

MassHealth Enrollment Guide

Your Choices Starting **JANUARY 2026**



LEARN
about health plans



COMPARE
health plans



ENROLL
in a health plan





In an emergency,
you can go to any
hospital.

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

We are here to help.

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

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



Compare

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



Enroll

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

- If you are 65 or older
- 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



LEARN

Step 1: Service areas

First, find your **service area**. Go to page 36. Look up your town—to the right of your town, you will find the name of your service area. (See pages 36 to 41.)



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

For example, if your town is Fairhaven, your service area is New Bedford. Once you know your service area, go to step 2.

Your Town	Service Area
Fairhaven	New Bedford
Fall River	Fall River
Falmouth	Falmouth



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Step 2: Health plans in your service area

Next, look at pages 7 through 29 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 see that your service area is “New Bedford,” you would look at plans that list “New Bedford” under “service area.”

WellSense Southcoast Alliance

SERVICE AREAS
Attleboro
Fall River
Falmouth
New Bedford
Plymouth
Taunton



ENROLL

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.



MORE INFORMATION

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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 the managed care organization (MCO) 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 within the ACO at any time
- Will have a **Plan Selection Period** and a **Fixed Enrollment Period** every year (See page 4 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 page 4 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
- Will have a Plan Selection Period and a Fixed Enrollment Period every year.

Managed Care Organization (MCO)

The MCO health plan is run by an insurance company. This plan provides care through its 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 use the MCO provider network
- Choose a PCP in the MCO, or one will be assigned to you
- Can change your PCP within the ACO at any time
- 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 an MCO.



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Health Related Social Needs Services

If you are in an Accountable Care Organization (ACO), you may be able to get help with food and housing through the MassHealth’s Health Related Social Needs (HRSN) Services program. For example, you could get help with purchasing fruits and vegetables and help searching for housing. Each ACO offers different HRSN services, so please contact your ACO for more information.



MORE INFORMATION

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.

Note:

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



Key Terms

Plan Selection Period

The time of year when you CAN change your health plan.

(See page 31 for more information.)

Fixed Enrollment Period

The time of year when you CANNOT change your health plan, except for certain reasons.

(See page 31 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

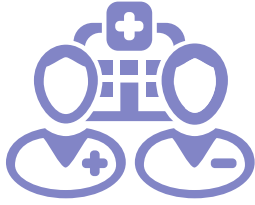
You can change from one PCP to another within your health plan at any time and for any reason.

Accountable Care Partnership Plans and Managed Care Organizations

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.

Primary Care ACO and PCC Plan

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 7–21.

Managed Care Organization



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 is one MCO. See page 26.

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. See pages 24–25.

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 29.



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MORE INFORMATION



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 36. 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.



Fallon Health offers the following plans:

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

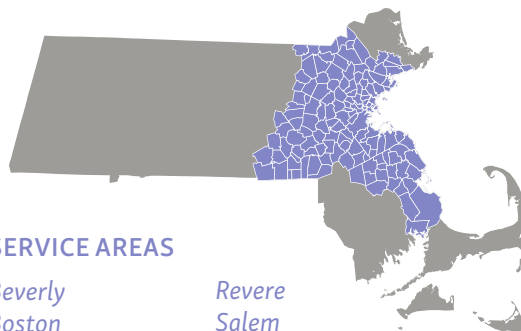


Behavioral Health Services

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



Find your town and its service area on page 36.

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.

www.fallonhealth.org/atriushealth

Customer Service: (866) 473-0471
Behavioral Health: (888) 777-1207



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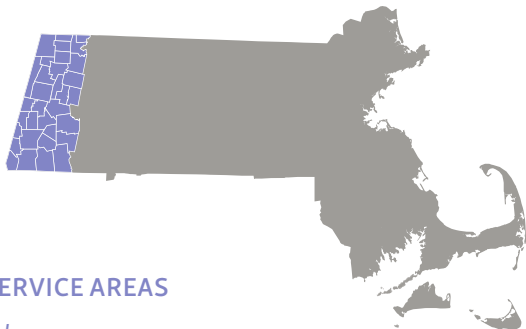
ENROLL



MORE INFORMATION

Accountable Care Partnership Plans

Berkshire Fallon Health Collaborative



SERVICE AREAS

Adams
Pittsfield



Find your town and its service area on page 36.

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.

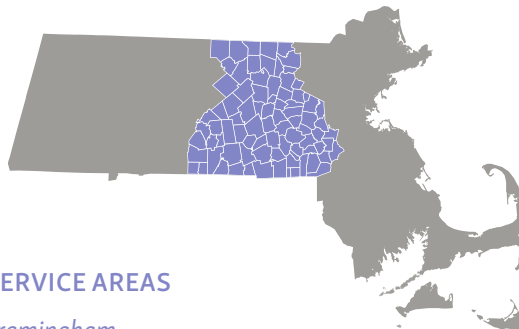
Special Programs and Extra Benefits

- 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 Care



SERVICE AREAS

Framingham
Gardner-Fitchburg
Southbridge
Worcester



Find your town and its service area on page 36.

