

Wellforce Care Plan

An Accountable Care Organization (ACO) for MassHealth eligible members

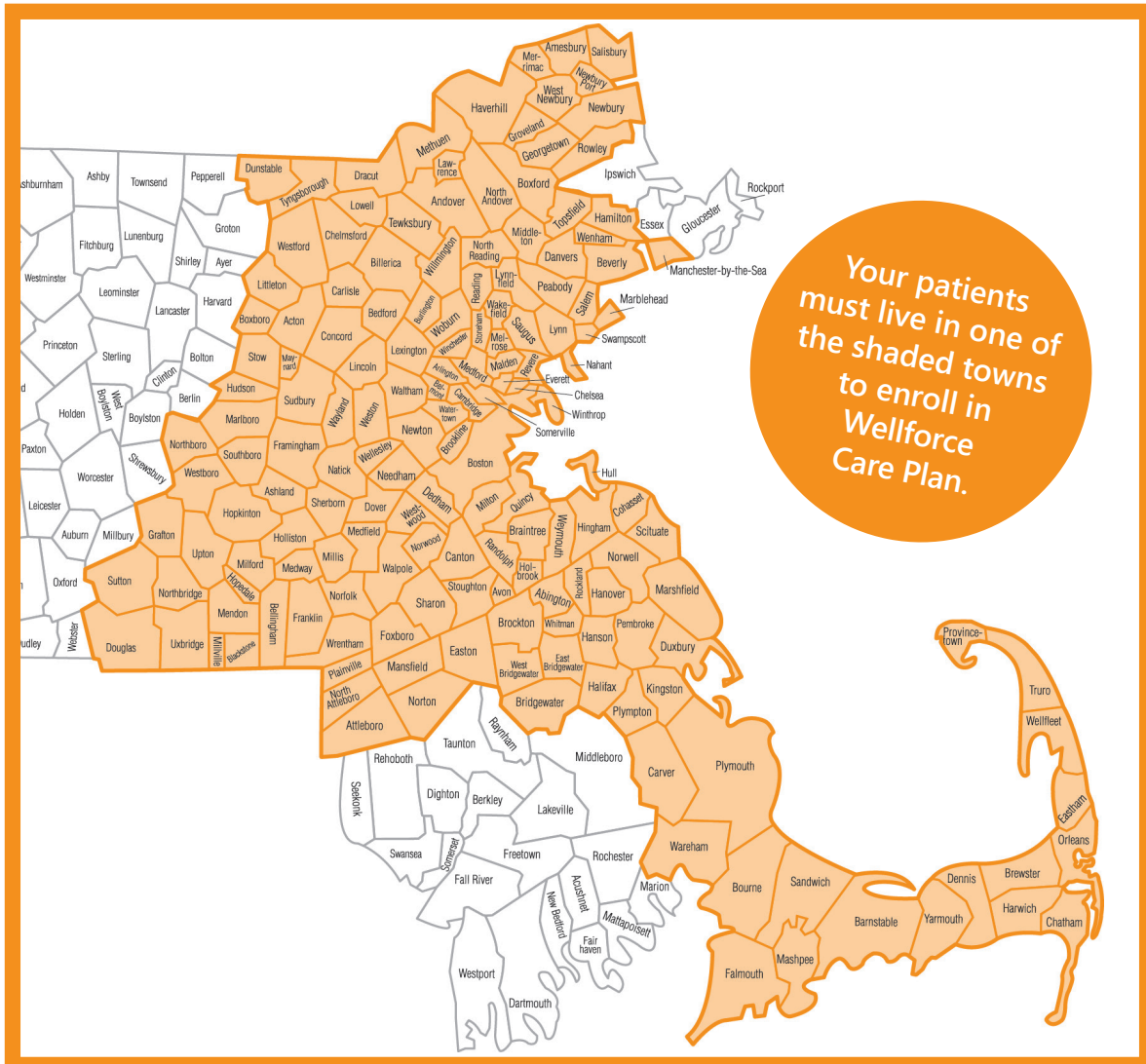
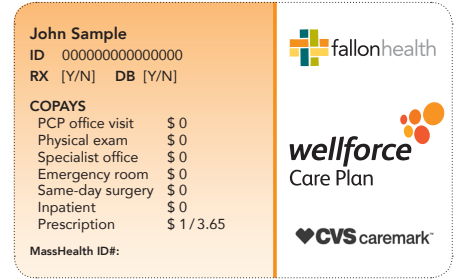
Wellforce Care Plan is a MassHealth ACO—a partnership between Fallon Health and Wellforce. As a MassHealth ACO, Wellforce Care Plan is responsible for coordinating member care, enhancing the role of the Primary Care Provider (PCP) and delivering a more integrated and improved member experience. Wellforce Care Plan service area includes cities and towns in Middlesex, Essex, Suffolk, Norfolk, Plymouth and Barnstable Counties. (See the service area map below.)

Wellforce Care Plan

Wellforce is made up of physicians and other health care providers from, or affiliated with: Circle Health; Floating Hospital for Children at Tufts Medical Center; Hallmark Health; Lawrence Memorial Hospital of Medford; Lowell Community Health Center; Lowell General Hospital; Lowell General Physician Hospital Organization; Melrose-Wakefield Hospital; New England Quality Care Alliance (NEQCA); and Tufts Medical Center.

Members must choose a doctor from the Wellforce Care Plan network.

To the right is a sample of the ID card members of Wellforce Care Plan will present when accessing your services.



Wellforce Care Plan benefits, fast facts and definitions

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[®], 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

- Referrals and prior authorizations can be requested via fax or phone.
- PCP referrals are required for all specialist visits in the Wellforce Care Plan network and visits to any Wellforce Care Plan affiliates.
- Wellforce Care Plan Provider Affiliates require a referral from a Wellforce PCP. PCPs should ensure all visits are authorized by the plan.
- Fallon will allow 30 days for a retroactive entry of a PCP referral.
- 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 Wellforce Care Plan.
- Out-of-network authorization is required for out-of-network services and specialist visits.
- Authorizations are reviewed by Fallon’s Integrated Utilization Management (UM) team. The UM team is required to meet regulatory-required turnaround times for urgent requests (within 72 hours of receipt of the request), and standard requests (14 calendar days from receipt of request).
- If your patients want to continue seeing their Wellforce specialists at Circle Health, Tufts Medical Center and Hallmark Health, they will need to register with a Wellforce PCP and enroll in Wellforce Care Plan.
- Visit fallonhealth.org/providers for more information about referrals, prior authorizations and other provider tools.

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: 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 or affiliated with:

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| • Circle Health | • Lowell Community Health Center | • New England Quality Care Alliance |
| • Hallmark Health | • Lowell General Hospital | • Tufts Floating Hospital for Children |
| • Lawrence Memorial Hospital of Medford | • Lowell General Physician Hospital Organization | • Tufts Medical Center |
| | • Melrose-Wakefield Hospital | |

Affiliate providers: providers who are not members of the ACO but have formally agreed to participate in the Wellforce Care Plan network and provide specialty care to Wellforce Care Plan 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 Wellforce Care Plan 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: a collective group of network providers who have entered into provider contracts with the contractor for 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.

