

Additional resources



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Website

Fallon Health's website, located at www.fallonhealth.org, contains information on Fallon'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—Fallon's member magazine

Four times each year, Fallon Health 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 website.
- "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 Fallon website under the member section.

Quit to Win: Fallon's Tobacco Treatment Program

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

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

Getting started

ADDITIONAL RESOURCES

Fallon 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 Health 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.

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Contact list

Fallon Health
10 Chestnut St.
Worcester, MA 01608
Toll free number: 800-333-2535
508-799-2100
www.fallonhealth.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 Fallon policy and procedure
- Policies and procedures
- Provider appeals
- Re-education
- Removing member from physician/provider panel

Pharmacy Services, Prompt 5

ADDITIONAL RESOURCES

Important Fallon 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 Health Member ID cards

Updated: March 2014

Fallon Community Health Plan is now Fallon Health!

We're still the same company with the same mission, goals, vision and values. And we're still the partner of providers who offer high-quality care—providers like you!

At Fallon Health, it is our goal to keep you informed about our products, policies and member benefits. During the upcoming months you'll see materials, including member ID cards that showcase our new logo. This guide is designed to help you identify Fallon's member ID cards and corresponding plan details such as the referral process, copayments and deductibles. Specific plan information may vary on individual cards.

Please note that the following is applicable to all products and plans listed in this guide:

- \$0 copayment for annual in-network wellness visits.
- Copayments, coinsurance and deductibles may apply.
Exceptions: NaviCare® and Fallon Total CareSM
- For all office and facility-based services identified in the *Provider Manual*, the PCP or specialist must obtain prior plan authorization, and the facility must provide notification to Fallon Health. *Exceptions: Fallon Senior Plan™ Medicare Supplement and Fallon Companion Care.*



fchp.org/providers • 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 our website, fchp.org/providers. See "Managing patient care" in the "Provider Manual" section, then click on "PCP referrals and plan prior authorization process."

ADDITIONAL RESOURCES

John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		  
COPAYS PCP office visit \$ 15 Physical exam \$ 0 Specialist office \$ 30 Emergency room \$ 100 Same-day surgery \$ 250 Inpatient \$ 250 Prescription \$ 15/30/50 Deductibles may apply to certain services.		

Select Care

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

John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		Limited network   
COPAYS PCP office visit \$ 15 Physical exam \$ 0 Specialist office \$ 30 Emergency room \$ 100 Same-day surgery \$ 250 Inpatient \$ 250 Prescription \$ 15/30/50 Deductibles may apply to certain services.		




Direct Care

- Members choose a PCP from the Direct Care network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- Members are eligible for Fallon's Peace of Mind Program™.

John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		fallon health & life assurance company, Inc. Fallon Preferred Care   
COPAYS PCP office visit \$ 15 Physical exam \$ 0 Specialist office \$ 30 Emergency room \$ 100 Same-day surgery \$ 250 Inpatient \$ 250 Prescription \$ 15/30/50 Deductibles and coinsurance apply to certain services.		




Fallon Preferred Care

- Preferred provider organization (PPO) product.
- 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.

John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		Regional/Limited network   
COPAYS PCP office visit \$ 15 Physical exam \$ 0 Specialist office \$ 30 Emergency room \$ 100 Same-day surgery \$ 250 Inpatient \$ 250 Prescription \$ 15/30/50 Deductibles may apply to certain services.		

Steward Community Care


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

John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		Regional/Tiered network   
COPAYS Tier 1/2/3 PCP office visit \$ Physical exam \$ Specialist office \$ Emergency room \$ Same-day surgery \$ Inpatient \$ Prescription \$ Deductibles may apply to certain services.		

Tiered Choice


- Members choose a PCP from the Tiered Choice network.
- Providers are categorized into 1 of 3 tiers.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- Cost-sharing varies by tier. Members who see a Tier 1 provider will pay a lower cost-sharing amount than when they see a Tier 2 or Tier 3 provider.

ADDITIONAL RESOURCES

John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		 Harrington Advantage PPO A Select Care Network Plan
COPAYS Tier 1/2 PCP office visit \$ 20/35 Physical exam \$ 0 Specialist office \$ 20/50 Emergency room \$ 100 Same-day surgery \$ 0% / 20% Inpatient \$ 0% / 20%		
Deductibles or coinsurance may apply to certain services.		


Harrington Advantage

- Preferred provider organization (PPO) product.
- Members are not required to designate a PCP and PCP referrals are not needed for specialty care.
- Offers in-network and out-of-network benefit levels.
- In-network providers are categorized into two tiers.
 - Cost-sharing varies by tier. Members who see a Tier 1 provider will pay a lower cost-sharing amount than when they see a Tier 2 or out-of-network provider.