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

Accountable Care Partnership Plans



Hospitals

Fallon Health includes the following hospitals:

Fallon Health-Atrius Health Care Collaborative

Hospital Name	City
Addison Gilbert Hospital (Beth Israel Lahey Health)	Gloucester
Anna Jaques Hospital (Beth Israel Lahey Health)	Newburyport
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 (Beth Israel Lahey Health)	Beverly
Boston Children's Hospital	Boston
Brockton Hospital (Signature Health Care)	Brockton
Cape Cod Hospital (Cape Cod Healthcare)	Hyannis
Dana-Farber Cancer Institute	Boston
Emerson Hospital	Concord
Falmouth Hospital (Cape Cod Healthcare)	Falmouth
Lahey Hospital and Medical Center	Burlington
Lahey Medical Center — Peabody	Peabody
Lowell General Hospital — Main Campus	Lowell
Lowell General Hospital — Saints Campus	Lowell
Mass. Eye and Ear Infirmary	Boston
Milton Hospital (Beth Israel Lahey Health)	Milton
Mount Auburn Hospital (Beth Israel Lahey Health)	Cambridge

Hospital Name	City
New England Baptist Hospital	Roxbury Crossing
Newton-Wellesley Hospital (Mass General Brigham)	Newton
South Shore Hospital	Weymouth
Winchester Hospital (Beth Israel Lahey Health)	Winchester

Berkshire Fallon Health Collaborative

Hospital Name	City
Baystate Medical Center (Baystate Health)	Springfield
Berkshire Medical Center (Berkshire Health Systems)	Pittsfield
Fairview Hospital (Berkshire Health Systems)	Great Barrington
Franklin Medical Center (Baystate Health)	Greenfield
North Adams Regional Hospital	North Adams
Mass. Eye and Ear Infirmary	Boston
Tufts Medical Center	Boston

Fallon 365 Care

Hospital Name	City
Athol Hospital (Heywood Healthcare)	Athol
Framingham Union Hospital	Framingham
Heywood Hospital (Heywood Healthcare)	Gardner
Milford Regional Medical Center	Milford
Saint Vincent Hospital	Worcester
Tufts Medical Center	Boston

The hospital lists are subject to change, and the hospitals may have service limits. Please check with your health plan for specific questions about hospitals.



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MORE INFORMATION

Accountable Care Partnership Plans



Health New England offers the following plan:

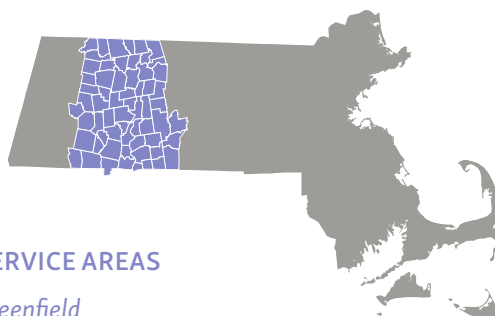
- BeHealthy Partnership Plan



Behavioral Health Services

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

BeHealthy Partnership Plan



SERVICE AREAS

Greenfield
Holyoke
Northampton
Springfield
Westfield



Find your town and its service area on page 36.

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.

Contact 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

Accountable Care Partnership Plans



Hospitals

Health New England includes the following hospitals:

BeHealthy Partnership Plan

Hospital Name	City
Baystate Medical Center (Baystate)	Springfield
Cooley Dickinson Health Care (Mass General Brigham)	Northampton
Franklin Medical Center (Baystate Health)	Greenfield
Heywood Hospital	Gardner
Holyoke Medical Center	Holyoke
Noble Hospital (Baystate)	Westfield
Mercy Medical Center (Trinity Health of New England)	Springfield
Wing Hospital (Baystate)	Palmer

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



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MORE INFORMATION

Accountable Care Partnership Plans



Mass General Brigham offers the following plan:

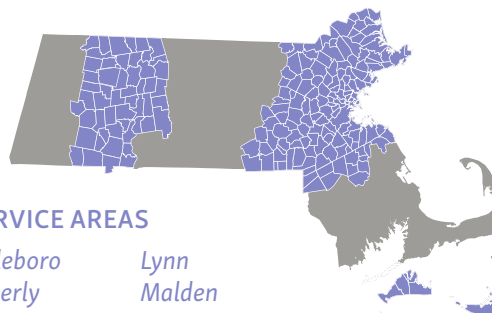
- Mass General Brigham Health Plan with Mass General Brigham ACO



Behavioral Health

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

Mass General Brigham Health Plan with Mass General Brigham ACO



SERVICE AREAS

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



Find your town and its service area on page 36.

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

- Childcare 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

Customer Service: (800) 462-5449

Behavioral Health: (800) 462-5449

Accountable Care Partnership Plans



Hospitals

Mass General Brigham includes the following hospitals:

Mass General Brigham Health Plan with Mass General Brigham ACO

Hospital Name	City
Addison Gilbert Hospital (Beth Israel Lahey Health)	Gloucester
Anna Jaques Hospital (Beth Israel Lahey Health)	Newburyport
Baystate Medical Center	Springfield
Beth Israel Deaconess	Milton
Beth Israel Deaconess	Needham
Beth Israel Deaconess	Plymouth
Beth Israel Deaconess Medical Center	Boston
Beverly Hospital (Beth Israel Lahey Health)	Beverly
Boston Children's Hospital	Boston
Boston Medical Center	Boston
Boston Medical Center-Brighton	Brighton
Boston Medical Center-South	Brockton
Brigham & Women's Hospital (Mass General Brigham)	Boston
Brockton Hospital (Signature Healthcare)	Brockton
Cambridge Hospital (CHA)	Cambridge
Cape Cod Hospital (Cape Cod Healthcare)	Hyannis
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

Hospital Name	City
Everett Hospital (CHA)	Everett
Falmouth Hospital (Cape Cod Healthcare)	Falmouth
Faulkner Hospital (Mass General Brigham)	Jamaica Plain
Franklin Medical Center (Baystate Health)	Greenfield
Harrington Hospital (UMass Memorial)	Southbridge
Heywood Hospital (Heywood Healthcare)	Gardner
Holy Family Hospital Haverhill (Lawrence General Hospital)	Haverhill
Holy Family Hospital Methuen (Lawrence General Hospital),	Methuen
Lahey Hospital and Medical Center	Burlington
Lahey Medical Center —Peabody	Peabody
Lawrence General Hospital	Lawrence
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 Brigham)	Boston
MelroseWakefield Hospital (Partner's HealthCare)	Melrose
Mercy Medical Center (Trinity Health of New England)	Springfield
Milford Regional Medical Center	Milford
Morton Hospital (Brown University Health)	Taunton
Mount Auburn Hospital (Beth Israel Lahey Health)	Cambridge
Nantucket Cottage Hospital (Mass General Brigham)	Nantucket
New England Baptist Hospital	Roxbury Crossing
Newton-Wellesley Hospital (Mass General Brigham)	Newton



