Enrollment Guide April 2023

In an emergency, you can go to any hospital.

You do not need to worry about which health plan you have.

We speak your language

If you need help from an interpreter or translator, please call the MassHealth Customer Service Center

Questions?

www.mass.gov/masshealth MassHealth Customer Service Center

(800) 841-2900

TDD/TYY: 711

Monday–Friday 8 am to 5 pm

## Hello and welcome

MassHealth is the Medicaid program in Massachusetts. We have

health plans to choose from so you can get the health care you need.

Please read this guide to learn about the plans and to choose the one

that’s best for you.

This guide will help you...

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

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

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

## 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 younger than 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.

Members described below are not eligible for the health plan options described in

this guide.

Do not use this guide if you

■ Are older than 65

■ Have other insurance (including Medicare)

■ Do not live in the community (for example, you live 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 only for

» MassHealth Limited

» Children’s Medical Security Plan (CMSP), or

» Health Safety Net (HSN)

## How to Use this Guide: 3 Steps to a Health Plan

**Step 1: Service areas**

First, find your service area. Go to page 39. Look up your town—to the right of your town,

you will find the name of your service area. (See pages 39 to 49.)

A service area is a group of cities and towns that a health plan serves.

Your Town Service Area

For example, if your town is Fairhaven, your service area is New Bedford. Once you know your

service area, go to step 2.

**Step 2: Health plans in your service area**

Next, look at pages 10 through 33 and find the plans in your service area. Each plan has a list and map of its service areas.

For example, if you live in Fairhaven and saw that your service area is “New Bedford,” you would look at plans that list “New Bedford” under “service area.”

**Step 3: Choose your health plan**

After you compare the health plans in your service area, use the Enrollment Form that was sent with this booklet to enroll.

If you have questions or need help choosing a health plan, call us at

(800) 841-2900, TDD/TTY: 711.

You may also go to our website at www.masshealthchoices.com to learn

about plans and to choose one.

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## Learn About Health Plan Options

### Accountable Care Organizations (ACOs)

ACOs are groups of doctors, hospitals, and other health care providers who give coordinated, high-quality care to MassHealth members. This way, MassHealth members get the right care at the right time.

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, not just administrators. Primary Care Providers (PCPs) are at the center of your care. Providers work with you directly and know your needs. They will have a 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 plans in your service area.

### Accountable Care Partnership Plans (ACPPs)

In this type of ACO, PCPs work with just one health plan. The provider network includes PCPs, specialists, behavioral health providers, and hospitals. PCPs plan and coordinate care to meet your health care needs.

In this kind of ACO, you

* Must live in the service areas covered by the ACO
* Must use the ACO’s provider network
* Choose a PCP in the ACO, or one will be assigned to you
* Can change your PCP at any time within the ACO
* May get the services of a behavioral health or long-term services and supports (LTSS) Community Partner (See page 5)
* Will have a Plan Selection Period and a Fixed Enrollment Period every year (See page 6 for definitions)

**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.

* **Primary Care Provider (PCP)**

A health care provider you choose to give you routine care and refer you to a

specialist when necessary. PCPs provide many health care services, such as

• Yearly checkups • Vaccinations • Health screenings • Sick visits

(See the next page for more information.)

### Primary Care ACOs

In this type of ACO, PCPs have joined together into an ACO to be responsible for your care. The ACO contracts directly with MassHealth to coordinate the full range of services for its enrollees. Primary Care ACOs work with the MassHealth provider 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

■ Must choose a PCP in the ACO’s group of providers when you enroll

■ Can change your PCP at any time within the ACO

■ May get the services of a behavioral health or long-term services and supports (LTSS) Community Partner (see below)

■ Will have a Plan Selection Period and a Fixed Enrollment Period every year

#### Community Partners

Community Partners are local organizations that help MassHealth members with behavioral health (BH) needs and long-term services and supports (LTSS).

You may qualify for help from a Community Partner if you

• Are in an Accountable Care Organization (ACO) or Managed Care Organization (MCO)

• Are in the Department of Mental Health’s Adult Community Clinical Services (ACCS) program

• Were in the ACCS program

A Community Partner helps you plan for your health care and works with your Primary Care Provider (PCP) and other providers to meet your needs.

#### Flexible Services Program

If you are in an Accountable Care Organization (ACO), you may be able to get help with food and housing supports through the Flexible Services Program. For example, you could get help with purchasing fruits and vegetables and help searching for housing. Each ACO offers different supports, so please contact your ACO for more information.

### Managed Care Organizations (MCOs)

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

In this kind of plan, you

■ Must live in the service areas covered by the MCO ■ Must use the MCO provider network ■ Choose a PCP in the MCO, or one will be assigned to you ■ Can change your PCP at any time within the MCO   
■ May get the services of a behavioral health or long-term services and supports (LTSS) Community Partner (see below) ■ Will have a Plan Selection Period and a Fixed Enrollment Period every year PCPs who are part of an ACO will not be available as PCPs in MCOs.

### 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.   
In the PCC Plan, you

■ Must choose a PCC from the MassHealth list when you enroll

■ Can change your PCC at any time

■ Can change from the PCC Plan to an ACO or MCO at any time

Notes: PCPs in an ACO will not be available as PCCs in the PCC Plan.

Community Partners are not usually available in the PCC Plan.

**Key Terms**

Plan Selection Period: The time of year when you CAN change your health plan. (See page 34 for more information.)

Fixed Enrollment Period: The time of year when you CANNOT change your health plan, except for certain reasons. (See page 34 for more information.)   
  
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.

If you are in an Accountable Care Partnership Plan or Managed Care Organization, call your plan. The phone number is on the back of your card.

If you are in a Primary Care ACO or the PCC plan, call MassHealth at (800) 841-2900, TDD/TYY: 711.

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 usually not available in MCOs or in the PCC Plan. These PCPs are usually 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 the Accountable Care Partnership Plan’s network. There are 15 Accountable Care Partnership Plans. See pages 9-22.

### Primary Care ACOs

**PCPs**

You have to choose a PCP within the Primary Care ACO’s group of providers.

