

Peace of Mind program™



As a Fallon Health member with **Direct Care**, 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?

What is the Peace of Mind Program?

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

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

They are:

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

Are there any eligibility requirements 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 the same discipline, 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 Fallon covered services (see your *Member Handbook* for a listing of services covered with your Fallon plan). The Peace of Mind Program may be used for all covered specialty care except infertility services, mental health, substance abuse, chiropractic services, dental care or speech therapy. The Peace of Mind Program may not be used for any primary care services, including internal medicine, family practice, pediatrics or obstetrics.
3. Your PCP must request a prior authorization from Fallon for you to see a Peace of Mind Program specialist.
Your PCP cannot deny you the right to access your Peace of Mind Program benefit.

Do I have to pay 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 \$60, you will pay the same amount to see a Peace of Mind Program specialist.

For more information, please go to fallonhealth.org/gic and click on "Plans and benefits," then "List of network providers and hospitals." Scroll down to the bottom of the page.

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