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MORE INFORMATION

Accountable Care Partnership Plans

Hospital Name	City
Noble Hospital (Baystate)	Westfield
Saint Anne's Hospital (Brown University Health)	Fall River
Salem Hospital (Mass General Brigham)	Salem
South Shore Hospital	Weymouth
UMass Memorial Medical Center — Memorial Campus	Worcester
UMass Memorial Medical Center — University Campus	Worcester
Winchester Hospital (Beth Israel Lahey Health)	Winchester
Wing Hospital (Baystate)	Palmer

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



Tufts Health Plan offers the following plans:

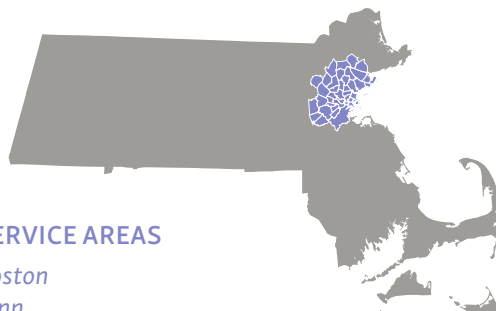
- Tufts Health Together with Cambridge Health Alliance (CHA)
- Tufts Health Together with UMass Memorial Health



Behavioral Health Services

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

Tufts Health Together with CHA



SERVICE AREAS

Boston
Lynn
Malden
Revere
Salem
Somerville
Waltham
Woburn



Find your town and its service area on page 36.

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.tuftshealthplan.com/welcomecha

Customer Service: (888) 257-1985
Behavioral Health: (888) 257-1985



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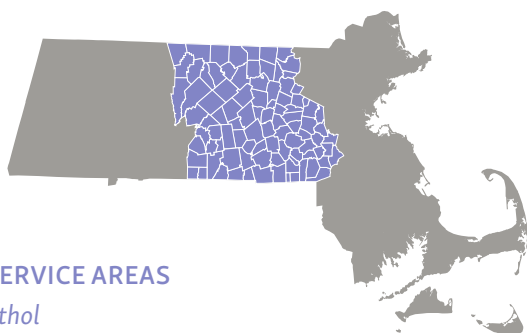
ENROLL



MORE INFORMATION

Accountable Care Partnership Plans

Tufts Health Together with UMass Memorial Health



SERVICE AREAS

Athol
Framingham
Gardner-Fitchburg
Southbridge
Worcester



Find your town and its service area on page 36.

The mission of the Tufts Health Together with UMass Memorial Health is to improve the health and wellness of the MassHealth members we serve. We do that by providing our members with patient-centered, high-quality care that addresses their medical, behavioral health, and social needs. We will strive to understand your cultural and language needs and help you achieve your health goals.

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.tuftshealthplan.com/
welcomeumassmemorialhealth](http://www.tuftshealthplan.com/welcomeumassmemorialhealth)

Customer Service: (888) 257-1985
Behavioral Health: (888) 257-1985



Hospitals

Tufts Health Plan includes the following hospitals:

Tufts Health Together with CHA

Hospital Name	City
Beth Israel Deaconess Medical Center	Boston
Cambridge Hospital (CHA)	Cambridge
Everett Hospital (CHA)	Everett
Mount Auburn Hospital (Beth Israel Lahey Health)	Cambridge
Newton-Wellesley Hospital (Mass General Brigham)	Newton
Tufts Medical Center	Boston

Tufts Health Together with UMass Memorial Health

Hospital Name	City
Athol Hospital (Heywood Healthcare)	Athol
Clinton Hospital (UMass Memorial HealthAlliance)	Clinton
Harrington Hospital (UMass Memorial)	Southbridge
HealthAlliance-Clinton Hospital — Leominster Campus	Leominster
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

The hospital lists are subject to change, and the hospitals may have service limits. Please check with your health plan for specific questions about hospitals.

Accountable Care Partnership Plans



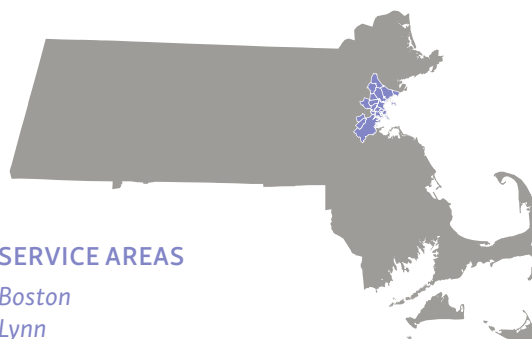
WellSense Health Plan offers the following plans:

- 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

Behavioral Health Services

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

East Boston Neighborhood Health WellSense Alliance



SERVICE AREAS

Boston
Lynn
Malden
Revere



Find your town and its service area on page 36.

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.

Special Programs and Extra Benefits

- 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

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



LEARN



COMPARE



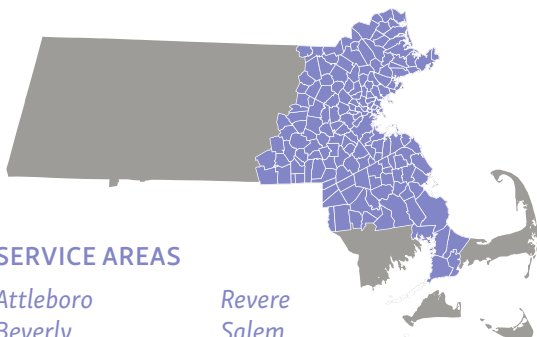
ENROLL



MORE INFORMATION

Accountable Care Partnership Plans

WellSense BILH Performance Network ACO



SERVICE AREAS

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



Find your town and its service area on page 36.