**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 two Primary Care ACOs, beginning on page 26.

### 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 two MCOs, beginning on page 28.

### Primary Care Clinician Plan

PCCs

You have to choose a PCC 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 one Primary Care Clinician Plan. See page 32.

## Compare Health Plans

There are many health plans to choose from. Each health plan has a different list of doctors, behavioral health providers, and hospitals. The following pages summarize 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 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 in your service area.

A service area is a group of cities and towns that a health plan serves.

### 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 39. 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. If the health plan that you need is not in your area, you may be able to submit a request for a Service Area Exception. For more information, please visit www.masshealthchoices.com/learn/changing-your-health-plan on the MassHealth Choices website or call MassHealth Customer Service at (800) 841-2900, TDD/TYY: 711.

# Accountable Care Partnership Plans

Fallon Health offers the following plans:

* Fallon Health-Atrius Health Care Collaborative
* Berkshire Fallon Health Collaborative
* Fallon 365 Care

## Fallon Health-Atrius Health Care Collaborative

#### Behavioral Health Services

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

* (888) 777-1207 Fallon Health-Atrius Health Care Collaborative
* (888) 877-7184 Berkshire Fallon Health Collaborative
* (888) 877-7182 Fallon 365 Care

Fallon Health-Atrius Health Care Collaborative

#### SERVICE AREAS

Beverly, Boston, Brockton, Framingham, Lawrence, Lowell, Lynn, Malden, Plymouth, Quincy, Revere, Salem, Somerville, Waltham, Wareham, Woburn

At Fallon Health-Atrius Health Care Collaborative, our priority is making sure our MassHealth members get the care they need and deserve. We believe in care that empowers people to live better. We are guided by our desire to always do right by all those we serve and support.

#### Special Programs and Extra Benefits

■ Quit to Win—quit smoking program

■ Oh Baby—baby wellness

■ Healthwise Knowledgebase—health

encyclopedia

■ Mobile ID card and secure member portal

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

Fallon Health-Atrius Health Care Collaborative

www.fallonhealth.org/atriushealth

Customer Service: (866) 473-0471

Behavioral Health: (888) 777 1207

### Berkshire Fallon Health Collaborative

#### SERVICE AREAS

Adams, Pittsfield

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, and in the right place.

Special Programs and Extra Benefits

■ Quit to Win—quit smoking program

■ Oh Baby—baby wellness

■ Healthwise Knowledgebase—health encyclopedia

■ Mobile ID card and secure member portal

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

www.fallonhealth.org/berkshires

Customer Service: (855) 203-4660

Behavioral Health: (888) 877 7184

### Fallon 365

#### SERVICE AREAS

Framingham, Gardner-Fitchburg, Southbridge, Worcester

With a goal of delivering high-quality care and a history of innovation, Fallon 365 Care is committed to improving the lives of members in our community.

Special Programs and Extra Benefits

■ Quit to Win—quit smoking program

■ Oh Baby—baby wellness

■ Healthwise Knowledgebase—health encyclopedia

■ Mobile ID card and secure member portal

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

www.fallonhealth.org/365care

Customer Service: (855) 508-3390

Behavioral Health: (888) 877 7182

Find your town and its service area on page 39.

### Hospitals

Fallon Health-Atrius Care Collaborative includes the following hospitals:

**Fallon Health-Atrius Health Care Collaborative**

**Hospital Name, City**

Anna Jaques Hospital, Newburyport

Milton Hospital (Beth Israel Lahey Health), Milton

Beth Israel Deaconess: Needham, Needham

Beth Israel Deaconess: Plymouth, Plymouth

Beth Israel Deaconess Medical Center, Boston

Boston Children's Hospital,Boston

Emerson Hospital, Concord

Addison Gilbert Hospital (Lahey Health), Gloucester

Beverly Hospital (Lahey Health), Beverly

Lahey Hospital and Medical Center, Burlington  
Lahey Medical Center: Peabody, Peabody

Lahey Health: Winchester Hospital, Winchester

Lowell General Hospital: Main Campus, Lowell

Lowell General Hospital: Saints Campus, Lowell

Mass. Eye and Ear Infirmary, Boston

Mt. Auburn Hospital (Beth Israel Lahey Health), Cambridge

New England Baptist Hospital, Roxbury Crossing

Newton-Wellesley Hospital (Mass General Brigham), Newton

South Shore Hospital, South Weymouth

**Berkshire Fallon Health Collaborative**

**Hospital Name, City**

Baystate Medical Center (Baystate), Springfield

Berkshire Medical Center (Berkshire Health Systems), Pittsfield

Fairview Hospital (Berkshire Health Systems), Great Barrington

Franklin Medical Center (Baystate Health), Greenfield

Mass. Eye and Ear Infirmary, Boston

Tufts Medical Center, Boston

**Fallon 365 Care**

**Hospital Name, City**

Framingham Union Hospital, Framingham

Harrington Hospital (UMass Memorial), Southbridge

Heywood Hospital (Heywood Healthcare), Gardner

Leonard Morse Hospital (MetroWest Medical Center)\*, Natick

Milford Regional Medical Center, Milford

Saint Vincent Hospital, Worcester

Tufts Medical Center, Boston

*The hospital list is subject to change, and the hospitals may have service limits. Please check with the plan for specific questions about hospitals. \* For Behavioral Health Services*

Health New England

Health New England offers the following plan:

## BeHealthy Partnership Plan

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

### Behavioral Health Services

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

### SERVICE AREAS

Greenfield, Holyoke, Northampton, Springfield, Westfield

***Find your town and its service area on page 39.***

In the BeHealthy 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.

