Fallon Health & Life Assurance Company, Inc.

FALLON PREFERRED CARE AMENDMENTS

- Amendment 2 (eff. 01/01/21, part 2)
- Amendment 3 (eff. 10/01/20)
- Amendment 2 (eff. 06/01/20, part 1)
- Amendment 1
This amendment changes certain sections of your Fallon Preferred Care Member Handbook/Evidence of Coverage. Please read it carefully and keep it with your handbook. The information in this amendment replaces any information in your handbook, Schedule of Benefits or prior amendments that conflicts with it. If you have questions about this amendment, please contact the Customer Service Department at 1-888-468-1541 (TRS 711). Representatives are available Monday, Tuesday, Thursday and Friday from 8 a.m. to 6 p.m. and Wednesday from 10 a.m. to 6 p.m.

Your Member Handbook/Evidence of Coverage has been amended to include information on the following:

1. Mental health and substance use services

The following changes apply to your Member Handbook/Evidence of Coverage:

Mental Health and substance use services
For policies issued or renewed coincident with or following January 1, 2021, the following changes apply:

Under Outpatient community-based services for children and adolescents add the following:

5. Family support and training: medically necessary services provided to a parent or other caregiver of a child to improve the capacity of the parent or caregiver to ameliorate or resolve the child’s emotional or behavioral needs; provided, however, that such service shall be provided where the child resides, including in the child’s home, a foster home, a therapeutic foster home, or another community setting. Family support
and training addressed one or more goals on the youth’s behavioral health treatment plan and may include educating parents/caregivers about the youth’s behavioral health needs and resiliency factors, teaching parents/caregivers how to navigate services on behalf of the child and how to identify formal and informal services and supports in the communities, including parent support and self-help groups.

6. **Therapeutic mentoring services**: medically necessary services provided to a child, designed to support age-appropriate social functioning or to ameliorate deficits in the child’s age-appropriate social functioning resulting from a DSM diagnosis; provided, however, that such services may include supporting, coaching, and training the child in age-appropriate behaviors, interpersonal communication, problem solving, conflict resolution, and relating appropriately to other children and adolescents and to adults. Such services shall be provided, when indicated, where the child resides, including in the child’s home, a foster home, a therapeutic foster home, or another community setting. Therapeutic mentoring is a skill building service addressing one or more goals on the youth’s behavioral health treatment plan. It may also be delivered in the community, to allow the youth to practice desired skills in appropriate setting.

Under **Related exclusions** remove the following:

10. Family support and training for children and adolescents under the age of 19

11. Therapeutic mentoring services for children and adolescents under the age of 19
Fallon Health & Life Assurance Company, Inc.

AMENDMENT 3
This is part of your Fallon Preferred Care
Member Handbook/Evidence of Coverage
Form #19-670-034
Effective October 1, 2020

This amendment changes certain sections of your Fallon Preferred Care Member Handbook/Evidence of Coverage. Please read it carefully and keep it with your handbook. The information in this amendment replaces any information in your handbook, Schedule of Benefits or prior amendments that conflicts with it. If you have questions about this amendment, please contact the Customer Service Department at 1-888-468-1541 (TRS 711). Representatives are available Monday, Tuesday, Thursday and Friday from 8 a.m. to 6 p.m. and Wednesday from 10 a.m. to 6 p.m.

Your Member Handbook/Evidence of Coverage has been amended to include information on the following:

1. Prescription drugs

The following changes apply to your Member Handbook/Evidence of Coverage:

**Prescription drugs**

Under **Covered items** in the **Prescription Drugs** section, replace bullet 11 with the following:

- Preferred Blood Glucose Meters covered are limited to OneTouch® glucose meters and test strips manufactured by LifeScan. You can obtain a OneTouch® glucose meter at network pharmacies or by calling LifeScan at 1-877-356-8480, (TTY: 711), order code number 160FCH002 or by going to the LifeScan website, www.onetouch.orderpoints.com and input order code 160FCH002. LifeScan test strip quantities...
over 5 per day and other brand meters and test strips require prior authorization. Continuous blood glucose monitors may be obtained at network durable medical equipment suppliers or pharmacies and require prior authorization.
Fallon Health & Life Assurance Company, Inc.

