

Additional resources



TABLE OF CONTENTS

ADDITIONAL RESOURCES

[Web site](#)

[Healthy Communities, FCHP's member magazine](#)

[Healthwise Knowledgebase](#)

[Quit to Win: FCHP's Tobacco Treatment Program](#)

[Contact list](#)

[Member ID cards and Product Reference Guide](#)

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.

ADDITIONAL RESOURCES

Getting started

FCHP enrollees 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, by emailing us at tobaccoprogram@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, Prompt 1

Eligibility & Benefits, Prompt 2

Care Services Department, Prompt 3

- Discharge planning
- Hospital admissions
- Referral/preauthorizations
- Utilization review

Provider Relations Department, Prompt 4

- Complaints/compliments
- Close/reopen practice
- Orientation to FCHP policy and procedure
- Policies and procedures
- Provider appeals
- Re-education
- Removing member from physician/provider panel

Pharmacy Services, Prompt 5

ADDITIONAL RESOURCES

Important FCHP fax numbers

Provider Appeals fax	508-757-3152
Provider Relations fax	508-368-9902

Claim adjustment fax <i>Please fax claims adjustments only, faxing new claims may delay processing</i>	508-368-9890
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Customer Service <i>Paper requests via fax; replies within one business day</i>	508-831-1136
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Outside service providers

Dental services	888-638-0048
MassHealth Dental services	800-207-5019

Durable medical equipment	866-ASK-FCHP 800-333-2535, ext. 54239
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Behavioral Health Services	
Customer Service	888-421-8861
Claims processing	888-249-0478
Provider Relations	781-994-7556

Chiropractic services	
American Specialty Health Networks	800-848-3555

Pharmacy Benefits Manager – CVS Caremark	
Customer Service	800-237-2767
Specialty Drug Mail Order	877-287-1234

Product Reference Guide



Fallon Community Health Plan Member ID cards

Updated: July, 2011

During the next year, Fallon Community Health Plan will be issuing new ID cards to all members. As we make this transition, please use this guide to help you identify FCHP's new ID cards and the corresponding plan details such as the referral process, copayments and deductibles. Below, please find a sample of FCHP's existing member ID card, as many members will still be using this card for the next year. If you have any questions, please call FCHP's Provider Relations Department at 1-866-ASK-FCHP (1-866-275-3247).

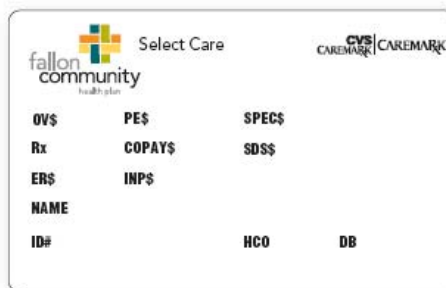
New FCHP member ID card

In use: Staggered launch beginning 7/1/2011



Existing FCHP member ID card

In use: Now – July 1, 2012



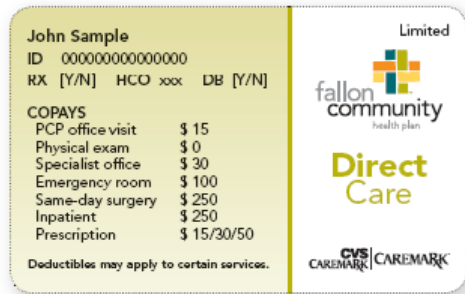
The cards shown are standard membership ID cards. Some information may vary on individual cards. For more information, call 1-866-ASK-FCHP or visit fchp.org.



ADDITIONAL RESOURCES

Please note: The following plan details are accompanied by examples of the newly-designed member ID cards.

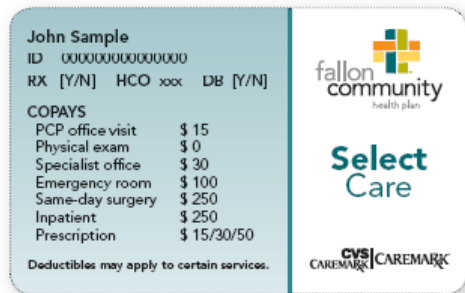
FCHP Direct Care



- Members choose a PCP from the FCHP Direct Care network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.

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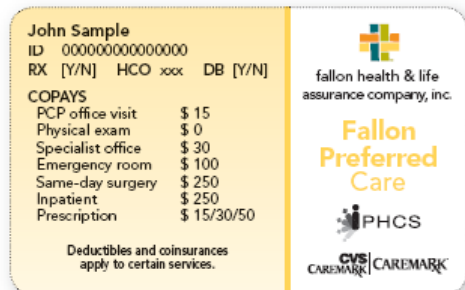
FCHP Select Care



- Members choose a PCP from the FCHP Select Care network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.