### Special Programs and Extra Benefits

* Bee Healthy Babies Program
* Wellness programs and fitness reimbursement
* Free dental kit
* Free kids’ bike helmets
* Free booster or car seats

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

www.behealthypartnership.org

Customer Service: (800) 786-9999

Behavioral Health: (800) 495-0086

## Hospitals

Health New England includes the following hospitals:

### BeHealthy Partnership Plan

**Hospital Name, City**

Baystate Medical Center (Baystate), Springfield

Baystate Noble Hospital , Westfield

Baystate Wing Hospital, Palmer

Franklin Medical Center (Baystate Health), Greenfield

Holyoke Medical Center , Holyoke

Mercy Medical Center (Trinity Health of New England), Springfield

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

# Mass General Brigham

## Mass General Brigham Health Plan with Mass General Brigham ACO

### Behavioral Health

Members can get a full range of mental health and substance use services. Please call (800) 462-5449.

### SERVICE AREAS

Attleboro, Beverly, Boston, Brockton, Framingham, Gloucester, Greenfield, Haverhill Holyoke, Lawrence, Lowell, Lynn, Malden, Nantucket, Northampton, Oak Bluffs, Quincy, Revere, Salem Somerville, Waltham, Westfield, Woburn

***Find your town and its service area on page 39***

Mass General Brigham Health Plan with Mass General Brigham ACO provides you with primary care that treats the whole person, including your behavioral health needs. Your providers will manage your care, meet your needs, and coordinate your benefits through primary care practices. They will also help find social support resources, such as housing and food resources, when needed.

### Special Programs and Extra Benefits

Child care and safety product discounts

Fitness membership reimbursement

Quitting tobacco program

Diabetes management and education

Weight loss support

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

[www.massgeneralbrighamhealthplan.org](http://www.massgeneralbrighamhealthplan.org/)

Customer Service: (800) 462-5449

Behavioral Health: (800) 462-5449

### Hospitals

Mass General Brigham Health Plan with Mass General Brigham ACO

Hospital City

Addison Gilbert Hospital (Lahey Health), Gloucester

Anna Jaques Hospital Newburyport

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 (Lahey Health) Beverly

Boston Children's Hospital Boston

Boston Medical Center Boston

Brigham and Women’s Hospital (Mass General Brigham) Boston

Carney Hospital (Steward) Dorchester

CHA Cambridge Hospital Cambridge

CHA Everett Hospital Everett

CHA Somerville Hospital Somerville

Clinton Hospital (UMass Memorial HealthAlliance) Clinton

Cooley Dickinson Health Care (Mass General Brigham) Northampton

Emerson Hospital Concord

Faulkner Hospital (Mass General Brigham) Jamaica Plain

Good Samaritan Medical Center (Steward) Brockton

Harrington Hospital (UMass Memorial) Southbridge

HealthAlliance-Clinton Hospital, Leominster Campus Leominster

Holy Family Hospital-Methuen (Steward) Methuen

Lahey Hospital and Medical Center Burlington

Lahey Medical Center, Peabody Peabody

Lawrence Memorial Hospital of Medford (Hallmark) Medford

Lowell General Hospital - Main Campus Lowell

Lowell General Hospital - Saints Campus Lowell

Marlborough Hospital (UMass Memorial Health) Marlboro

Martha’s Vineyard Hospital (Mass General Brigham) Oak Bluffs

Mass. Eye and Ear Infirmary Boston

Mass. General Hospital (Mass General Brightam) Boston

MelroseWakefield Hospital (Hallmark) Melrose

Milford Regional Medical Center Milford

Morton Hospital (Steward) Taunton

Mount Auburn Hospital Cambridge

Nantucket Cottage Hospital (Mass General Brigham) Nantucket

Nashoba Valley Medical Center (Steward) Ayer

New England Baptist Hospital Roxbury Crossing

Newton-Wellesley Hospital (Mass General Brigham) Newton

Saint Anne's Hospital (Steward) Fall River

Salem Hospital (Mass General Brigham) Salem

St. Elizabeth's Medical Center (Steward) Brighton

UMass Memorial Medical Center - Memorial Campus Worcester

UMass Memorial Medical Center - University Campus Worcester

Winchester Hospital (Lahey Health) Winchester

# Tufts Health Plan

Tufts Health Plan offers the following plans:

* Tufts Health Together with Cambridge Health Alliance (CHA)
* Tufts Health Together with UMass Memorial Health

## Tufts Health Together with Cambridge Health Alliance (CHA)

### Behavioral Health Services

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

### SERVICE AREAS

*Boston Lynn Malden Revere Salem Somerville Waltham Woburn*

Find your town and its service area on page 39.

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

* Pregnancy programs
* Healthy cooking and nutrition programs
* Fitness reimbursement
* Gift cards for healthy behaviors
* Gift cards towards car seats and booster seats

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

www.tuftshealthtogether.com/cha

Customer Service: (888) 257-1985

Behavioral Health: (888) 257-1985

## Tufts Health Together with UMass Memorial Health

## Behavioral Health Services

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

### SERVICE AREAS

*Athol Framingham Gardner-Fitchburg Southbridge Worcester*

***Find your town and its service area on page 39.***

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

* Pregnancy programs
* Healthy cooking and nutrition programs
* Fitness reimbursement
* Gift cards for healthy behaviors
* Gift cards towards car seats and booster seats

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

[www.tuftshealthtogether.com/cha](http://www.tuftshealthtogether.com/cha) *Customer Service:* (888) 257-1985 *Behavioral Health:* (888) 257-1985

### Hospitals

Tufts Health Together with CHA includes the following hospitals:

**Hospital Name, City**

Beth Israel Deaconess Medical Center, Boston

CHA -Cambridge Hospital, Cambridge

CHA Everett Hospital, Everett

CHA Somerville Hospital, Somerville

Mt. Auburn Hospital, Cambridge

Newton-Wellesley Hospital (Mass General Brigham), Newton

Tufts Medical Center, Boston

Tufts Health Together with UMass Memorial Health includes the following hospitals:

**Hospital Name, City**

Athol Hospital (Heywood Healthcare), Athol

Clinton Hospital (UMass Memorial HealthAlliance), Clinton

Harrington Hospital (UMass Memorial), Southbridge

HealthAlliance-Clinton Hospital, Leominister

Heywood Hospital (Heywood Healthcare), Gardner

Marlborough Hospital (UMass Memorial Health) , Marlboro

Milford Regional Medical Center, Milford

UMass Memorial Medical Center - Memorial Campus, Worcester

UMass Memorial Medical Center - University Campus, Worcester

# WellSense Health Plan

WellSense Health Plan offers the following plans:

