

Additional resources

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ADDITIONAL RESOURCES

Web site

Fallon Community Health Plan's Web site, located at www.fchp.org, contains information on FCHP's benefits, services and educational programs. Members may use the site to request information, consult our online provider directories, change plan options, change primary care physicians, and communicate their health concerns and more.

Healthy Communities—FCHP's member magazine

Four times each year, Fallon Community Health Plan providers and members receive our award-winning member magazine. Articles on a wide array of health and wellness topics, fitness programs and community resources are designed to inform and reflect the health care concerns of our members.

Healthwise Knowledgebase

Now your patients can have easy access to all kinds of health information online:

- There are more than 3,400 topics on health conditions, medical tests and procedures, medications, prevention and home treatment and wellness issues that are easy and convenient to access.
- Content that is written and reviewed by an expert team of physicians, nurses, medical writers and researchers, and updated as new research is reported. Healthwise Knowledgebase is approved by URAC as an accredited health Web site.
- "Decision Points" that can help your patients learn about tests and treatment options.
- "Actionsets" that give in-depth information and practical tools to help make decisions.
- "Interactive Tools," a fun way to learn about health risks and wellness.
- Drug Interaction checker which checks for drug-to-drug and drug-to-food interactions.

Let your patients know about Healthwise Knowledgebase located on the FCHP web site under the member section.

Quit to Win: FCHP's Tobacco Treatment Program

Fallon Community Health Plan would like to help your patients quit smoking. Our *Quit to Win* program offers weekly group meetings.

- All sessions are open and free to FCHP members and patients with a Fallon Clinic provider.
- Fallon Community Health Plan members can purchase the nicotine patches for \$10 per week if they attend groups or phone counseling.
- MassHealth covers NRT.

Getting started

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Patients can call us directly at 508-368-9540 or 888-807-2908, or email us at tobaccoprogram@fchp.org. Your office can also fax us at 508-798-8394, and we will contact your patient.

Locations

The programs are located in the following towns: Auburn, Leominster, Spencer and Worcester.

We also offer phone counseling to Fallon Community Health Plan members. We will inform you when any of your patients begins the program. You will receive quarterly reports on the status of any of your patients that have attended at least one session.

Posters to promote the program

Posters (8 ½ x 11 inches) highlighting our program are available to you free of charge. You may order the posters by calling us at 508-368-9540 or 888-807-2908, emailing emily.eaton@fchp.org or faxing to 508-798-8394.

ADDITIONAL RESOURCES

Contact list

Fallon Community Health Plan
10 Chestnut St.
Worcester, MA 01608
Toll free number: 800-333-2535
508-799-2100
www.fchp.org

Provider service line—toll free: 866-ASK-FCHP (866-275-3247)

- Claims Department, press 1
- Care Services Department, press 2. From here, you can access the following:
 - Referrals and Preauthorizations, press 1. From here, you can access the following:
 - ER notifications, press 1
 - Initial chiropractic notifications, press 2
 - All other calls, press 3
 - To return to the main menu, press 5
 - To hear these choices again, press 8
 - Case Management, press 2
 - Department of Pharmacy Services, press 3
 - To return to the main menu, press 5
 - To hear these choices again, press 8
 - Member eligibility, press 3
 - All other calls or the Provider Relations Department, press 4
 - To hear these choices again, press 8, or hold for the next available representative.

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Fallon Community Health Plan

Provider Relations Department 866-ASK-FCHP
 Provider appeals fax 508-757-3152
 Provider Relations fax 508-368-9902

Care Review Department 866-ASK-FCHP
 Request for pre-authorization 508-368-9700

Claims Customer Service 866-ASK-FCHP
 Claim adjustment fax 508-368-9890

Customer Service 866-ASK-FCHP
 Paper requests via fax; replies within one 508-831-1136
 business day

Outside service providers

Dental services 888-638-0048

Durable medical equipment 866-ASK-FCHP, or 800-333-2535, ext. 54239

Behavioral Health Services
 Customer Service 888-421-8861
 Claims processing 888-249-0478
 PCP hotline 877-249-6659
 Provider Relations 781-994-7556

Chiropractic services
 American Specialty Health Networks 800-848-3555