

**Health Insurance Carrier Information for Consumers**  
**Related to COVID-19 (Coronavirus)**

**Carrier Name**

**Contact Information**

<p><b>AllWays Health Partners</b></p>	<p><b><u>Contact Info:</u></b> Members should call the Member Services phone number on the back of their member ID card, and follow COVID-19 prompts</p> <p><b><u>Consumer Website Info:</u></b></p> <ul style="list-style-type: none"> <li>• <a href="https://www.allwayshealthpartners.org/">https://www.allwayshealthpartners.org/</a></li> <li>• <a href="https://www.allwayshealthpartners.org/meet-us/Newsroom/Coronavirus-Notice">https://www.allwayshealthpartners.org/meet-us/Newsroom/Coronavirus-Notice</a> (there are various other links throughout this page for helpful resources)</li> </ul>
<p><b>Aetna</b></p>	<p><b><u>Contact Info:</u></b> Members should call the Member Services phone number on the back of their member ID card</p> <p><b><u>Consumer Website Info:</u></b></p> <ul style="list-style-type: none"> <li>• <a href="https://www.aetna.com/individuals-families.html">COVID-19 resource center; https://www.aetna.com/individuals-families.html</a></li> <li>• <a href="https://cvshealth.com/newsroom/press-releases/cvs-health-announces-covid-19-resources-aetna-members">https://cvshealth.com/newsroom/press-releases/cvs-health-announces-covid-19-resources-aetna-members</a></li> </ul> <p><b><u>Provider Info:</u></b></p> <ul style="list-style-type: none"> <li>• <a href="https://www.aetna.com/health-care-professionals.html">https://www.aetna.com/health-care-professionals.html</a></li> </ul>
<p><b>BMC HealthNet Plan</b></p>	<p><b><u>Contact Info:</u></b> Members should call the Member Services line, which includes a prompt for COVID19 as follows:</p> <ol style="list-style-type: none"> <li>1. Call BMCHP Member Services at 855-833-8120</li> <li>2. Select preferred language</li> <li>3. Press # for COVID-19 information</li> </ol> <p><b><u>Consumer Website Info:</u></b></p> <ul style="list-style-type: none"> <li>• <a href="https://www.bmchp.org/Why-BMC-HealthNet-Plan/News/COVID-19-News">https://www.bmchp.org/Why-BMC-HealthNet-Plan/News/COVID-19-News</a></li> </ul>
<p><b>Blue Cross and Blue Shield of MA</b></p>	<p><b><u>Contact Info:</u></b></p> <ul style="list-style-type: none"> <li>• <u>Member Help Line:</u> 1-888-372-1970</li> <li>• <u>24-hour Nurse hotline:</u> 1-888-247-2583</li> </ul> <p><b><u>Consumer Website Info:</u></b></p> <ul style="list-style-type: none"> <li>• <a href="https://home.bluecrossma.com/">https://home.bluecrossma.com/</a> (click on “important information about coronavirus)</li> <li>• <a href="https://home.bluecrossma.com/coronavirus">https://home.bluecrossma.com/coronavirus</a></li> </ul>

<p><b>Cigna</b></p>	<p><b>Contact Info:</b></p> <ul style="list-style-type: none"> <li>• General: 1-855-287-8400</li> <li>• COVID-19: 1-866-912-1687</li> </ul> <p><b>Consumer Website Info:</b></p> <ul style="list-style-type: none"> <li>• <a href="https://www.cigna.com/individuals-families/health-wellness/topic-disaster-resource-center/coronavirus-public-resources">https://www.cigna.com/individuals-families/health-wellness/topic-disaster-resource-center/coronavirus-public-resources</a></li> </ul> <p><b>Provider Information:</b></p> <ul style="list-style-type: none"> <li>• <a href="https://static.cigna.com/spa/chcp/assets/Cigna-COVID-19-Billing-Guidance-for-Providers-3-17.pdf">https://static.cigna.com/spa/chcp/assets/Cigna-COVID-19-Billing-Guidance-for-Providers-3-17.pdf</a></li> </ul>
<p><b>ConnectiCare of Massachusetts</b></p>	<p><b>Contact Info:</b> 1-800-251-7722</p> <p><b>Consumer Website Info:</b></p> <ul style="list-style-type: none"> <li>• <a href="https://blog.connecticare.com/coronavirus/">https://blog.connecticare.com/coronavirus/</a></li> </ul>
<p><b>Fallon Health</b></p>	<p><b>Contact Info:</b></p> <ul style="list-style-type: none"> <li>• 1-877-835-8440 (TRS 711)</li> </ul> <p><b>Consumer Website Info:</b></p> <ul style="list-style-type: none"> <li>• <a href="http://fallonhealth.org/coronavirus.aspx">http://fallonhealth.org/coronavirus.aspx</a></li> </ul>
<p><b>Health New England</b></p>	<p><b>Contact Info:</b></p> <ul style="list-style-type: none"> <li>• HNE phone line: 800-310-2835</li> <li>• 24/7 Nurse Line: 866-389-7613</li> </ul> <p><b>Consumer Website Info:</b></p> <ul style="list-style-type: none"> <li>• <b>Member FAQs:</b> <a href="https://healthnewengland.org/Coronavirus-FAQ">https://healthnewengland.org/Coronavirus-FAQ</a></li> <li>• <b>Member Coverage and Cost Share Info:</b> <a href="https://healthnewengland.org/COVID-19-Coverage">https://healthnewengland.org/COVID-19-Coverage</a></li> </ul> <p><b>Provider Information:</b></p> <ul style="list-style-type: none"> <li>• <b>Provider Tab:</b> <a href="https://healthnewengland.org/provider">https://healthnewengland.org/provider</a></li> <li>• <b>Provider Matters:</b> <a href="http://hnetalk.com/provider/coronavirus-covid-19-provider-update/">http://hnetalk.com/provider/coronavirus-covid-19-provider-update/</a></li> <li>• <b>Physician Tip Sheet:</b> <a href="https://healthnewengland.org/Portals/default/Shared%20Documents/providers/COVID-19%20I%20Physician%20Tip%20Sheet.pdf">https://healthnewengland.org/Portals/default/Shared%20Documents/providers/COVID-19%20I%20Physician%20Tip%20Sheet.pdf</a></li> </ul>