* East Boston Neighborhood Health 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

## East Boston Neighborhood Health WellSense Alliance

### Behavioral Health Services

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

### SERVICE AREAS

*Boston, Malden, Revere*

***Find your town and its service area on page 39.***

East Boston Neighborhood Health WellSense Alliance is a partnership between WellSense Health Plan and East Boston Neighborhood Health Center. Together we care for you and your community in every stage of life

* Virtual cooking classes
* Free dental kits
* Free car seats and booster seats
* Pregnancy programs
* Mail delivery prescriptions

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

[*www.wellsense.org/eastboston*](http://www.wellsense.org/eastboston)

*Customer Service: (888) 566-0010*

*Behavioral Health: (888) 217-3501* WellSense Beth Israel Lahey Health (BILH) Performance Network ACO

## WellSense Beth Israel Lahey Health (BILH) Performance Network ACO

### Behavioral Health Services

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

### SERVICE AREAS

*Attleboro, Beverly, Boston, Brockton, Falmouth, Framingham, Gloucester, Haverhill, Lawrence, Lowell, Lynn, Malden, Plymouth, Quincy, Revere, Salem, Somerville, Taunton, Waltham, Wareham, Woburn*

WellSense BILH Performance Network ACO is a partnership between WellSense Health Plan and Beth Israel Lahey Health Performance Network. Together we are dedicated to providing care that improves your health so that you can live your best life.

### Special Programs and Extra Benefits

* + Fitness reimbursements
  + Pregnancy programs
  + Mail order prescriptions
  + Free dental kits
  + Free car seats, booster seats, and kids’ bike helmets

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

[www.wellsense.org/bilh](http://www.wellsense.org/bilh)

*Customer Service:* (888) 566-0010  
*Behavioral Health:* (888) 217-3501

## WellSense Boston Children’s ACO

### Behavioral Health Services

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

### SERVICE AREAS

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

***Find your town and its service area on page 39.***

WellSense Boston Children’s ACO is a partnership between WellSense Health Plan and Boston Children’s Health ACO. We believe in providing the best care possible to all children we serve—putting their healthy future first.

Special Programs and Extra Benefits

* Nutrition support programs
* Free car seats, booster seats, and kids’ bike helmets
* Free dental kits
* Mail order prescriptions
* Virtual cooking classes

## WellSense Care Alliance

### Behavioral Health Services

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

### SERVICE AREAS

Beverly

Boston

Brockton

Framingham

Haverhill

Lawrence

Lowell

Lynn

Malden

Quincy

Revere

Salem

Somerville

Waltham

Wareham

Woburn

WellSense Care Alliance is a partnership between WellSense Health Plan, Tufts Medical Center, Lowell General, Melrose Wakefield, and Lawrence Memorial hospitals. We work

alongside each other to make sure health care is affordable and accessible for all.

### Special Programs and Extra Benefits

* Virtual cooking classes and nutrition support programs
* Free dental kits
* Free car seats, booster seats, and kids’ bike helmets
* Mail order prescriptions
* Fitness reimbursements

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

[www.wellsense.org/careallia](http://www.wellsense.org/carealliance)er Service: (888) 566-0010

Behavioral Health: (888) 217-3501

## WellSense Community Alliance

### SERVICE AREAS

Attleboro, Barnstable, Beverly, Boston, Brockton, Fall River, Falmouth, Framingham, Holyoke, Malden, New Bedford,Northampton, Orleans, Plymouth, Quincy, Revere, Somerville, Springfield, Taunton, Waltham, Wareham, Westfield, Woburn

### Behavioral Health Services

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

***Find your town and its service area on page 39.***

WellSense Community Alliance is a partnership between WellSense Health Plan, Boston Medical Center, community health centers, and other providers throughout the network service areas shown above.

Our goal is to understand your health situation and help you manage it. This means you can count on receiving quality care when you need it most.

### Special Programs and Extra Benefits

* Free car seats, booster seats, and kids’ bike helmets
* Virtual cooking classes and nutrition support programs
* Fitness reimbursements
* Pregnancy programs
* Mail order prescriptions

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

## WellSense Mercy Alliance

### SERVICE AREAS

Holyoke, Springfield, Westfield

### Behavioral Health Services

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

WellSense Mercy Alliance is a partnership between WellSense Health Plan and Mercy Medical Center. We are focused on making the Springfield area healthier by putting you first when it comes to your health. This means we all work together toward a healthy and happy you.

Special Programs and Extra Benefits

■ Weight management programs

■ Free car seats, booster seats, and kids’ bike helmets

■ Fitness reimbursement

■ Pregnancy programs

■ Mail order prescriptions

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

[www.wellsense.org/mercy](http://www.wellsense.org/mercy)

*Customer Service:* (888) 566-0010

*Behavioral Health:* (888) 217-3501

## WellSense Signature Alliance

### SERVICE AREAS

*Attleboro, Brockton, Plymouth, Quincy, Taunton*

### Behavioral Health Services

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

WellSense Signature Alliance is a partnership between WellSense Health Plan and Signature Healthcare. We work together to offer you personal care and include you in the conversation along the way. We’re here for all of your care needs.

### Special Programs and Extra Benefits

* Parenting , family classes, and pregnancy programs
* Free car seats, booster seats, and kids’ bike helmets
* Fitness reimbursement
* Free dental kits
* Mail order prescriptions

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

[www.wellsense.org/signature](http://www.wellsense.org/signature)

*Customer Service:* (888) 566-0010

*Behavioral Health:* (888) 217-3501

## WellSense Southcoast Alliance

### SERVICE AREAS

*Attleboro Fall River Falmouth New Bedford Plymouth Taunton Wareham*

***Find your town and its service area on page 39.***

### Behavioral Health Services

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

WellSense Southcoast Alliance is a partnership between WellSense Health Plan and Southcoast Health. When we all work together, you and your health take center stage. You’re involved every step of the way to ensure you get the best care for you.

