

### MassHealth Contact Matrix

2019 & 2020 Managed Care Health Plans page 1 of 5

Accountable Care Partnership Plans	Customer Service	Behavioral Health Services	Member Card Image
<b>Be Healthy Partnership</b> Baystate Health Care Alliance in partnership with Health New England www.behealthypartnership.org	Health New England Where you matter. 1-800-786-9999	Massachusetts Behavioral Health Partnership (MBHP) <u>www.masspartnership.com</u> 1-800-495-0086	Wealth New England       The Be Healthy Partnership         Baystate Health Care Alliance in Partnership with Health New England       Name: FirstX0000000X LastX000000000000000000000000000000000000
Berkshire Fallon Health Collaborative Health Collaborative of the Berkshires in partnership with Fallon Health www.fallonhealth.org/Berkshires	fallonhealth 1-855-203-4660	Beacon Health Options 1-888-877-7184	John Sample ID 0000000000000 RX [Y/N] DB [Y/N] COPAYS PCP office vicit \$0 Physical exam \$0 Specialist office \$0 Emergency room \$0 Same-day surgery \$0 Inpatient \$0 Prescription \$1/3.65 MassHealth ID#:
BMC HealthNet Plan Community Alliance Boston Accountable Care Organization (ACO) in partnership with BMC HealthNet Plan www.bmchp.org/community	BOSTON MEDICAL CENTER <b>HEALTHNet PLAN</b> 1-888-566-0010	Beacon Health Strategies 1-888-217-3501	BOSTON MEDICAL CENTER THE ALLIANCE COMMUNITY ALLIANCE Member Name Member ID: B00123456 00 MassHealth ID#: 1245678901 Network: Community Alliance bmchp.org/community
BMC HealthNet Plan Mercy Alliance Mercy Medical Center in partnership with BMC HealthNet Plan www.bmchp.org/mercy	BOSTON MEDICAL CENTER <b>HEALTHNet PLAN</b> 1-888-566-0010	Beacon Health Strategies 1-888-217-3501	BOSTON MEDICAL CENTER CALLER CENTER C



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2019 & 2020 Managed Care Health Plans page 2 of 5

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BMC HealthNet Plan Signature Alliance Signature Healthcare in partnership with BMC HealthNet Plan www.bmchp.org/signature	BOSTON MEDICAL CENTER <b>HEALTHNet PLAN</b> 1-888-566-0010	Beacon Health Strategies 1-888-217-3501	BOSTON MEDICAL CENTER CONSIGNATURE HEALTHNEE PLANSE SIGNATURE ALLIANCE Member Name Member ID: B00123456 00 MassHealth ID#: 12345678901 Network: Signature Alliance bmchp.org/signature
BMC HealthNet Plan Southcoast Alliance Southcoast Health in partnership with BMC HealthNet Plan www.bmchp.org/southcoast	BOSTON MEDICAL CENTER <b>HEALTHNet PLAN</b> 1-888-566-0010	Beacon Health Strategies 1-888-217-3501	BOSTON MEDICAL CENTER SUFFICIENTS SOUTHCOAST ALLIANCE SOUTHCOAST ALLIANCE Member Name Member ID: B00123456 00 MassHealth ID#: 12345678801 Network: Southcoast Alliance bmchp.org/southcoast
Fallon 365 Care Reliant Medical Group in partnership with Fallon Health www.fallonhealth.org/365care	fallonhealth 1-855-508-3390	Beacon Health Options 1-888-877-7182	John Sample ID 0000000000000 RX [Y/N] DB [Y/N] COPAYS PCP office visit \$ 0 Physical exam \$ 0 Specialit office \$ 0 Emergency room \$ 0 Same-day surgery \$ 0 Inpatient \$ 0 Prescription \$ 1/3.65 MassHealth DF: John Sample Fallon health Fallon So Reliant MEDICAL GROUP COVS caremark
My Care Family Merrimack Valley ACO in partnership with Allways Health Partners www.mycarefamily.org	HEALTH PARTNERS 1-800-462-5449	Optum 1-844-451-3519	With Control of the



