider line, phone 1-888-566-0008, ext. 2777
- *Notes:* Providers should call the main provider line, 1-888-566-0008, and if they have a question about an inpatient admission or a SNF transfer, they should ask to be connected to extension 2777. When after discharge plan discussion with the Utilization RN to approve placement, there remain extenuating circumstances, the hospital/provider should contact the CM department. The CM does not complete UM reviews and cannot assist in approving SNF placement. CM’s work with the UM RN for review of the SNF and to determine if the member meets InterQual criteria. The UM RN’s frequently partner with the CM team regarding members with special placement concerns.

Fallon:

- Contact information: clinical information fax 508-368-9014; phone 508-368-9303 (Christina Meriano, Manager, Utilization Management)
- *Notes:* The plan is likely already following the member if they are inpatient and needing discharge.

HNE:

- Contact information: phone 413-233-5027
- *Notes:* A service coordinator will answer and forward the call/information to the appropriate UM nurse or to a supervisor.

Tufts

- Contact information: phone 888.257.1985
- Every hospital should have on file a personal contact for THPP-there are dedicated THPP clinicians assigned to each facility to coordinate discharge planning. Otherwise, please call provider services at 888.257.1985.