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.

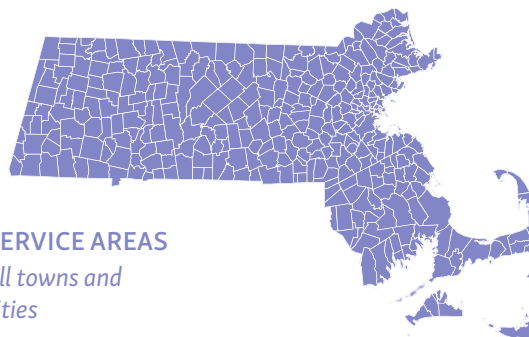
Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.wellsense.org/bilh

Customer Service: (888) 566-0010

Behavioral Health: (888) 217-3501

WellSense Boston Children's ACO



SERVICE AREAS

All towns and cities



Find your town and its service area on page 36.

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.

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

www.wellsense.org/bch

Customer Service: (888) 566-0010

Behavioral Health: (888) 217-3501

Accountable Care Partnership Plans



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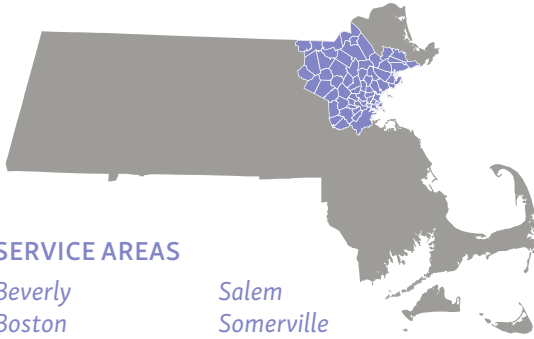


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MORE INFORMATION

WellSense Care Alliance



SERVICE AREAS

- Beverly
- Boston
- Lawrence
- Lowell
- Lynn
- Malden
- Revere
- Salem
- Somerville
- Waltham
- Woburn



Find your town and its service area on page 36.

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.

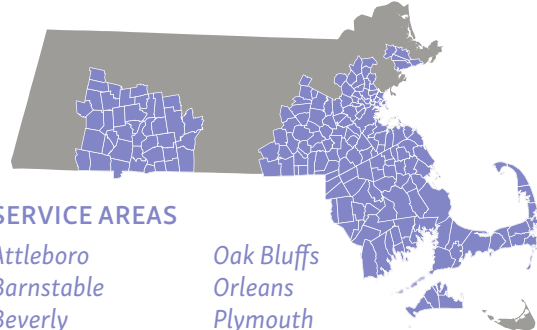
Special Programs and Extra Benefits

- 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/carealliance
 Customer 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
- Oak Bluffs
- Orleans
- Plymouth
- Quincy
- Revere
- Somerville
- Springfield
- Taunton
- Waltham
- Wareham
- Westfield
- Woburn



Find your town and its service area on page 36.

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

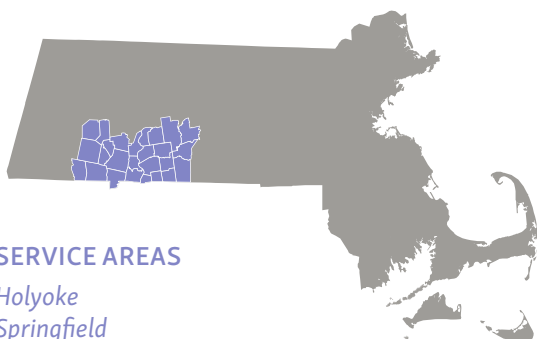
- Free car seats, booster seats, and kids' bike helmets
- Virtual cooking classes and nutrition support programs
- Fitness reimbursements
- Pregnancy programs
- Mail order prescriptions.

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

www.wellsense.org/community
 Customer Service: (888) 566-0010
 Behavioral Health: (888) 217-3501

Accountable Care Partnership Plans

WellSense Mercy Alliance



SERVICE AREAS

Holyoke
Springfield
Westfield



Find your town and its service area on page 36.

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.

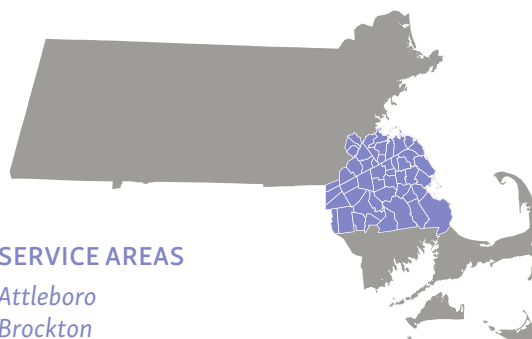
Special Programs and Extra Benefits

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

WellSense Signature Alliance



SERVICE AREAS

Attleboro
Brockton
Plymouth
Quincy
Taunton



Find your town and its service area on page 36.

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

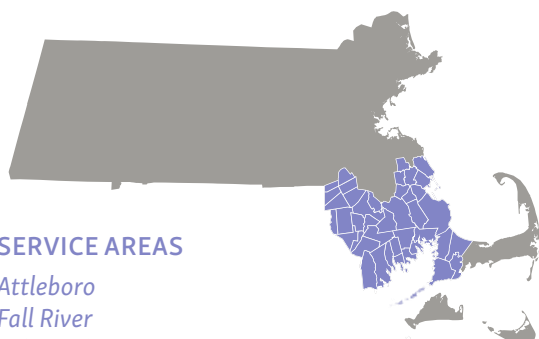
- Parenting , family classes, and pregnancy programs
- Free car seats, booster seats, and kids' bike helmets
- Fitness reimbursement
- Free dental kits
- Mail order prescriptions.