### Special Programs and Extra Benefits

* Pregnancy programs and access to our Baby Café
* Mobile health screening van
* Free car seats and booster seats
* Fitness reimbursement
* Mail order prescriptions

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

[www.wellsense.org/southcoast](http://www.wellsense.org/southcoast)

*Customer Service:* (888) 566-0010

*Behavioral Health:* (888) 217-3501

### Hospitals

Wellsense Health Plan includes the following hospitals for the following plans (See also page 24 for the hospital list for other WellSense plans)

East Boston Neighborhood Health Wellsense Alliance, WellSense Care Alliance, WellSense Mercy Alliance, WellSense Signature Alliance, WellSense Southcoast Alliance

Addison Gilbert Hospital (Lahey Health) Gloucester

Anna Jaques Hospital (Beth Israel Lahey Health) Newburyport

Athol Hospital (Heywood Healthcare) Athol

Baystate Medical Center Springfield

Baystate Noble Hospital Westfield

Baystate Wing Hospital Palmer

Berkshire Medical Center (Berkshire Health Systems) Pittsfield

Beth Israel Deaconess – Needham Needham

Beth Israel Deaconess – Plymouth Plymouth

Beth Israel Deaconess Medical Center Boston

Beverly Hospital (Lahey Health) Beverly

Boston Children's Hospital Boston

Boston Medical Center Boston

Brigham & Women's Hospital (Mass General Brigham) Boston

Brockton Hospital (Signature Healthcare) Brockton

Cape Cod Hospital (Cape Cod Healthcare) Hyannis

Carney Hospital (Steward) Dorchester

CHA Cambridge Hospital Cambridge

CHA Everett Hospital Everett

CHA Somerville Hospital Somerville

Charlton Hospital (Southcoast) Fall River

Clinton Hospital (UMass Memorial HealthAlliance ) Clinton

Clinton Hospital, Leominster (UMass Memorial HealthAlliance) Leominster

Cooley Dickinson Hospital (Mass General Brigham) Northampton

Dana-Farber Cancer Institute Boston

Emerson Hospital Concord

Fairview Hospital (Berkshire Health Systems) Great Barrington

Falmouth Hospital (Cape Cod Healthcare) Falmouth

Faulkner Hospital (Mass General Brigham) Jamaica Plain

Framingham Union Hospital Framingham

Franklin Medical Center (Baystate Health) Greenfield

Good Samaritan Medical Center (Steward) Brockton

Harrington Hospital (UMass Memorial) Southbridge

Hasbro Children's Hospital at Rhode Island Hospital Providence, RI

Heywood Hospital (Heywood Healthcare) Gardner

Holy Family Hospital Haverhill (Steward) Haverhill

Holy Family Hospital Methuen (Steward) Methuen

Holyoke Medical Center Holyoke

Lahey Hospital and Medical Center Burlington

Lahey Medical Center - Peabody Peabody

Lawrence General Hospital Lawrence

Lawrence Memorial Hospital of Medford (Hallmark) Medford

Leonard Morse Hospital (MetroWest Medical Center)\* vNatick

Lowell General Hospital - Main Campus Lowell

Lowell General Hospital - Saints Campus Lowell

Marlborough Hospital (UMass Memorial Health) Marlboro

Martha's Vineyard Hospital (Mass General) Oak Bluffs

Mass. Eye and Ear Infirmary Boston

Mass. General Hospital (Mass General Brigham) Boston

MelroseWakefield Hospital (Hallmark) Melrose

Milton Hospital (Beth Israel Lahey Health) Milton

Miriam Hospital Providence, RI

Morton Hospital (Steward) Taunton

Mt. Auburn Hospital (Beth Israel Lahey) Cambridge

Nantucket Cottage Hospital (Mass General) Nantucket

Nashoba Valley Medical Center (Steward) Ayer

New England Baptist Hospital Roxbury Crossing

Newton-Wellesley Hospital (Mass General Brigham) Newton

Saint Anne's Hospital (Steward) Fall River

Saint Elizabeth's Medical Center (Steward) Brighton

Saint Vincent Worcester

Shriners Children's New England Springfield

Shriners Hospital for Children Boston

South Shore Hospital South Weymouth

Southwestern Vermont Medical Center Bennington, VT

St. Luke's Hospital (Southcoast) New Bedford

Sturdy Memorial Hospital Attleboro

Tobey Hospital (Southcoast) Wareham

Trinity Health of New England (Mercy Medical Center) Springfield

Tufts Medical Center Boston

UMass Memorial Medical Center - Memorial Campus Worcester

UMass Memorial Medical Center - University Campus Worcester

Winchester Hospital (Lahey Health) Winchester

### Hospitals

WellSense Health Plan includes the following hospitals for the following WellSense plans (See also page 22 for the hospital list for other WellSense plans):

WellSense BILH Performance Network ACO, WellSense Community Alliance, WellSense Boston, Children’s ACO, WellSense Essential MCO