John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		 The Employee Advantage A Select Care Network Plan
COPAYS PCP office visit \$ 15 Physical exam \$ 0 Specialist office \$ 25/30 Emergency room \$ 100 Same-day surgery \$ 250 Inpatient \$ 250		
Deductibles may apply to certain services.		


The Employee Advantage

- Members choose a PCP from The Employee Advantage network, a tiered network based on the 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.

John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		 Direct A Direct Care Network Plan
COPAYS PCP office visit \$ 15 Physical exam \$ 0 Specialist office \$ 25 Emergency room \$ 100 Same-day surgery \$ 100 Inpatient \$ 200		
Deductibles may apply to certain services.		

The City of Worcester Advantage Direct Plan

- Members choose a PCP from The City of Worcester Advantage Direct network, which is based on Fallon's Direct Care network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- Members are eligible for Fallon's Peace of Mind Program™.

John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		 Advantage A Select Care Network Plan
COPAYS 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		
Deductibles may apply to certain services.		

The City of Worcester Advantage Advantage Plan

- Members choose a PCP from The City of Worcester Advantage network, a tiered network based on Fallon's 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.

ADDITIONAL RESOURCES

John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		 The Advantage Plan A Select Care Network Plan
COPAYS PCP office visit \$ 20/30 Physical exam \$ 0 Specialist office \$ 40/50 Emergency room \$ 150 Same-day surgery \$ 10% / 30% Inpatient \$ 10% / 30%	Tier 1/2	
Deductibles or coinsurance may apply to certain services.		

The Advantage Plan

- Members choose a PCP from their employer group's The Advantage Plan network, which is based on Fallon's Select Care network.
- The provider tiering for The Advantage Plan–Hanover and The Advantage Plan–EMC² networks may differ.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- Providers are categorized into 1 of 2 tiers. Cost sharing varies by tier.
- Members who receive imaging services in a non-hospital setting pay less out of pocket than those who receive imaging services in a hospital setting.

John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		 The Advantage Plan EMC² A Select Care Network Plan
COPAYS PCP office visit \$ 10/25 Physical exam \$ 0 Specialist office \$ 25/40 Emergency room \$ 150 Same-day surgery \$ 75/150 Inpatient \$ 150	Tier 1/2	
Deductibles may apply to certain services at Tier 2 providers.		

John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		 MassHealth
COPAYS PCP office visit \$ 0 Physical exam \$ 0 Specialist office \$ 0 Emergency room \$ 0 Same-day surgery \$ 0 Inpatient \$ 0 Prescription \$ 1 / 3.65	MassHealth ID#	

MassHealth

- Members choose a PCP from Fallon's MassHealth network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- Members are **not** eligible for It Fits! or infertility treatment.

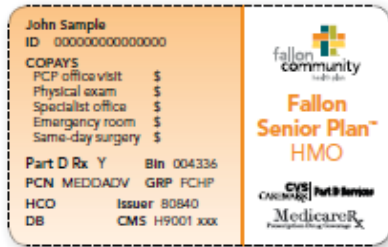
John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		 Select Care
COPAYS PCP office visit \$ 15 Physical exam \$ 0 Specialist office \$ 30 Emergency room \$ 100 Same-day surgery \$ 250 Inpatient \$ 250 Prescription \$ 15/30/50	Deductibles may apply to certain services.	

Fallon Health Connector options

- Card will specify plan name: *Direct Care, Select Care, Steward Community Care* or *Commonwealth Care*.
- Members choose a PCP within their plan's network.
- All standard features and programs included.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- Members of Direct Care Connector plans are eligible for the Peace of Mind Program™.

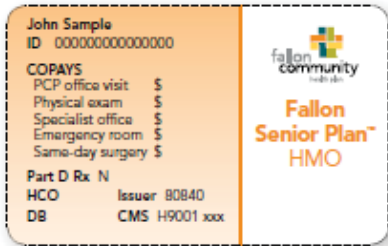
John Sample ID 0000000000000000 RX [Y/N] HCO xxx DB [Y/N]		 Commonwealth Care
COPAYS PCP office visit \$ 10 Physical exam \$ 0 Specialist office \$ 18 Emergency room \$ 50 Same-day surgery \$ 50 Inpatient \$ 50 Prescription \$ 10/20/40	Deductibles may apply to certain services.	

ADDITIONAL RESOURCES



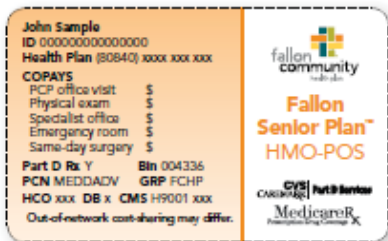
Fallon Senior Plan™ HMO

- For individual consumers who are Medicare-eligible.
- Members, **may or may not**, have 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.