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Fallon Preferred Care



- Preferred provider organization (PPO) product.
- \$0 copayment for routine physical exams in-network.
- Members have nationwide access to hospitals and physicians that are available through the Fallon Preferred Care and PHCS/Multiplan networks.
- Offers in-network and out-of-network benefit levels.

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■ = For all office and facility-based services identified in the FCHP *Provider Manual*, the PCP or specialist must obtain prior plan authorization, and the facility must provide notification to FCHP.

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● = \$0 copayment for routine physical exams. ▲ = Copayments, coinsurance and deductibles may apply.

ADDITIONAL RESOURCES



MassHealth

<p>John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]</p> <p>COPAYS PCP office visit \$ 0 Physical exam \$ 0 Specialist office \$ 0 Emergency room \$ 0 Same-day surgery \$ 0 Inpatient \$ 0 Prescription \$ 1/3.65/3.65</p> <p>MassHealth ID#:</p>	 MassHealth 
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- Members choose a PCP from the FCHP MassHealth network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- Members are **not** eligible for Peace of Mind Program™, It Fits! or infertility treatment.





Commonwealth Choice

<p>John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]</p> <p>COPAYS PCP office visit \$ 15 Physical exam \$ 0 Specialist office \$ 30 Emergency room \$ 100 Same-day surgery \$ 250 Inpatient \$ 250 Prescription \$ 15/30/50</p> <p>Deductibles may apply to certain services.</p>	 Select Care 
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- Card will specify plan name: *Direct Care* or *Select Care*.
- Commonwealth Choice Direct Care/Select Care members choose a PCP within their network.
- All standard features and programs included.
- Young adult plan, 18-26 year olds (only available through the Health Connector) utilizes the FCHP Select Care network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.



FCHP Commonwealth Care

<p>John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]</p> <p>COPAYS PCP office visit \$ 10 Physical exam \$ 0 Specialist office \$ 18 Emergency room \$ 50 Same-day surgery \$ 50 Inpatient \$ 50 Prescription \$ 10/20/40</p>	 Commonwealth Care 
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- Members choose a PCP from the FCHP Commonwealth Care network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- Copayments may apply.
- No retroactive member disenrollment.
- Members are **not** eligible for Peace of Mind Program™, Oh Baby! or infertility treatment.



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● = \$0 copayment for routine physical exams. ▲ = Copayments, coinsurance and deductibles may apply.

ADDITIONAL RESOURCES


FCHP Flex Care Select

<p>John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]</p> <p>COPAYS</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>PCP office visit</td><td style="text-align: right;">\$ 15</td></tr> <tr><td>Physical exam</td><td style="text-align: right;">\$ 0</td></tr> <tr><td>Specialist office</td><td style="text-align: right;">\$ 30</td></tr> <tr><td>Emergency room</td><td style="text-align: right;">\$ 100</td></tr> <tr><td>Same-day surgery</td><td style="text-align: right;">\$ 250</td></tr> <tr><td>Inpatient</td><td style="text-align: right;">\$ 250</td></tr> <tr><td>Prescription</td><td style="text-align: right;">\$ 15/30/50</td></tr> </table> <p><small>Deductibles may apply to certain services.</small></p>	PCP office visit	\$ 15	Physical exam	\$ 0	Specialist office	\$ 30	Emergency room	\$ 100	Same-day surgery	\$ 250	Inpatient	\$ 250	Prescription	\$ 15/30/50	 Flex Care Select 
PCP office visit	\$ 15														
Physical exam	\$ 0														
Specialist office	\$ 30														
Emergency room	\$ 100														
Same-day surgery	\$ 250														
Inpatient	\$ 250														
Prescription	\$ 15/30/50														

- Members choose a PCP from the FCHP Select Care network.
- \$0 copayment for routine physical exams in-network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- Member may self-refer (no PCP referral required) to out-of-network providers at a reduced benefit level.

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The City of Worcester Advantage The Direct Plan

<p>John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]</p> <p>COPAYS</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td>PCP office visit</td><td style="text-align: right;">\$ 15</td></tr> <tr><td>Physical exam</td><td style="text-align: right;">\$ 0</td></tr> <tr><td>Specialist office</td><td style="text-align: right;">\$ 25</td></tr> <tr><td>Emergency room</td><td style="text-align: right;">\$ 100</td></tr> <tr><td>Same-day surgery</td><td style="text-align: right;">\$ 100</td></tr> <tr><td>Inpatient</td><td style="text-align: right;">\$ 200</td></tr> </table> <p><small>Deductibles may apply to certain services.</small></p>	PCP office visit	\$ 15	Physical exam	\$ 0	Specialist office	\$ 25	Emergency room	\$ 100	Same-day surgery	\$ 100	Inpatient	\$ 200	 Direct An FCHP Direct Care Network Plan
PCP office visit	\$ 15												
Physical exam	\$ 0												
Specialist office	\$ 25												
Emergency room	\$ 100												
Same-day surgery	\$ 100												
Inpatient	\$ 200												

- Members choose a PCP from The City of Worcester Advantage Direct network, which is based on the FCHP Direct Care network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.