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

www.wellsense.org/signature
Customer Service: (888) 566-0010
Behavioral Health: (888) 217-3501

Accountable Care Partnership Plans

WellSense Southcoast Alliance



SERVICE AREAS

Attleboro
Fall River
Falmouth
New Bedford
Plymouth
Taunton
Wareham



Find your town and its service area on page 36.

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



Hospitals

WellSense Health Plan includes the following hospitals for all plans. (See page 23 for more WellSense hospitals for specific plans):

Hospital Name	City
Addison Gilbert Hospital (Beth Israel Lahey Health)	Gloucester
Anna Jaques Hospital (Beth Israel Lahey Health)	Newburyport
Athol Hospital (Heywood Healthcare)	Athol
Baystate Medical Center	Springfield
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 (Beth Israel Lahey Health)	Beverly
Boston Children's Hospital	Boston
Boston Medical Center	Boston
Boston Medical Center-Brighton	Brighton
Boston Medical Center-South	Brockton
Brockton Hospital (Signature Healthcare)	Brockton
Cambridge Hospital (CHA)	Cambridge
Cape Cod Hospital (Cape Cod Healthcare)	Hyannis
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
Everett Hospital (CHA)	Everett



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MORE INFORMATION

Accountable Care Partnership Plans

Hospital Name	City
Fairview Hospital (Berkshire Health Systems)	Great Barrington
Falmouth Hospital (Cape Cod Healthcare)	Falmouth
Framingham Union Hospital	Framingham
Franklin Medical Center (Baystate Health)	Greenfield
Harrington Hospital (UMass Memorial)	Southbridge
Hasbro Children's Hospital at Rhode Island Hospital	Providence, RI
Health Alliance Hospital (UMass Memorial)	Leominster
Holy Family Hospital Haverhill (Lawrence General Hospital)	Haverhill
Holy Family Hospital Methuen (Lawrence General Hospital)	Methuen
Lahey Hospital and Medical Center	Burlington
Lahey Medical Center — Peabody	Peabody
Lawrence General Hospital	Lawrence
Lawrence Memorial Hospital (TuftsMedicine)	Medford
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 (Tufts Medicine)	Melrose
Milford Regional Medical Center	Milford
Milton Hospital (Beth Israel Lahey Health)	Milton
Miriam Hospital	Providence, RI
Morton Hospital (Brown University Health)	Taunton

Hospital Name	City
Mount Auburn Hospital (Beth Israel Lahey Health)	Cambridge
New England Baptist Hospital	Roxbury Crossing
Newton-Wellesley Hospital (Mass General Brigham)	Newton
Noble Hospital (Baystate)	Westfield
North Adams Regional Hospital	North Adams
Rhode Island Hospital	Providence, RI
Saint Anne's Hospital (Brown University Health)	Fall River
Saint Vincent Hospital	Worcester
Shriners Hospital for Children	Boston
South Shore Hospital	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 (Beth Israel Lahey Health)	Winchester
Wing Hospital (Baystate)	Palmer

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

Accountable Care Partnership Plans



Hospitals

WellSense Community Alliance, East Boston Neighborhood Health, and WellSense Boston Children's plans also include the hospitals listed below:

Hospital Name	City
Brigham & Women's Hospital (Mass General Brigham)	Boston
Faulkner Hospital (Mass General Brigham)	Jamaica Plain
Martha's Vineyard Hospital (Mass General Brigham)	Oak Bluffs
Mass General Hospital (Partner's HealthCare)	Boston
Nantucket Cottage Hospital (Mass General Brigham)	Nantucket
Newton-Wellesley Hospital (Mass General Brigham)	Newton
Salem Hospital (Mass General Brigham)	Salem

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



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MORE INFORMATION

Primary Care ACOs



Community Care Cooperative offers the following plan:

- 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.



Behavioral Health Services

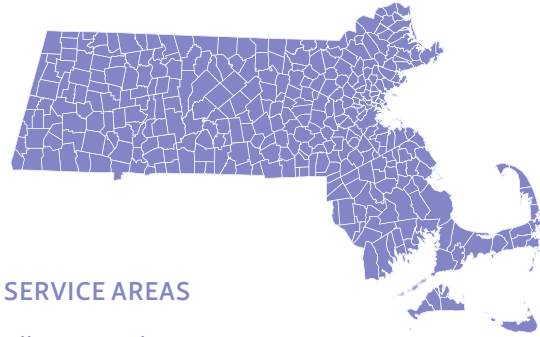
Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at (800) 495-0086 or visit www.masspartnership.com.



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)



SERVICE AREAS

All towns and cities



Find your town and its service area on page 36.

At C3, we work to help your PCP stay better informed and involved in your care. We are creating new programs and systems to get you the right care at the right time.

Special Programs and Extra Benefits

- Special programs at your local health center may include:
 - Farmer's markets
 - Primary care services in your home
 - Health and wellness programs, including cooking classes, nutrition counseling, chronic disease management groups, and more
- Customer Service answered by real people during business hours
- Car seat program for those who qualify

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

www.c3aco.org

Customer Service: (866) 676-9226
Behavioral Health: (800) 495-0086



Revere Health Choice offers the following plan:

- Revere 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.



Behavioral Health Services

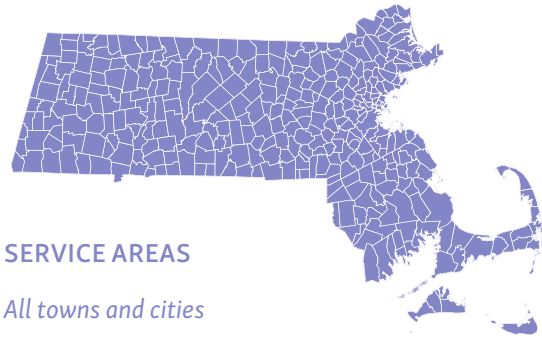
Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at (800) 495-0086 or visit www.masspartnership.com.