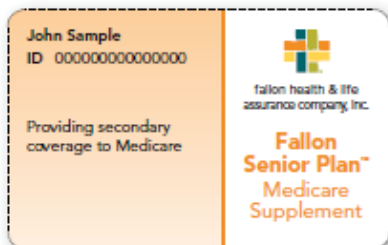
Fallon Senior Plan™ HMO-POS

- For individual consumers who are Medicare-eligible.
- Includes Medicare Part D prescription drug coverage (MAPD).
- Members must choose a PCP from the Fallon Senior Plan (HMO-POS) network.
- PCP referrals are required for both in- and out-of-network specialty care.
- Offers both in- and out-of-network benefit levels.
- Members who see in-network providers will pay less out-of-pocket cost-sharing rates than those who see out-of-network providers. *Exception: members who receive a PCP referral to see an out-of-network specialist will pay the same as they would to see an in-network specialist.*

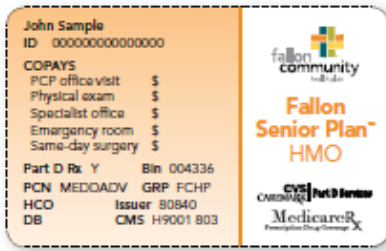


Fallon Senior Plan™ Medicare Supplement

- 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 who accepts Medicare.
- Referrals and prior plan authorizations are not required.

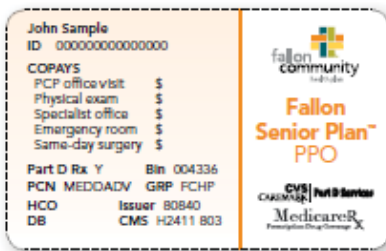


ADDITIONAL RESOURCES



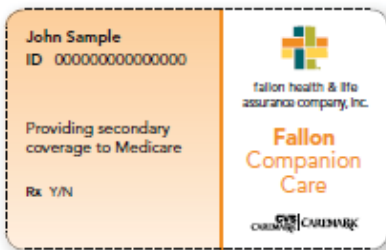
Fallon Senior Plan™ Premier HMO

- 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 Premier (HMO) network.
- PCP referral is required for in-network specialty care. Out-of-network specialty care requires prior authorization.



Fallon Senior Plan™ Premier Preferred PPO

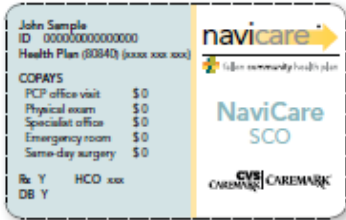
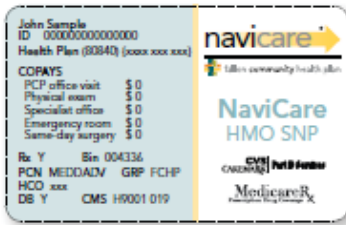
- For Medicare-eligibles with retiree coverage through an employer group.
- Includes Medicare Part D prescription drug coverage (MAPD).
- Offers in-network and out-of-network benefit levels.
- Referrals are not required.



Fallon Companion Care

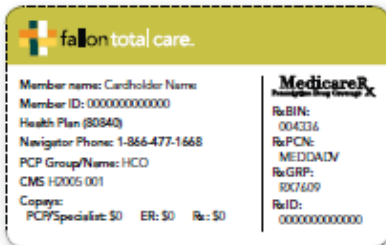
- For Medicare-eligibles with retiree coverage through an employer.
- Members are not required to choose a PCP.
- Members may see any provider they choose who accepts Medicare.
- Referrals and prior plan authorizations are not required.

ADDITIONAL RESOURCES



NaviCare®

- NaviCare HMO SNP is for Medicare and Medicaid (MassHealth Standard) eligibles.
- NaviCare SCO is for Medicaid (MassHealth Standard) eligibles. (May have Medicare, but not required.)
- Includes all Medicaid (MassHealth Standard) benefits as well as Medicare Parts A, B and D (Rx) covered benefits, items and services.
- 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.



Fallon Total CareSM

- A One Care plan for individual consumers who are eligible for both Medicare and MassHealth Standard or CommonHealth.
- Includes all Medicare Parts A, B and D (Rx) benefits as well as MassHealth Standard benefits.
- Members choose a PCP from the Fallon Total Care network.
- PCP referrals are required for in-network specialty care. Out-of-network specialty care requires prior authorization.
- Members do not pay copayments, coinsurance or premiums.
- Members are assigned a Navigator who assists the member with scheduling doctor visits, coordinating pre-approved rides for medical and rehabilitation appointments, and making arrangements for services approved by the member's Care Team.