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The City of Worcester Advantage The Advantage Plan

<p>John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]</p> <p>COPAYS</p> <table style="width: 100%; border-collapse: collapse;"> <tr><td></td><td style="text-align: right;">Tier 1/2</td></tr> <tr><td>PCP office visit</td><td style="text-align: right;">\$ 15/20</td></tr> <tr><td>Physical exam</td><td style="text-align: right;">\$ 0</td></tr> <tr><td>Specialist office</td><td style="text-align: right;">\$ 25/30</td></tr> <tr><td>Emergency room</td><td style="text-align: right;">\$ 100</td></tr> <tr><td>Same-day surgery</td><td style="text-align: right;">\$ 150/300</td></tr> <tr><td>Inpatient</td><td style="text-align: right;">\$ 250/500</td></tr> </table> <p><small>Deductibles may apply to certain services.</small></p>		Tier 1/2	PCP office visit	\$ 15/20	Physical exam	\$ 0	Specialist office	\$ 25/30	Emergency room	\$ 100	Same-day surgery	\$ 150/300	Inpatient	\$ 250/500	 Advantage An FCHP Select Care Network Plan
	Tier 1/2														
PCP office visit	\$ 15/20														
Physical exam	\$ 0														
Specialist office	\$ 25/30														
Emergency room	\$ 100														
Same-day surgery	\$ 150/300														
Inpatient	\$ 250/500														

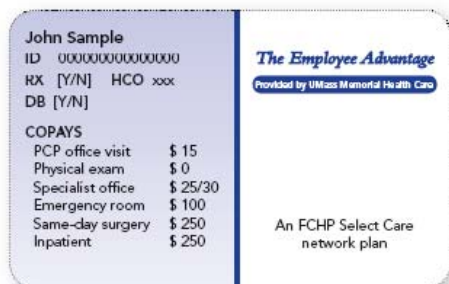
- Members choose a PCP from The City of Worcester Advantage network, which is based on the FCHP Select Care network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- Providers are categorized into 2 tiers. Copayments vary by tier.

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■ = For all office and facility-based services identified in the FCHP *Provider Manual*, the PCP or specialist must obtain prior plan authorization, and the facility must provide notification to FCHP.
 ● = \$0 copayment for routine physical exams. ▲ = Copayments, coinsurance and deductibles may apply.

ADDITIONAL RESOURCES

The Employee Advantage



- Members choose a PCP from The Employee Advantage network, which is based on the FCHP Select Care network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- Specialists are categorized into 2 tiers. Copayments vary by tier.

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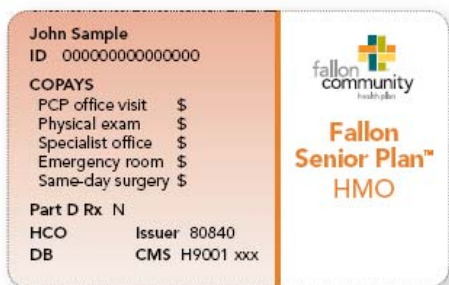
Fallon Senior Plan™ HMO-MAPD



- For individual consumers who are Medicare-eligible.
- Includes Medicare Part D prescription drug coverage (MAPD).
- Members choose a PCP from the Fallon Senior Plan (HMO) network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.

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Fallon Senior Plan™ HMO-MA-only



- For individual consumers who are Medicare-eligible.
- Excludes Medicare Part D prescription drug coverage (MA-only).
- Members choose a PCP from the Fallon Senior Plan (HMO) network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.

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● = \$0 copayment for routine physical exams. ▲ = Copayments, coinsurance and deductibles may apply.

ADDITIONAL RESOURCES

Fallon Senior Plan™ Medicare Supplement



- For individual consumers who are Medicare-eligible.
- Excludes Medicare Part D prescription coverage.
- Members are not required to choose a PCP.
- Members may see any provider they choose that accepts Medicare.
- Referrals and prior plan authorizations are not required.

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Fallon Senior Plan™ Premier HMO-MAPD



- For Medicare-eligibles with retiree coverage through an employer group.
- Includes Medicare Part D prescription drug coverage (MAPD).
- Members choose a PCP from the Fallon Senior Plan (HMO) network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.