Hospitals

Revere Health Choice's Primary Care ACO Plan uses the MassHealth hospitals. Please go to <https://masshealth.ehs.state.ma.us/providerdirectory/> for a list of hospitals.

Revere Health Choice



SERVICE AREAS

All towns and cities



Find your town and its service area on page 36.

Revere Health Choice is a health plan that cares about your total wellbeing. We believe in a personal approach to your health care. Our goal is to give you easy access to health care, programs, services, and extra benefits to support you on your path to wellness.

Special Programs and Extra Benefits

- Free education programs
- Free car seats and booster seats
- Gift cards for finishing health care activities.

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

www.reverehealthchoice.com/MA
Customer Service: (855) 860-4949
Behavioral Health: (800) 495-0086



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MORE INFORMATION



WellSense Health Plan offers the following plan:

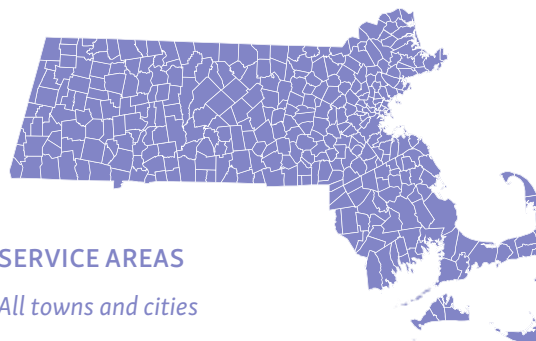
- WellSense Essential MCO



Behavioral Health Services

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

WellSense Essential MCO



SERVICE AREAS

All towns and cities



Find your town and its service area on page 36.

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.

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.

www.wellsense.org

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

Managed Care Organization



Hospitals

The WellSense Essential MCO includes the following hospitals:

Hospital Name	City
Addison Gilbert Hospital (Beth Israel Lahey Health)	Gloucester
Anna Jaques Hospital (Beth Israel Lahey Health)	Newburyport
Baystate Medical Center (Baystate)	Springfield
Berkshire Medical Center	Pittsfield
Beth Israel Deaconess	Needham
Beth Israel Deaconess	Plymouth
Beth Israel Deaconess Medical Center	Boston
Beverly Hospital (Beth Israel Lahey Health)	Beverly
Boston Children's Hospital	Boston
Boston Medical Center	Boston
Boston Medical Center-Brighton	Brighton
Boston Medical Center-South	Brockton
Brigham & Women's Hospital (Mass General Brigham)	Boston
Brockton Hospital (Signature Healthcare)	Brockton
Cambridge Hospital (CHA)	Cambridge
Cape Cod Hospital (Cape Cod Healthcare)	Hyannis
Charlton Hospital (Southcoast)	Fall River
Clinton Hospital (UMass Memorial HealthAlliance)	Clinton
Cooley Dickinson Health Care (Mass General Brigham)	Northampton
Dana-Farber Cancer Institute	Boston
Everett Hospital (CHA)	Everett
Fairview Hospital (Berkshire Health Systems)	Falmouth
Falmouth Hospital (Cape Cod Healthcare)	Falmouth
Faulkner Hospital (Mass General Brigham)	Jamaica Plain

Hospital Name	City
Framingham Union Hospital (MetroWest Medical Center)	Framingham
Franklin Medical Center (Baystate)	Greenfield
Harrington Hospital (UMass Memorial)	Southbridge
Hasbro Children's Hospital at Rhode Island Hospital	Providence, RI
Health Alliance Hospital (UMass Memorial)	Leominster
Holy Family Hospital (Lawrence General Hospital)	Haverhill
Holy Family Hospital Methuen (Lawrence General Hospital)	Methuen
Lahey Hospital and Medical Center	Burlington
Lahey Medical Center-Peabody	Peabody
Lawrence General Hospital	Lawrence
Lawrence Memorial	Medford
Lowell General Hospital - Main Campus	Lowell
Lowell General Hospital - Saints Campus	Lowell
Marlborough Hospital (UMass Memorial)	Marlboro
Martha's Vineyard Hospital (Mass General Brigham)	Oak Bluffs
Mass General Hospital (Partner's HealthCare)	Boston
Mass. Eye and Ear Infirmary	Boston
MelroseWakefield Hospital (Tufts Medicine)	Melrose
Milford Regional Medical Center	Milford
Milton Hospital (Beth Israel Lahey Health)	Milton
Miriam Hospital	Providence, RI
Morton Hospital (Brown University Health)	Taunton
Mount Auburn Hospital (Beth Israel Lahey Health)	Cambridge
Nantucket Cottage Hospital (Mass General Brigham)	Nantucket



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MORE INFORMATION

Managed Care Organization

Hospital Name	City
New England Baptist Hospital	Boston
Newton-Wellesley Hospital (Mass General Brigham)	Newton
Noble Hospital (Baystate)	Westfield
North Adams Regional Hospital	North Adams
Rhode Island Hospital	Providence, RI
Saint Anne's Hospital (Brown University Health)	Fall River
Saint Vincent Hospital	Worcester
Salem Hospital (Mass General Brigham)	Salem
Shriners Hospital for Children	Boston
South Shore Hospital	Weymouth
Southwestern Vermont Medical Center	Bennington, VT
St. Luke's Hospital (Southcoast)	New Bedford
Sturdy Memorial	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 (Beth Israel Lahey Health)	Winchester
Wing Hospital (Baystate)	Palmer

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

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.