Addison Gilbert Hospital (Lahey Health) Gloucester

Anna Jaques Hospital (Beth Israel Lahey Health) Newburyport

Athol Hospital (Heywood Healthcare) Athol

Baystate Medical Center Springfield

Noble Hospital (Baystate) Westfield

Wing Hospital (Baystate) Palmer

Berkshire Medical Center (Berkshire Health Systems) Pittsfield

Beth Israel Deaconess – Needham Needham

Beth Israel Deaconess – Plymouth Plymouth

Beth Israel Deaconess Medical Center Boston

Beverly Hospital (Lahey Health) Beverly

Boston Children's Hospital Boston

Boston Medical Center Boston

Brockton Hospital (Signature Healthcare) Brockton

Cape Cod Hospital (Cape Cod Healthcare) Hyannis

Carney Hospital (Steward) Dorchester

CHA Cambridge Hospital Cambridge

CHA Everett Hospital Everett

CHA Somerville Hospital Somerville

Charlton Hospital (Southcoast) Fall River

Clinton Hospital (UMass Memorial HealthAlliance) Clinton

Clinton Hospital, Leominster (UMass Memorial HealthAlliance) Leominster

Cooley Dickinson Hospital (Mass General Brigham) Northampton

Dana-Farber Cancer Institute Boston

Emerson Hospital Concord

Fairview Hospital (Berkshire Health Systems) Great Barrington

Falmouth Hospital (Cape Cod Healthcare) Falmouth

Framingham Union Hospital Framingham

Franklin Medical Center (Baystate Health) Greenfield

Good Samaritan Medical Center (Steward) Brockton

Harrington Hospital (UMass Memorial) Southbridge

Hasbro Children's Hospital at Rhode Island Hospital Providence, RI

Heywood Hospital (Heywood Healthcare) Gardner

Holy Family Hospital Haverhill (Steward) Haverhill

Holy Family Hospital Methuen (Steward) Methuen

Holyoke Medical Center Holyoke

Lahey Hospital and Medical Center Burlington

Lahey Medical Center - Peabody Peabody

Lawrence General Hospital Lawrence

Lawrence Memorial Hospital of Medford (Hallmark) Medford

Leonard Morse Hospital (MetroWest Medical Center)\* Natick

Lowell General Hospital - Main Campus Lowell

Lowell General Hospital - Saints Campus Lowell

Marlborough Hospital (UMass Memorial Health) Marlboro

Mass. Eye and Ear Infirmary Boston

MelroseWakefield Hospital (Hallmark) Melrose

Milton Hospital (Beth Israel Lahey Health) Milton

Miriam Hospital Providence, RI

Morton Hospital (Steward) Taunton

Mt. Auburn Hospital (Beth Israel Lahey Health) Cambridge

Nashoba Valley Medical Center (Steward) Ayer

New England Baptist Hospital Roxbury Crossing

Rhode Island Hospital Providence, RI

Saint Anne's Hospital (Steward) Fall River

Saint Elizabeth's Medical Center (Steward) Brighton

Saint Vincent Hospital Worcester

Shriners Children's New England Springfield

Shriners Hospital for Children Boston

South Shore Hospital South Weymouth

Southwestern Vermont Medical Center Bennington, VT

St. Luke's Hospital (Southcoast) New Bedford

Sturdy Memorial Hospital Attleboro

Tobey Hospital (Southcoast) Wareham

Trinity Health of New England (Mercy Medical Center) Springfield

Tufts Medical Center Boston

UMass Memorial Medical Center - Memorial Campus Worcester

UMass Memorial Medical Center - University Campus Worcester

Winchester Hospital (Lahey Health) Winchester

# Primary Care ACOs

## Community Care Cooperative (C3)

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

### SERVICE AREAS

All towns and cities.

### 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 (800) 495-0086 or visit [www.masspartnership.com](http://www.masspartnership.com).

### Special Programs and Extra Benefits

* Help in connecting to social services, including nutrition education, grocery and produce vouchers, home delivered meal-kits and meals, home modification program, and eviction prevention and homelessness programs
* Nurse advice line available 24 hours a day, 7 days a week, 365 days a year
* Just you and your care team — 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.*

### Hospitals

Community Care Cooperative’s Primary Care ACO uses the MassHealth hospitals. Please go to https://masshealth.ehs.state.ma.us/providerdirectory/ for a list of hospitals.

Community Care Cooperative (C3) members get primary care at a community health center or participating provider practice and have access to the MassHealth specialists and hospitals.

[www.c3aco.org](http://www.c3aco.org/)

***Customer Service:*** (866) 676-9226

***Behavioral Health:*** (800) 495-0086

## Steward Health Care Network

Steward Health Care Network offers the following plan:

## Steward Health Choice

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

### SERVICE AREAS

*All towns and cities*

### 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 (800) 495-0086 or visit [www.masspartnership.com](http://www.masspartnership.com).

### Hospitals

Steward Health Choice’s Primary Care ACO uses the MassHealth hospitals. Please go to

https://masshealth.ehs.state.ma.us/ providerdirectory/ for a list of hospitals

# Managed Care Organizations

WellSense Health Plan offers the following plan:

## WellSense Essential MCO

### SERVICE AREAS

*All towns and cities*

### Special Programs and Extra Benefits

* Incentives for pregnant individuals
* Lifestyle and wellness programs
* Free car seats, booster seats, and kids’ bike helmets
* Fitness reimbursement
* Free dental kit

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

### Hospitals

Please see page 22 for a list of hospitals. The list includes hospitals for WellSense BILH Performance Network ACO, WellSense Community Alliance, WellSense Boston Children’s ACO, and WellSense Essential MCO.

Healthy is easier when you have a community to back you up. That’s why WellSense Essential MCO gets to know you and your family’s needs. We connect you to care and local resources, supporting you on your road to healthy.

www.wellsense.org

Customer Service: (888) 566-0010

Behavioral Health: (888) 217-3501

Tufts Health Plan offers the following plan:

## Tufts Health Together

### SERVICE AREAS

Adams

Athol

Beverly

Boston

Fitchburg

Framingham

Gardner

Gloucester

Greenfield

Haverhill

Holyoke

Lawrence

Lowell

Lynn

Malden

Northampton

Pittsfield

Quincy

Revere

Salem

Somerville

Southbridge

Springfield

Waltham

Westfield

Woburn

Worcester

Find your town and its service area on page 39.

