**Managed Care Health Plan Specific Resources for Discharge Planning**

***Note: If a skilled nursing and/or rehab facility has expressed interest in accepting a member but is not listed on a health plan’s provider directory, please contact the health plan to explore options.***

**Fallon Health Plan / ACOs: Fallon Health – Atrius Health Care Collaborative, Berkshire Fallon Health Collaborative and Fallon 365 Care**

* If member has both medical and behavioral health needs, please start by reaching out to the below medical contact. Fallon will then transfer you to the below Behavioral Health contact.
  + Medical Contact Information: Christina Meriano, Director, Utilization Management; Phone: 508-368-9303; Fax: 508-368-9014;
  + Behavioral Health Contact Information: Anne Farmer, BH Clinical Liaison; Phone: 508-368-9338.
* For members experiencing or at risk of homelessness: [HomelessHelpline@fallonhealth.org](mailto:HomelessHelpline@fallonhealth.org)
* Visit the following Fallon Health Plan webpages to find in-network skilled nursing/rehab facilities via provider directories to obtain additional information:
  + [fallonhealth.org/atrius](http://www.fallonhealth.org/atrius)
  + [fallonhealth.org/Berkshires](http://www.fallonhealth.org/Berkshires)
  + [fallonhealth.org/365care](http://www.fallonhealth.org/365care)

**Health New England / ACO: BeHealthy Partnership Plan**

* Main Provider Line contact information: phone: 413-787-4000, ext.5027.
* A Health Services Coordinator will answer the Provider Line and forward the call/information to the appropriate UM nurse or to a supervisor.
* For members experiencing or at risk of homelessness: transitionofcareteam@baystatehealth.org (weekday); HSOffHoursContactList@hne.com (weekend)
* Visit BeHealthy Partnership Plan’s webpage to find in-network skilled nursing/rehab facilities via provider directories to obtain additional information:
  + https://behealthypartnership.org

**Mass General Brigham Health Plan with Mass General Brigham ACO**

* If member has both medical and behavioral health needs, please start by reaching out to the below medical contact. MGBHP will then transfer you to Optum, the health plan’s Behavioral Health Vendor.
  + Medical Contact information: Provider Customer Service Phone, 855-444-4647
    - Customer service will 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: 844-451-3519
    - Phone tree will allow a provider to select “provider” and that will connect them with Optum (request to then speak with a UM clinician about discharge planning).
* For members experiencing or at risk of homelessness: Please complete the form below and email the attachment to [massbhcca@optum.com](mailto:massbhcca@optum.com) for members with behavioral health needs and [healthplanmasshealthcm@mgb.org](mailto:healthplanmasshealthcm@mgb.org) for members with medical needs.

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* Visit Mass General Brigham Health Plan’s webpage to find in-network skilled nursing/rehab facilities via provider directories to obtain additional information:
  + https://massgeneralbrighamhealthplan.org

**Tufts Health Plan / ACOs & MCO: Tufts Health Together with Cambridge Health Alliance (CHA), Tufts Health Together with UMass Memorial Health and Tufts Health Together MCO**

* Contact information: Provider Services Phone: 888.257.1985 or the dedicated point of contact that Tufts has provided for your hospital.
* Every hospital has a dedicated point of contact for Tufts Health Plan-these dedicated Tufts Health Plan clinicians are assigned to each facility to coordinate discharge planning. If a hospital needs to identify who their point of contact is, please call the Provider Services phone number to obtain this information.
* For members experiencing or at risk of homelessness: [MCE84DischargePlanning@point32health.org](mailto:MCE84DischargePlanning@point32health.org)
* Visit Tufts Health Plan’s webpage to find in-network skilled nursing/rehab facilities via provider directories to obtain additional information:
  + https://tuftshealthplan.com/member/tufts-health-together-plans/home

**WellSense Health Plan /ACOs & MCO: East Boston Neighborhood WellSense Alliance, WellSense Beth Israel Lahey Health (BILH) Performance Network ACO, WellSense Boston Children’s ACO, WellSense Care Alliance, WellSense Community Alliance, WellSense Mercy Alliance, WellSense Signature Alliance, WellSense Southcoast Alliance, and WellSense Essential MCO.**

* Contact information: Main Provider Line Phone: 1-888-566-0008
* Providers should call the main provider line, 1-888-566-0008. If they have a specific question about an inpatient admission or a Skilled Nursing Facility (SNF) transfer, they should ask to be connected to the Utilization Management (UM) clinician. If, after discharge planning with the UM clinician for placement approval, there are still additional member concerns that remain, the hospital/provider can request that the UM clinician facilitate a referral to the Care Management (CM) team. The UM clinicians frequently partner with the CM team regarding members with special placement concerns.
* For members experiencing or at risk of homelessness: [wellsensedischargehelp@wellsense.org](mailto:wellsensedischargehelp@wellsense.org)
* Visit the following WellSense Health Plan webpages to find in-network skilled nursing/rehab facilities via provider directories to obtain additional information:
  + <https://www.wellsense.org/plans/medicaid/ma/masshealth/east-boston-neighborhood-health-wellsense-alliance>
  + <https://www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-bilh-performance-network>
  + <https://www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-boston-childrens-aco>
  + <https://www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-care-alliance>
  + <https://www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-community-alliance>
  + <https://www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-mercy-alliance>
  + <https://www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-signature-alliance>
  + <https://www.wellsense.org/plans/medicaid/ma/masshealth/wellsense-southcoast-alliance>

**Community Care Cooperative (C3):**

* Contact Information: [c3\_clinical\_leadership@c3aco.org](mailto:c3_clinical_leadership@c3aco.org); Member Services Phone, 866-676-9226
* For members experiencing or at risk of homelessness:
  + Deirdre Minichiello, [Deirdre.Minichiello@carelon.com](mailto:Deirdre.Minichiello@carelon.com); 978-716-3379 (for psychiatric inpatient hospitals/units)
  + C3’s Discharge Planning Line: 857-702-9261 (for acute inpatient hospitals)
* Visit Community Care Cooperative’s webpage to find in-network skilled nursing/rehab facilities via provider directories to obtain additional information:
  + https://www.communitycarecooperative.org

**Steward Health Choice:**

* Contact Information: SHCN Care Management, [shcncaremanagment@steward.org](mailto:shcncaremanagment@steward.org); Phone: 781.493.7996; Fax: 781.493.7909
* For members experiencing or at risk of homelessness:
  + Deirdre Minichiello, [Deirdre.Minichiello@carelon.com](mailto:Deirdre.Minichiello@carelon.com); 978-716-3379 (for psychiatric inpatient hospitals/units)
  + [SHCNCareManagement@steward.org](mailto:SHCNCareManagement@steward.org); 781-493-7996 (for acute inpatient hospitals)
* Visit Steward Health Choice’s webpage to find in-network skilled nursing/rehab facilities via provider directories to obtain additional information:
  + https://www.stewardhealthchoice.org/massachusetts