AMENDMENT 2
This is part of your Fallon Preferred Care
Member Handbook/Evidence of Coverage
Form #19-670-034
Effective June 1, 2020

This amendment changes certain sections of your Fallon Preferred Care Member Handbook/Evidence of Coverage. Please read it carefully and keep it with your handbook. The information in this amendment replaces any information in your handbook, Schedule of Benefits or prior amendments that conflicts with it. If you have questions about this amendment, please contact the Customer Service Department at 1-888-468-1541 (TRS 711). Representatives are available Monday, Tuesday, Thursday and Friday from 8 a.m. to 6 p.m. and Wednesday from 10 a.m. to 6 p.m.

Your Member Handbook/Evidence of Coverage has been amended to include information on the following:

1. Medical management
2. Mental health and substance use services

The following changes apply to your Member Handbook/Evidence of Coverage:

Medical management
Under Prior authorization in the Medical management section, after bullets add the following:

*Prior authorization will not be required for inpatient behavioral health admissions after treatment in an emergency department.

Mental Health and substance use services
Under Mental Health and substance use services in the Description of benefits section, replace the third paragraph with the following:

19-670-034_A2_0620_Part 1
For mental health emergencies, follow the same procedures as for any other medical emergency, as outlined in *Emergency and urgent care*. Prior authorization will not be required for behavioral health inpatient admission after treatment in an emergency department.

Under **Inpatient services** replace the second paragraph with the following:

Inpatient mental health services, including intermediate care, require prior authorization to determine medical necessity. To obtain prior authorization, you or someone acting on your behalf must call the appropriate medical management office at least five business days prior to the scheduled date of service. For more information, refer to the “Medical management” section. Prior authorization will not be required for inpatient behavioral health admissions after treatment in an emergency department.
Fallon Health & Life Assurance Company, Inc.

AMENDMENT 1
This is part of your Fallon Preferred Care Member Handbook/Evidence of Coverage Form #19-670-034

This amendment changes certain sections of your Fallon Preferred Care Member Handbook/Evidence of Coverage. Please read it carefully and keep it with your handbook. The information in this amendment replaces any information in your handbook, Schedule of Benefits or prior amendments that conflicts with it. If you have questions about this amendment, please contact the Customer Service Department at 1-888-468-1541 (TRS 711). Representatives are available Monday, Tuesday, Thursday and Friday from 8 a.m. to 6 p.m. and Wednesday from 10 a.m. to 6 p.m.

Your Member Handbook/Evidence of Coverage has been amended to include information on the following:

1. Prior authorization
2. Disenrollment rates
3. Mental health and substance use services
4. Preventive care

The following changes apply to your Member Handbook/Evidence of Coverage:

Prior authorization
Effective April 1, 2020 the following change applies:

Under Prior authorization in the Medical management section, remove the following:

- Outpatient counseling for mental health and substance use conditions beyond eight sessions
- Intermediate and outpatient community based mental health services for children and adolescents under the age of 19
Add the following:

- Intermediate community-based mental health services for children and adolescents under the age of 19

2019 Disenrollment rates
Under Involuntary cancellation rate in the Leaving Fallon Preferred Care section, replace entire paragraph with the following:

For calendar year 2019, FHLAC’s involuntary cancellation or disenrollment rate was 0.00%. The involuntary disenrollment rate includes any members disenrolled by the plan due to misrepresentation or fraud on the part of the member or commission of acts of verbal or physical abuse. For calendar year 2019, FHLAC’s voluntary disenrollment rate was 0.15%.

Mental Health and substance use services
Effective April 1, 2020 the following change applies:

Under Outpatient services in the Mental Health and substance use services section, remove the second paragraph.

Under Covered replace number one with the following:

1. Outpatient services, including individual, family or group therapy

Preventive care
The following change is effective immediately.

Under Preventive care in the Description of Benefits section, add the following under Covered services:

9. Tobacco counseling sessions with your primary physician or other provider designed to create a plan to stop smoking.