### Behavioral Health Services

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

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

■ Pregnancy programs

■ Health cooking and nutrition programs

■ Fitness reimbursements

■ Gift cards for healthy behaviors

■ Gift cards towards car seats and booster seats

Hospital City

Addison Gilbert Hospital (Lahey Health) Gloucester

Anna Jaques Hospital (Beth Israel Lahey Health) Newburyport

Athol Hospital (Heywood Healthcare) Athol

Baystate Medical Center (Baystate) Springfield

Baystate Noble Hospital Westfield

Baystate Wing Hospital Palmer

Berkshire Medical Center (Berkshire Health Systems) 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 (Lahey Health) Beverly

Boston Children's Hospital Boston

Boston Medical Center Boston

Brockton Hospital (Signature Healthcare) Brockton

Cape Cod Hospital (Cape Cod Healthcare) Hyannis

Carney Hospital (Steward) Dorchester

CHA Cambridge Hospital Cambridge

CHA Everett Hospital Everett

CHA Somerville Hospital Somerville

Charlton Memorial Hospital (Southcoast) Fall River

Clinton Hospital (UMass Memorial HealthAlliance) Clinton

Clinton Hospital, Leominster Campus (HealthAlliance) Leominster

Cooley Dickinson Hospital (Mass General Brigham) Northampton

Dana-Farber Cancer Institute Boston

Emerson Hospital Concord

Fairview Hospital (Berkshire Health Systems) Great Barrington

Falmouth Hospital (Cape Cod Healthcare) Falmouth

Framingham Union Hospital Framingham

Franklin Medical Center (Baystate Health) Greenfield

Good Samaritan Medical Center (Steward) Brockton

Harrington Hospital (UMass Memorial) Southbridge

Hasbro Children's Hospital at Rhode Island Hospital Providence, RI

Heywood Hospital (Heywood Healthcare) Gardner

Holy Family Hospital-Haverhill (Steward) Haverhill

Holy Family Hospital-Methuen (Steward) Methuen

Holyoke Medical Center Holyoke

Kent County Memorial Hospital Warwick, RI

Lahey Hospital and Medical Center Burlington

Lahey Medical Center, Peabody Peabody

Landmark Medical Center Woonsocket, RI

Lawrence General Hospital Lawrence

Lawrence Memorial Hospital of Medford (Hallmark) Medford

Leonard Morse Hospital (MetroWest Medical Center)\* Natick

Lowell General Hospital - Main Campus Lowell

Lowell General Hospital - Saints Campus Lowell

Marlborough Hospital (UMass Memorial Health) Marlboro

Mass. Eye and Ear Infirmary Boston

MelroseWakefield Hospital (Hallmark) Melrose

Mercy Medical Center (Trinity Health of New England) Springfield

Milford Regional Medical Center Milford

Miriam Hospital Providence, RI

Morton Hospital (Steward) Taunton

Mount Auburn Hospital Cambridge

Nashoba Valley Medical Center (Steward) Ayer

New England Baptist Hospital Roxbury Crossing

Rhode Island Hospital Providence, RI

Saint Anne's Hospital (Steward) Fall River

Saint Vincent Hospital Worcester

Shriners Children's Boston Boston

Shriners Children's New England Springfield

South Shore Hospital South Weymouth

St. Elizabeth's Medical Center (Steward) Brighton

St. Luke's Hospital (Southcoast) New Bedford

Sturdy Memorial Hospital Attleboro

Tobey Hospital (Southcoast) Wareham

Tufts Medical Center Boston

UMass Memorial Medical Center - Memorial Campus Worcester

UMass Memorial Medical Center - University Campus Worcester

Winchester Hospital (Lahey Health) Winchester

Women & Infants Hospital Providence, RI

# MassHealth Primary Care Clinician Plan

## Primary Care Clinician Plan

MassHealth offers the following plan: Primary Care Clinician (PCC) Plan

To enroll in the Primary Care Clinician (PCC) Plan, you will need to select a primary care clinician in the PCC Plan’s network. PCCs may not be available in all service areas.

PCC Plan members can enroll in an ACO or MCO at any time.

### SERVICE AREAS

*All towns and cities*

Find your town and its service area on page 39.

The PCC Plan is a managed care health plan for MassHealth members throughout Massachusetts. The PCC Plan providers

include 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).

### Special Programs and Extra Benefits

* Women and 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: (800) 841-2900, TDD/TYY: 711

### Hospitals

The PCC Plan uses the MassHealth network of hospitals. Please go to https://masshealth.ehs.state.ma.us/providerdirectory/ for a list of hospitals.

# Enroll in or Change a Health Plan

Enrolling in a Health Plan

Choose a health plan offered in your area 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!

Enroll Online

(RECOMMENDED)

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

[www.MassHealthChoices.com](http://www.MassHealthChoices.com)

Enroll by Phone

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

(800) 841-2900

TDD/TTY: 711

Monday–Friday 8 am to 5 pm

Enroll by Mail or Fax

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

Health Insurance Processing Center ATTN: Enrollment PO Box 4405

Taunton, MA 02780

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, 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 ends, you will be in your Fixed Enrollment Period. During your Fixed Enrollment Period, you will be able to change your health plan only for certain reasons.

**Plan Selection Period**

During this time, you CAN change your health plan.

**Fixed Enrollment Period**

During this time, you CANNOT change your health plan.

Except for certain reasons (See the next page.)

### 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 penalty 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.
* You live in the Oak Bluffs or Nantucket service areas.

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 38.

## 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 and a health plan member ID card.

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 (800) 841-2900, TDD/TTY: 711, for a replacement card.

## More Information

### 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

Call MassHealth and your health plan if

* you change your address
* you change your phone number
* have a new baby or adopt a child

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.

## Understanding Your Costs

### Copays for Drugs

A copay is a small amount that a person pays when they get health services. The only time that you may have a copay is when you get certain prescription drugs.

For more information about copays, please visit www.mass.gov/copayment-information-for- members.

#### If you get a bill

MassHealth members should not get a bill for a covered service. If you did not pay your copay at the time of service, you may get a bill for that copay.

If you are enrolled in an Accountable Care Partnership Plan or an MCO and you get a bill for a covered service, please contact your provider, give them your MassHealth ID number and your health plan ID number, and tell them to call your health plan.

If you are enrolled in the Primary Care ACO or the PCC Plan and you get a bill for a covered service, please contact your provider, give them your MassHealth ID number, and tell them to call MassHealth Customer Service at (800) 841-2900, TDD/TTY: 711

Your MassHealth member ID and health plan member ID numbers can be found on your MassHealth member ID and health plan member ID cards. See page 36 for information about your member ID cards.