Behavioral Health Services

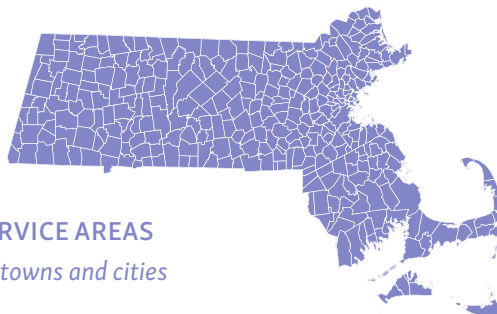
Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at (800) 495-0086 or visit www.masspartnership.com.



Hospitals

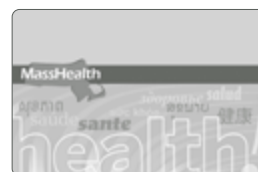
The PCC Plan uses the MassHealth network of hospitals. Please go to <https://masshealth.ehs.state.ma.us/providerdirectory/> for a list of hospitals.

Primary Care Clinician (PCC) Plan



SERVICE AREAS

All towns and cities



Find your town and its service area on page 36.

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



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MORE INFORMATION



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



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. (See the next page.)



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PLAN SELECTION PERIOD VS. FIXED ENROLLMENT PERIOD



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 page 32.)



MORE INFORMATION

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 35.

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.

Carry Both ID Cards

Everyone in your family who is enrolled will have a health plan and MassHealth member ID card.

Be sure to show both member ID cards whenever you get health care or fill a prescription.



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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

Who should I call?	MassHealth	Health Plan
 Change of address	✓	✓
 New Phone number	✓	✓
 New baby or adoption	✓	



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.

If you get a bill

MassHealth members should not get a bill for a covered service.

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 33 of this guide 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.



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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

Your Town	Service Area
Billerica	Lowell
Blackstone	Framingham
Blandford	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
Brockton	Brockton
Brookfield	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

Your Town	Service Area
Cheshire	Adams
Chester	Westfield
Chesterfield	Northampton
Chestnut Hill	Boston
Chicopee	Springfield
Chilmark	Oak Bluffs
Clarksburg	Adams
Clinton	Gardner-Fitchburg
Cohasset	Quincy
Colrain	Greenfield
Concord	Lowell
Conway	Greenfield
Cotuit	Barnstable
Cummaquid	Barnstable
Cummington	Northampton
Cuttyhunk	New Bedford
Dalton	Pittsfield
Danvers	Salem
Dartmouth	New Bedford
Dedham	Quincy
Deerfield	Greenfield
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 Mansfield	Attleboro
East Orleans	Orleans
East Otis	Pittsfield

Your Town	Service Area
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
Greenfield	Greenfield
Groton	Gardner-Fitchburg
Groveland	Haverhill
Hadley	Northampton



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MORE INFORMATION

Your Town	Service Area
Halifax	<i>Plymouth</i>
Hamilton	<i>Beverly</i>
Hampden	<i>Springfield</i>
Hancock	<i>Adams</i>
Hanover	<i>Plymouth</i>
Hanson	<i>Plymouth</i>
Hardwick	<i>Athol</i>
Harvard	<i>Gardner-Fitchburg</i>
Harwich	<i>Orleans</i>
Harwich Port	<i>Orleans</i>
Hatfield	<i>Northampton</i>
Hathorne	<i>Salem</i>
Haverhill	<i>Haverhill</i>
Hawley	<i>Greenfield</i>
Haydenville	<i>Northampton</i>
Heath	<i>Greenfield</i>
Hingham	<i>Quincy</i>
Hinsdale	<i>Pittsfield</i>
Holbrook	<i>Brockton</i>
Holden	<i>Worcester</i>
Holland	<i>Southbridge</i>
Holliston	<i>Framingham</i>
Holyoke	<i>Holyoke</i>
Hopedale	<i>Framingham</i>
Hopkinton	<i>Framingham</i>
Housatonic	<i>Pittsfield</i>
Hubbardston	<i>Gardner-Fitchburg</i>
Hudson	<i>Framingham</i>
Hull	<i>Quincy</i>
Humarock	<i>Plymouth</i>
Huntington	<i>Westfield</i>
Hyannis	<i>Barnstable</i>
Hyannis Port	<i>Barnstable</i>
Hyde Park	<i>Boston</i>
Ipswich	<i>Gloucester</i>
Jamaica Plain	<i>Boston</i>
Jefferson	<i>Worcester</i>
Kingston	<i>Plymouth</i>
Lake Pleasant	<i>Greenfield</i>
Lakeville	<i>Taunton</i>
Lancaster	<i>Gardner-Fitchburg</i>
Lanesboro	<i>Adams</i>
Lawrence	<i>Lawrence</i>
Lee	<i>Pittsfield</i>

Your Town	Service Area
Leeds	<i>Northampton</i>
Leicester	<i>Worcester</i>
Lenox	<i>Pittsfield</i>
Lenox Dale	<i>Pittsfield</i>
Leominster	<i>Gardner-Fitchburg</i>
Leverett	<i>Greenfield</i>
Lexington	<i>Woburn</i>
Leyden	<i>Greenfield</i>
Lincoln	<i>Lowell</i>
Linwood	<i>Framingham</i>
Littleton	<i>Lowell</i>
Longmeadow	<i>Springfield</i>
Lowell	<i>Lowell</i>
Ludlow	<i>Springfield</i>
Lunenburg	<i>Gardner-Fitchburg</i>
Lynn	<i>Lynn</i>
Lynnfield	<i>Lynn</i>
Malden	<i>Malden</i>
Manchaug	<i>Framingham</i>
Manchester-by-the-Sea	<i>Beverly</i>
Manomet	<i>Plymouth</i>
Mansfield	<i>Attleboro</i>
Marblehead	<i>Salem</i>
Marion	<i>New Bedford</i>
Marlborough	<i>Framingham</i>
Marshfield	<i>Plymouth</i>
Marshfield Hills	<i>Plymouth</i>
Marstons Mills	<i>Barnstable</i>
Mashpee	<i>Falmouth</i>
Mattapan	<i>Boston</i>
Mattapoissett	<i>New Bedford</i>
Maynard	<i>Framingham</i>
Medfield	<i>Framingham</i>
Medford	<i>Malden</i>
Medway	<i>Framingham</i>
Melrose	<i>Malden</i>
Mendon	<i>Framingham</i>
Menemsha	<i>Oak Bluffs</i>
Merrimac	<i>Haverhill</i>
Methuen	<i>Lawrence</i>
Middleboro	<i>Taunton</i>
Middlefield	<i>Northampton</i>
Middleton	<i>Salem</i>
Milford	<i>Framingham</i>

