

MassHealth Enrollment Guide April 2023

Your Choices Starting April 2023

Learn

Compare

Enroll



Commonwealth of Massachusetts
Executive Office of Health and Human Services

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

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 71. Look up your town—to the right of your town, you will find the name of your service area. (See pages 71 to 87.)

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.

Step 2: Health plans in your service area

Next, look at pages 17 through 60 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.

Table of Contents

Hello and welcome	i
Is this guide for you?	ii
How to Use this Guide: 3 Steps to a Health Plan	iii
Learn About Health Plan Options	6
Accountable Care Organizations (ACOs).....	6
Accountable Care Partnership Plans (ACPPs)	6
Primary Care ACOs	8
Community Partners	8
Flexible Services Program	9
Managed Care Organizations (MCOs)	9
Primary Care Clinician (PCC) Plan	11
Choosing a Primary Care Provider	12
Which Providers Can You See?	13
Compare Health Plans.....	16
Accountable Care Partnership Plans.....	17
Fallon Health	17
Fallon Health-Atrius Health Care Collaborative.....	17
Berkshire Fallon Health Collaborative	19
Fallon 365.....	19
Health New England-BeHealthy Partnership Plan	23
Mass General Brigham Health Plan with Mass General Brigham ACO	25

Tufts Health Together with Cambridge Health Alliance (CHA)	29
Tufts Health Together with UMass Memorial Health.....	30
WellSense Health Plan	33
WellSense Beth Israel Lahey Health (BILH) Performance Network ACO	35
WellSense Boston Children’s ACO	36
WellSense Care Alliance.....	38
WellSense Community Alliance	38
WellSense Mercy Alliance.....	39
WellSense Signature Alliance.....	40
WellSense Southcoast Alliance	41
Primary Care ACOs.....	49
Community Care Cooperative (C3)	49
Steward Health Care Network	51
Steward Health Choice.....	51
Managed Care Organizations.....	52
WellSense Essential MCO	52
Tufts Health Together	52
MassHealth Primary Care Clinician Plan	59
Primary Care Clinician Plan	59
Enroll in or Change a Health Plan	61
Enrolling in a Health Plan	61

Changing Your Health Plan	62
Plan Selection Period	63
Fixed Enrollment Period.....	64
Using Your Member ID Cards.....	66
More Information	68
Understanding Your Costs	69
Grievances, Appeals, and Fair Hearings.....	70
Service Areas.....	71

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

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, and 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 62 for more information.)

Fixed Enrollment Period

The time of year when you CANNOT change your health plan, except for certain reasons. (See page 63 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.

PCPs Accountable Care Partnership Plans

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 page 16.

PCPs in Primary Care ACOs

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 49.

PCPs in Managed Care Organizations

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 52.

PCCs in Primary Care Clinician Plan

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 59.

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 71. 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

- 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 71.

Hospitals for 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	Boston
Newton-Wellesley Hospital (Mass General Brigham)	Newton
South Shore Hospital	South Weymouth

Hospitals for 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

Hospitals for 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 71.

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

Hospitals for Health New England

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 71.

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

Hospitals for Mass General Brigham Health Plan with Mass General Brigham ACO

Hospital

Addison Gilbert Hospital (Lahey Health)

Anna Jaques Hospital

Beth Israel Deaconess Hospital – Milton

Beth Israel Deaconess Hospital – Needham

Beth Israel Deaconess Hospital – Plymouth

Beth Israel Deaconess Medical Center

Beverly Hospital (Lahey Health)

Boston Children's Hospital

Boston Medical Center

Brigham and Women's Hospital

(Mass General Brigham)

Carney Hospital (Steward)

CHA Cambridge Hospital

CHA Everett Hospital

CHA Somerville Hospital

City

Gloucester

Newburyport

Milton

Needham

Plymouth

Boston

Beverly

Boston

Boston

Boston

Dorchester

Cambridge

Everett

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
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 Brigham)	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 71.

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 71.

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

Hospitals - Tufts Health Together with CHA

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

Hospitals 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
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 71.

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

Customer Service: (888) 566-0010

Behavioral Health: (888) 217-3501

WellSense Beth Israel Lahey Health (BILH) Performance Network

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

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 71.

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, 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/carealliaer 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 71.

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

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
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 71.

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

Customer Service: (888) 566-0010

Behavioral Health: (888) 217-3501

Hospitals - WellSense Health Plans for East Boston Neighborhood Health WellSense Alliance, WellSense Care Alliance, WellSense Mercy Alliance, WellSense Signature Alliance, WellSense Southcoast Alliance

(See also page 46 for the hospital list for other WellSense plans)

Hospital	City
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)*	Natick

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

(See also page 43 for the hospital list for other WellSense plans):

Hospital	City
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.

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 for Community Care Cooperative's Primary Care ACO

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

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.

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 43 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 71.

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 71.

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

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.

During this time, you CAN change your health plan.

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.

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 67.

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.

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	Springfield
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
Mattapoissett	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	Walthamssssssssss
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
Village 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
Woronoco
Worthington
Wrentham
Yarmouth
Yarmouth Port

Worcester
Westfield
Northampton
Framingham
Barnstable
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