## Grievances, Appeals, and Fair Hearings

### Grievances

Your health plan is committed to making sure that you get the best health care experience. If you are not happy with a service or have a question or complaint, call your health plan’s

customer service. Their phone number is on the back of your health plan ID card.

You can also contact the MassHealth Customer Service Center at (800) 841-2900, TDD/TTY: 711.

### 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. Your health plan’s member handbook has more detailed information about appeals and Fair Hearings.

If you have questions about the process, call your health plan’s customer service

department. Their phone number is on the back of your health plan member ID card. You can also contact the MassHealth Customer Service Center at (800) 841-2900. TDD/TTY: 711.

# Service Areas

Each health plan covers specific service areas. Service areas are 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 Waltham

Baldwinville Athol

Barnstable Barnstable

Barre Athol

Becket Pittsfield

Bedford Woburn

Belchertown Holyoke

Bellingham Framingham

Belmont Waltham

Berkley Taunton

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

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

Charlestown Boston

Charlton Southbridge

Charlton City Southbridge

Charlton Depot Southbridge

Chartley Attleboro

Chatham Orleans

Chelmsford Lowell

Chelsea Revere

Cheshire Adams

Chester Westfeld

Chesterfield Northampton

Chestnut Hill Boston

Chicopee Springfeld

Chilmark Oak Bluffs

Clarksburg Adams

Clinton Gardner-Fitchburg

Cohasset Quincy

Colrain Greenfeld

Concord Lowell

Conway Greenfeld

Cotuit Barnstable

Cummaquid Barnstable

Cummington Northampton

Cuttyhunk New Bedford

Dalton Pittsfield

Danvers Salem

Dartmouth New Bedford

Dedham Quincy

Deerfield Greenfeld

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

East Bridgewater Brockton

East Brookfield Southbridge

East Dennis Orleans

East Douglas Framingham

East Falmouth Falmouth

East Freetown Fall River

East Longmeadow Springfield

East Mansfeld 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

Goshen Northampton

Gosnold New Bedford

Grafton Framingham

Granby Holyoke

Granville Westfield

Great Barrington Pittsfield

Green Harbor Plymouth

Greenbush Quincy

Greenfeld 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

Huntington Westfield

Hyannis Barnstable

Hyannis Port Barnstable

Hyde Park Boston

Ipswich Gloucester

Jamaica Plain Boston

Jeferson Worcester

Kingston Plymouth

Lake Pleasant Greenfeld

Lakeville Taunton

Lancaster Gardner-Fitchburg

Lanesboro Adams

Lawrence Lawrence

Lee Pittsfield

Leeds Northampton

Leicester Worcester

Lenox Pittsfield

Lenox Dale Pittsfield

Leominster Gardner-Fitchburg

Leverett Greenfeld

Lexington Woburn

Leyden Greenfeld

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

Mansfeld Attleboro

Marblehead Salem

Marion New Bedford

Marlborough Framingham

Marshfield Plymouth

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 Pittsfield

Millbury Worcester

Millis Framingham

Millville Framingham

Milton Quincy

Milton Village Quincy

Minot Quincy

Monponsett Plymouth

Monroe Adams

Monroe Bridge Adams

Monson Springfield

Montague Greenfeld

Monterey Pittsfield

Montgomery Westfield

Monument Beach Falmouth

Mount Hermon Greenfeld

Mount Washington Pittsfield

Nahant Lynn

Nantucket Nantucket

Natick Framingham

Needham Waltham

New Ashford Adams

New Bedford New Bedford

New Braintree Worcester

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 Framingham

Northampton Northampton

Northborough Framingham

Northbridge Framingham

Northfeld Greenfield

Norton Attleboro

Norwell Quincy

Norwood Quincy

Nutting Lake Lowell

Oak Bluffs Oak Bluffs

Oakdale Framingham

Oakham Worcester

Onset Wareham

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 Rever

Richmond Pittsfield

Rochdale Worcester

Rochester New Bedford

Rockland Brockton

Rockport Gloucester

Roslindale Boston

Rowe Greenfield

Rowley Haverhill

Roxbury Boston

Royalston Athol

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 Greenfeld

Sheffield Pittsfield

Shelburne Greenfeld

Shelburne Falls Greenfeld

Sheldonville Attleboro

Sherborn Framingham

Shirley Gardner-Fitchburg

Shrewsbury Worcester

Shutesbury Greenfeld

Siasconset Nantucket

Somerset Fall River

Somerville Somerville

South Barre Athol

South Carver Plymouth

South Chatham Orleans

South Dartmouth New Bedford

South Deerfield Greenfeld

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

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 Greenfeld

Sutton Framingham

Swampscott Lynn

Swansea Fall River

Taunton Taunton

Templeton Athol

Tewksbury Lowell

Torndike Springfield

Tree Rivers Springfield

Tisbury Oak Bluffs

Tolland Westfield

Topsfield Beverly

Townsend Gardner-Fitchburg

Truro Orleans

Turners Falls Greenfeld

Tyngsboro Lowell

Tyringham Pittsfield

Upton Framingham

Uxbridge Framingham

Vill. of Nagog Woods Lowell

Vineyard Haven Oak Bluffs

Waban Waltham

Wakefield Malden

Wales Southbridge

Walpole Framingham

Waltham Waltham

Ware Springfield

Wareham Wareham

Warren Southbridge

Warwick Athol

Washington Pittsfield

Watertown Waltham

Waverley Waltham

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

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 Framingham

Yarmouth Barnstable

Yarmouth Port Barnstable

# Need Help?: My Ombudsman

If you have questions or need help getting benefits or services from MassHealth or your health plan, you can call My Ombudsman. My Ombudsman is a program that is separate from MassHealth and your health plan. The program can

• give you information about your health plan benefits and rights,

• help you with any concerns, and

• help explain how to file a grievance (complaint) or an appeal (a review of a decision).

For more information about My Ombudsman:

• visit their website at www.myombudsman.org

• call (855) 781-9898 or videophone (VP) at (339) 224-6831

• email them at info@myombudsman.org

Please visit the My Ombudsman website or contact them directly for updated information about location and walk-in hours