Your Town	Service Area
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	Greenfield
Monterey	Pittsfield
Montgomery	Westfield
Monument Beach	Falmouth
Mount Hermon	Greenfield
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

Your Town	Service Area
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
Northfield	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



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Your Town	Service Area
Princeton	<i>Gardner-Fitchburg</i>
Provincetown	<i>Orleans</i>
Quincy	<i>Quincy</i>
Randolph	<i>Quincy</i>
Raynham	<i>Taunton</i>
Raynham Center	<i>Taunton</i>
Reading	<i>Woburn</i>
Readville	<i>Boston</i>
Rehoboth	<i>Taunton</i>
Revere	<i>Revere</i>
Richmond	<i>Pittsfield</i>
Rochdale	<i>Worcester</i>
Rochester	<i>New Bedford</i>
Rockland	<i>Brockton</i>
Rockport	<i>Gloucester</i>
Roslindale	<i>Boston</i>
Rowe	<i>Greenfield</i>
Rowley	<i>Haverhill</i>
Roxbury	<i>Boston</i>
Royalston	<i>Athol</i>
Russell	<i>Westfield</i>
Rutland	<i>Worcester</i>
Sagamore	<i>Falmouth</i>
Sagamore Beach	<i>Falmouth</i>
Salem	<i>Salem</i>
Salisbury	<i>Haverhill</i>
Sandisfield	<i>Pittsfield</i>
Sandwich	<i>Falmouth</i>
Saugus	<i>Lynn</i>
Savoy	<i>Adams</i>
Scituate	<i>Quincy</i>
Seekonk	<i>Taunton</i>
Sharon	<i>Brockton</i>
Shattuckville	<i>Greenfield</i>
Sheffield	<i>Pittsfield</i>
Shelburne	<i>Greenfield</i>
Shelburne Falls	<i>Greenfield</i>
Sheldonville	<i>Attleboro</i>
Sherborn	<i>Framingham</i>
Shirley	<i>Gardner-Fitchburg</i>
Shrewsbury	<i>Worcester</i>
Shutesbury	<i>Greenfield</i>
Siasconset	<i>Nantucket</i>
Somerset	<i>Fall River</i>

Your Town	Service Area
Somerville	<i>Somerville</i>
South Barre	<i>Athol</i>
South Carver	<i>Plymouth</i>
South Chatham	<i>Orleans</i>
South Dartmouth	<i>New Bedford</i>
South Deerfield	<i>Greenfield</i>
South Dennis	<i>Orleans</i>
South Easton	<i>Brockton</i>
South Egremont	<i>Pittsfield</i>
South Grafton	<i>Framingham</i>
South Hadley	<i>Holyoke</i>
South Hamilton	<i>Beverly</i>
South Harwich	<i>Orleans</i>
South Lancaster	<i>Gardner-Fitchburg</i>
South Lee	<i>Pittsfield</i>
South Orleans	<i>Orleans</i>
South Walpole	<i>Framingham</i>
South Wellfleet	<i>Orleans</i>
South Yarmouth	<i>Barnstable</i>
Southampton	<i>Holyoke</i>
Southborough	<i>Framingham</i>
Southbridge	<i>Southbridge</i>
Southfield	<i>Pittsfield</i>
Southwick	<i>Westfield</i>
Spencer	<i>Southbridge</i>
Springfield	<i>Springfield</i>
Sterling	<i>Gardner-Fitchburg</i>
Still River	<i>Gardner-Fitchburg</i>
Stockbridge	<i>Pittsfield</i>
Stoneham	<i>Woburn</i>
Stoughton	<i>Brockton</i>
Stow	<i>Framingham</i>
Sturbridge	<i>Southbridge</i>
Sudbury	<i>Framingham</i>
Sunderland	<i>Greenfield</i>
Sutton	<i>Framingham</i>
Swampscott	<i>Lynn</i>
Swansea	<i>Fall River</i>
Taunton	<i>Taunton</i>
Templeton	<i>Athol</i>
Tewksbury	<i>Lowell</i>
Thorndike	<i>Springfield</i>
Three Rivers	<i>Springfield</i>
Tisbury	<i>Oak Bluffs</i>

Your Town	Service Area
Tolland	Westfield
Topsfield	Beverly
Townsend	Gardner-Fitchburg
Truro	Orleans
Turners Falls	Greenfield
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

Your Town	Service Area
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



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MORE INFORMATION

Need Help?

MyServices

MyServices is an online tool where you can access helpful information, including eligibility status, enrollment, and alerts about important events and actions you need to take. **MyServices** also allows you to review certain MassHealth notices and voter registration information online. For more information, go to myservices.mass.gov.

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.



Questions?

We are here to help.

MassHealth Customer Service Center
(800) 841-2900

TDD/TTY: 711

For information about the
MassHealth program, visit

www.mass.gov/masshealth

Learn, Compare, and Enroll online

Find a doctor, compare plans,
and enroll online at

www.MassHealthChoices.com