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Fallon Senior Plan™ Premier HMO-RDS



- For Medicare-eligibles with retiree coverage through an employer group.
- Includes retiree drug subsidy (RDS) coverage.
- Members choose a PCP from the Fallon Senior Plan (HMO) network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.

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■ = For all office and facility-based services identified in the FCHP *Provider Manual*, the PCP or specialist must obtain prior plan authorization, and the facility must provide notification to FCHP.

ADDITIONAL RESOURCES

Fallon Senior Plan™ Premier Preferred PPO–MAPD



- For Medicare-eligibles with retiree coverage through an employer group.
- Includes Medicare Part D prescription drug coverage (MAPD).
- \$0 copayment for routine physical exams in-network.
- Offers in-network and out-of-network benefit levels.
- Referrals are not required.

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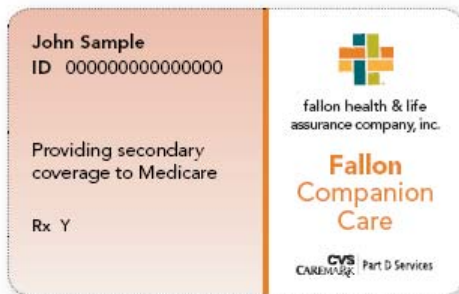
Fallon Senior Plan™ Premier Preferred PPO–RDS



- For Medicare-eligibles with retiree coverage through an employer group.
- Includes retiree drug subsidy (RDS) coverage.
- \$0 copayment for routine physical exams in-network.
- Offers in-network and out-of-network benefit levels.
- Referrals are not required.

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Fallon Companion Care



- For Medicaid-eligibles with retiree coverage through an employer.
- Includes retiree drug subsidy coverage.
- Members are not required to choose a PCP.
- Members may see any providers they choose that accepts Medicare.
- Referrals and prior plan authorizations are not required.

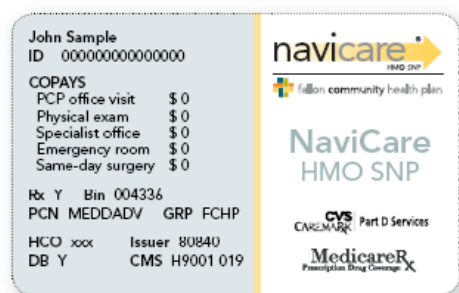
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● = \$0 copayment for routine physical exams. ▲ = Copayments, coinsurance and deductibles may apply.

ADDITIONAL RESOURCES

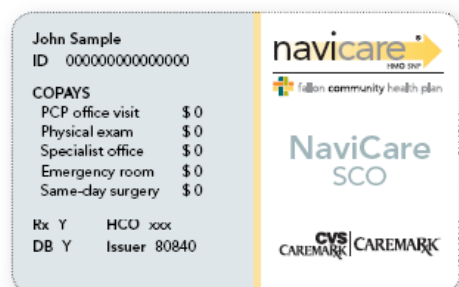
NaviCare® HMO SNP



- For Medicare and Medicaid (MassHealth Standard) eligibles.
- Includes all Medicare Parts A, B and D (Rx) benefits as well as Medicaid (MassHealth Standard) benefits.
- Members choose a PCP from the NaviCare network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- No copayments, no coinsurance and no premium.
- Includes a Navigator who serves as the primary contact and guide for NaviCare enrollees. The Navigator ensures ongoing service provision and care coordination, consistent with the member's care plan.
- **Navigator contact number: 1-877-700-6996 (TTY users: 1-877-795-6526).**



NaviCare® SCO



- For Medicaid (MassHealth Standard) eligibles. (May have Medicare, but not required.)
- Includes all Medicare Parts A, B and D (Rx) benefits as well as Medicaid (MassHealth Standard) benefits.
- Members choose a PCP from the NaviCare network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- No copayments, no coinsurance and no premium.
- Includes a Navigator who serves as the primary contact and guide for NaviCare enrollees. The Navigator ensures ongoing service provision and care coordination, consistent with the member's care plan.
- **Navigator contact number: 1-877-700-6996 (TTY users: 1-877-795-6526).**



More benefits. More services. More you.

fchp.org ■ 1-866-ASK-FCHP

Program eligibility and benefits may vary by employer, plan and product. For a list of services that require prior authorization, please refer to the provider section of our Web site, fchp.org. See "Managing patient care," in the "Provider Manual section," then click on "PCP referrals and prior authorization."

■ = For all office and facility-based services identified in the FCHP *Provider Manual*, the PCP or specialist must obtain prior plan authorization, and the facility must provide notification to FCHP.
● = \$0 copayment for routine physical exams. ▲ = Copayments, coinsurance and deductibles may apply.