### MassHealth Contact Matrix

2019 & 2020 Managed Care Health Plans page 3 of 5

Accountable Care Partnership Plans	Customer Service	Behavioral Health Services	Member Card Image
Tufts Health Together with Atrius HealthAtrius Health in partnership with Tufts Health Plan (THP)www.TuftsHealthTogether.com/ atriushealth	TUFTS Health Plan 1-888-257-1985	Tufts Health Plan 1-888-257-1985	Image: Straight of the straight
Tufts Health Together with BIDCO Beth Israel Deaconess Care Organization (BIDCO) in partnership with Tufts Health Plan (THP) www.TuftsHealthTogether.com/BIDCO	TUFTS Health Plan 1-888-257-1985	Tufts Health Plan 1-888-257-1985	Weinder Verschlutzer       Eth Israel Deaconess         CARE ORGANIZATION         MassHealth Plan         Member ID #: NXXXXXXXXXX         Member: SUSAN A SAMPLE         Pharmacy customer service:         00000000000         RXSIR: 000000 RXPCN: XXX         RXSIR: 0000000 RXPCN: XXX         Number services:         RXSIR: 000000 RXPCN: XXX
Tufts Health Together with Boston Children's ACO Boston Children's ACO in partnership with Tufts Health Plan (THP) www.TuftsHealthTogether.com/BCACO	TUFTS Health Plan 1-888-257-1985	Tufts Health Plan 1-888-257-1985	With the services       Sector Children's ACO         AnassHealth Plan       Sector Children's ACO         AnassHealth Plan       Member ID #: NXXXXXXXX         MassHealth D #: NXXXXXXXXXXXX       Member ID #: NXXXXXXXXXXXXXXXX         Member ID #: NXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Tufts Health Together with CHA Cambridge Health Alliance (CHA) in partnership with Tufts Health Plan (THP) www.TuftsHealthTogether.com/CHA	TUFTS Health Plan 1-888-257-1985	Tufts Health Plan 1-888-257-1985	With the service:         Pharmacy customer service:         Postore recomposition         Pharmacy customer service:



#### MassHealth Contact Matrix

2019 & 2020 Managed Care Health Plans page 4 of 5

Accountable Care Partnership Plans	Customer Service	Behavioral Health Services	Member Card Image	
<b>Wellforce Care Plan</b> Wellforce in partnership with Fallon Health <u>www.fallonhealth.org/wellforce</u>	fallonhealth 1-855-508-4715	Beacon Health Options 1-888-877-7183	John Sample ID 000000000000 RX (Y/N) DB (Y/N) COPAYS PCP office visit \$0 Physical exam \$0 Specialist office \$0 Emergency room \$0 Same-day surgery \$0 Inpatient \$0 Prescription \$1/3.65 MasHealth ID#:	)

Primary Care ACO Plans*	Customer Service	Behavioral Health Services	Member Card Image
Community Care Cooperative (C3)* <u>www.c3aco.org</u>	COMMUNITY CARE COOPERATIVE 1-866-676-9226	Massachusetts Behavioral Health Partnership (MBHP) <u>www.masspartnership.com</u> 1-800-495-0086	<b>Firstname M. Lastname</b> MassHealth Member ID: <b>1XXX12345678</b>
Partners HealthCare Choice* www.partners.org/ MassHealthACO	PARTNERS. H E A L T H C A R E 1-800-231-2722	Massachusetts Behavioral Health Partnership (MBHP) <u>www.masspartnership.com</u> 1-800-495-0086	First Name MI Last Name MassHealth Member ID: 0000000-00000 Partners HealthCare Choice Member ID: 0000000-00000 Partners HealthCare Choice MassHealth AcO Member
Steward Health Choice* www.stewardhealthchoice.org/ massachusetts	Esteward HealthCare Network HEALTH CHOICE MASSACHUSETTS 1-855-860-4949	Massachusetts Behavioral Health Partnership (MBHP) <u>www.masspartnership.com</u> 1-800-495-0086	Steward HEALTH CHOICE MASSACHUSETTS         Member Name:       DAKOTA T ESTSAMPLE Member ID:         MassHealth ID:       5HC000000433 10002749333         Steward Member Services:       1-855-860-4949 StewardHealthChoice.org/MA



# MassHealth Contact Matrix

2019 & 2020 Managed Care Health Plans page 5 of 5

PCC Plan*	Customer Service	Behavioral Health Services	Member Card Image
Primary Care Clinician (PCC) Plan* http://www.mass.gov/service-details/primary- care-clinician-pcc-plan-for-masshealth-members	MassHealth PCC Plan 1-800-841-2900	Massachusetts Behavioral Health Partnership (MBHP) www.masspartnership.com 1-800-495-0086	FirstName MI LastName 00000000000 MassHealth வுசாரா sante

\*Note:

- To enroll in the PCC Plan, members must also select a PCP in the MassHealth network. PCPs may not be available in all service areas.
- PCC Plan members can enroll in an ACO or MCO at any time.
- Community Partners, who provide long-term services and supports, are not available in the PCC Plan.
- Behavioral Health Community Partners are only available for PCC Plan members who also participate in Community Based Flexible Supports (CBFS), a Massachusetts Department of Mental Health program.

MCO Plans	Customer Service	Behavioral Health Services	Member Card Image	
BMC HealthNet Plan www.bmchp.org	BOSTON MEDICAL CENTER <b>HEALTHNet PLAN</b> 1-888-566-0010	Net Plan HEALTHNet PLAN Seacon Health Strategies		BOSTON MEDICAL CENTER CARACTER HEALTHNet PLAN John Q Sample ID# 123456789
			MassHealth ID#10912345678 bmchp.org	
Tufts Health Together http://www.tuftshealthtogether.com	TUFTS Health Plan 1-888-257-1985	Tufts Health Plan 1-888-257-1985	Pharmsey customer service:       000000000000000000000000000000000000	