<p><b>Harvard Pilgrim Health Care</b></p>	<p><b>Contact Info:</b></p> <ul style="list-style-type: none"> <li>• (888) 333-4742 (General)</li> <li>• (866) 750-2068 (Nurse Care Manager)</li> </ul> <p><b>Consumer Website Info:</b></p> <ul style="list-style-type: none"> <li>• <b>Main Webpage:</b> <a href="https://www.harvardpilgrim.org/public/home">https://www.harvardpilgrim.org/public/home</a></li> <li>• <b>Coronavirus Information:</b> <a href="https://www.harvardpilgrim.org/public/news-detail?nt=HPH_News_C&amp;nid=1471929052125">https://www.harvardpilgrim.org/public/news-detail?nt=HPH_News_C&amp;nid=1471929052125</a></li> <li>• <b>FAQs:</b> <a href="https://www.harvardpilgrim.org/public/news-detail?nt=HPH_News_C&amp;nid=1471929138048">https://www.harvardpilgrim.org/public/news-detail?nt=HPH_News_C&amp;nid=1471929138048</a></li> </ul>
<p><b>Tufts Health Plan and Tufts Health Public Plan (Tufts Direct)</b></p>	<p><b>Contact Info:</b></p> <ul style="list-style-type: none"> <li>• Members should call the member services phone number on ID card</li> <li>• Commercial Members Nurse Line: 866-201-7919</li> <li>• Tufts Direct Members Nurse Line: 888-697-6546</li> </ul> <p><b>Consumer Website Info:</b></p> <ul style="list-style-type: none"> <li>• <a href="https://tuftshealthplan.com/visitor/company-news/coronavirus-updates">https://tuftshealthplan.com/visitor/company-news/coronavirus-updates</a></li> <li>• <b>Tufts Direct:</b> <a href="https://tuftshealthplan.com/member/tufts-health-direct-plans/information-tools/your-information/helping-members-prepare-for-coronavirus">https://tuftshealthplan.com/member/tufts-health-direct-plans/information-tools/your-information/helping-members-prepare-for-coronavirus</a></li> </ul> <p><b>Provider Information:</b></p> <ul style="list-style-type: none"> <li>• <a href="https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers">https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers</a></li> </ul>
<p><b>UniCare State Indemnity Plan</b></p>	<p><b>Contact Info:</b></p> <ul style="list-style-type: none"> <li>• Member Services for Commercial Members: 1-833-663-4176</li> <li>• Member Services for Medicare Members and Providers: 1-800-442-9300</li> <li>• COVID-19 line: 1-844-639-0950</li> </ul> <p><b>Consumer Website Info:</b></p> <ul style="list-style-type: none"> <li>• <a href="https://www.unicarestateplan.com/Important-Plan-information-about-COVID-19.html">https://www.unicarestateplan.com/Important-Plan-information-about-COVID-19.html</a></li> </ul> <p><b>Provider Information:</b></p> <ul style="list-style-type: none"> <li>• <a href="https://www.unicarestateplan.com/BillingCoronavirusServices.html">https://www.unicarestateplan.com/BillingCoronavirusServices.html</a></li> </ul>

<p><b>UnitedHealthcare Insurance Company</b></p>	<p><b><u>Contact Info:</u></b></p> <ul style="list-style-type: none"> <li>• A member with a question may contact the Company at any time by calling the number on the back of his/her identification card or 866-414-1959</li> </ul> <p><b><u>Consumer Website Info:</u></b></p> <ul style="list-style-type: none"> <li>• <a href="http://www.uhc.com">www.uhc.com</a> – information on COVID-19 resources is located on the home page</li> <li>• <a href="https://www.uhc.com/health-and-wellness/health-topics/covid-19#faq">https://www.uhc.com/health-and-wellness/health-topics/covid-19#faq</a> – Frequently Asked Questions</li> </ul> <p><b><u>Provider Information:</u></b></p> <ul style="list-style-type: none"> <li>• <a href="http://www.uhcprovider.com">www.uhcprovider.com</a> – updates and resources for COVID-19 are located on the home page</li> </ul>
<p><b>Wellfleet Insurance Company</b></p>	<p><b><u>Contact Info:</u></b></p> <ul style="list-style-type: none"> <li>• Members should call the Members Services phone number on the back of the member ID card or the designated COVID-19 Hotline at: (833)343-5338</li> </ul> <p><b><u>Consumer Website Info:</u></b></p> <ul style="list-style-type: none"> <li>• Main Webpage: <a href="https://wellfleetstudent.com/">https://wellfleetstudent.com/</a></li> <li>• Coronavirus Information <a href="https://wellfleetstudent.com/student-well-being/coronavirus-faq-for-student-health-members/">https://wellfleetstudent.com/student-well-being/coronavirus-faq-for-student-health-members/</a> (there are various other links throughout the page)</li> </ul>