

# Berkshire Fallon Health Collaborative

An Accountable Care Organization (ACO) for MassHealth eligible members

Berkshire Fallon Health Collaborative (BFHC) is a MassHealth ACO—a partnership between Fallon Health and Partnership for Health in the Berkshires PHO, which includes Berkshire Health Systems, Inc., Community Health Programs, Inc. and the majority of Berkshire County community physician practices. Fallon Health is a leading health care services company that has been providing care to MassHealth members for 40 years. Its mission is, *Making our communities healthy*. Members of BFHC will have all their health care managed by their PCPs. See the map on the back of this flyer for cities and towns in the service area.

## BFHC benefits and fast facts

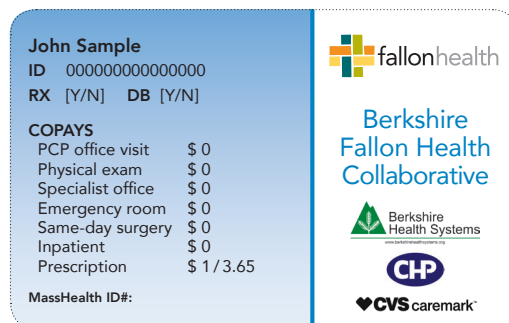
### Member benefits\* include:

- Receiving most of the same services covered under the MassHealth program, plus additional benefits and healthy “extras” offered by Fallon Health.
- Services for substance use disorder and mental health benefits.
- The Oh Baby! program, which offers a free convertible toddler car seat to expecting parents. Plus, women who are pregnant receive reimbursement for completed childbirth or sibling classes and other free educational resources.
- Support and counseling services for tobacco addiction through Fallon’s Quit to Win program.
- Case Management programs for those with complex conditions, and Disease Management programs for heart disease, diabetes, chronic obstructive pulmonary disease and asthma.
- Teladoc<sup>®</sup>, a benefit allowing your patients to speak with a U.S. board-certified doctor by phone, video or mobile app—just in case they can’t get in touch with you for non-emergent situations.

### Fast facts

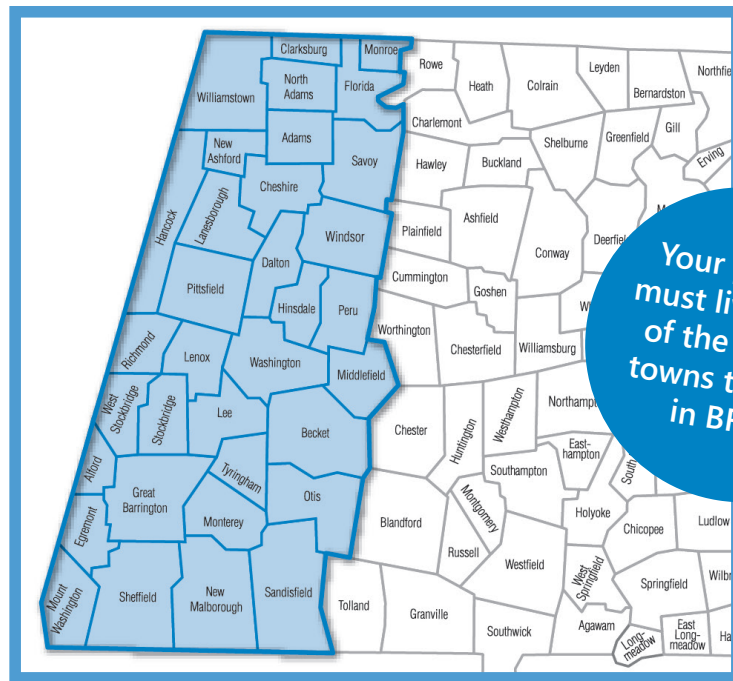
- Members must choose a PCP from the BFHC network.
- PCP referrals are not required for specialty care when referred to a BFHC Core provider.
- PCP referrals are required for BFHC Affiliate providers.
- Out-of-network services, including specialty care visits, require prior authorization from the Plan.
- For all office and facility-based services identified in the Provider Manual as requiring authorization, the PCP or specialist must obtain prior Plan authorization, and the facility must provide notification to the Plan.
- Fallon will allow 30 days for a retroactive entry of a PCP referral.
- Visit [fallonhealth.org](http://fallonhealth.org) to access the Provider Manual.

Below is a sample of the ID card members of BFHC will present when accessing your services.



\*Members are not eligible for It Fits! or infertility treatment.

continued on back



Your patients must live in one of the shaded towns to enroll in BFHC.

## Definitions

**Accountable Care Organizations (ACOs)** – a group of doctors, hospitals, and other health care providers, who come together voluntarily to provide better, more coordinated care, and better patient experience for an assigned patient population.

**Accountable Care Organization Partner (ACO Partner)** – Primary Care Providers (PCPs) and a health plan. Hospitals, specialists, behavioral health providers, long-term support services and social service providers may join or partner with an ACO.

**Accountable Care Partnership Plan** – a partnership among Fallon Health and the doctors, hospitals, and other health care providers from Berkshire Health Systems, several Berkshire County community physician practices and Community Health Programs.

**Affiliate providers** – providers who are not members of the ACO but have formally agreed to participate in the BFHC network and provide specialty care to BFHC members who are referred to them by Core Providers.

**Core providers** – providers who have specifically joined the ACO and maintain responsibility for providing better, more coordinated care for the assigned BFHC member population.

**Network Provider or Provider** – an appropriately credentialed and licensed individual, facility, agency, institution, organization or other entity that has an agreement with the contractor, or any subcontractor, for the delivery of services covered under the contract.

**Provider Network** – the collective group of network providers who have entered into provider contracts with the contractor for the delivery of ACO covered services. This includes, but is not limited to, physical, behavioral, pharmacy and ancillary service providers.

If you have any questions, please call Fallon Health’s Provider Relations Department at 1-866-275-3247.

