

Fallon Community Health Plan Peace of Mind Program™



As a Fallon Community Health Plan member, you have access to a unique benefit called the Peace of Mind Program. But what is the Peace of Mind Program? And how does it work? Find answers to those questions, and many more, below.

What is the Peace of Mind Program?

The Peace of Mind Program is a benefit that provides members* with access to receive a second opinion and treatment for specialty services at one of six medical centers in Boston.

What are the medical centers included in the Peace of Mind Program?

They are:

- Beth Israel Deaconess Medical Center
- Brigham and Women's Hospital
- Children's Hospital
- Dana-Farber Cancer Institute
- Massachusetts General Hospital
- Tufts Medical Center

Children's Hospital and Tufts Medical Center are part of the FCHP Select Care provider network. Do FCHP Select Care members have to use the Peace of Mind Program to access these hospitals?

FCHP Select Care members have access to both Children's Hospital and Tufts Medical Center, if they receive a referral from their PCP. However, if they do not get a referral from their PCP, they can use their Peace of Mind Program benefit to access a second opinion and specialty care at Children's Hospital or Tufts Medical Center, as well any of the other four facilities.

Are there any eligibility requirements I have to meet in order to use my Peace of Mind Program benefit?

Yes. In order to utilize your Peace of Mind Program benefit, you must meet the following criteria:

1. You must have seen a specialist, in your network, for the same condition within the past three months. For example, if you have seen an in-network Orthopedic *Surgeon* within the past three months, you can see an Orthopedic *Surgeon* at a Peace of Mind Program facility. However, if you have seen an in-network Orthopedic *Specialist* within the past three months, you can see an Orthopedic *Specialist* at a Peace of Mind Program facility, but not an Orthopedic *Surgeon*.
2. The specialty services you are seeking must be FCHP covered services (see your *Member Handbook/Evidence of Coverage* for a listing of services covered with your FCHP plan). Services that are not available through the Peace of Mind Program include primary care services, mental health, substance abuse, dental care, chiropractic services, obstetrics, speech therapy and infertility services.
3. Your PCP must request a prior authorization from FCHP for you to see a Peace of Mind Program specialist. *Your PCP cannot deny you the right to request access to your Peace of Mind Program benefit.*

How do I know if the prior authorization request is approved?

You will receive a letter in the mail from FCHP notifying you of your prior authorization approval or denial.

Is there a limit to the number of times I can see a Peace of Mind Program specialist, or the services they can order?

As long as your PCP submits the appropriate referrals, you may continue to see your Peace of Mind Program specialist for up to one year or until treatment for your particular condition is complete—whichever comes first.

For the period of time you are authorized for treatment, your Peace of Mind Program specialist may order X-rays, laboratory tests and other tests to evaluate your condition without prior authorization. However, you will need to obtain prior authorization from FCHP for inpatient surgery, outpatient surgery, PET scans and genetic testing.

Additionally, your Peace of Mind Program specialist cannot give you a referral to see another specialist or provider. You would need to get a referral from your PCP, and/or a prior authorization from FCHP.

Do I have to pay any extra out-of-pocket costs for services received through the Peace of Mind Program?

No. Any services you receive through the Peace of Mind Program are subject to your benefit plan's standard cost-sharing amounts. For example, if your copayment to see an in-network specialist is \$25, you will pay the same amount to see a Peace of Mind Program specialist.

What if my PCP will not refer me to a Peace of Mind Program specialist, or it is taking too long for them to do so?

As long as you have met the eligibility requirements, you have the right to access your Peace of Mind Program benefit. Your PCP cannot deny you that right. If you are having difficulties receiving a referral from your PCP, please contact FCHP Care Services at 1-800-333-2535, ext. 69138.

To learn more about the Peace of Mind Program
or your other FCHP benefits, give us a call or visit our Web site.

1-800-868-5200 (TTY users please call TRS Relay 711.)

fchp.org



** The Peace of Mind Program is not available for all FCHP members. Please refer to your Member Handbook/ Evidence of Coverage. Program eligibility and benefits may vary by employer, plan and product.*