

Fallon 365 Care

An Accountable Care Organization (ACO) for MassHealth eligible members

Fallon 365 Care is a MassHealth ACO—a partnership between Fallon Health and Reliant Medical Group. As a MassHealth ACO, Fallon 365 Care is responsible for coordinating member care, enhancing the role of the Primary Care Provider (PCP) and delivering a more integrated and improved member experience. The Fallon 365 Care service area includes cities and towns in Worcester, Middlesex, Hampden and Norfolk counties. (See the service area map on the back.)

Fallon 365 Care provider network consists of all Reliant Medical Group (RMG) and Southborough Medical Group (SMG) providers, in addition to a small affiliate network of providers.

Fallon 365 Care benefits and fast facts

Member benefits* include:

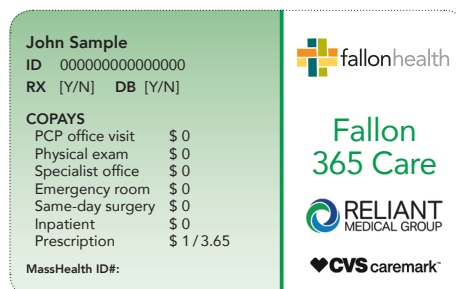
- Receiving most of the same services covered under the MassHealth program, plus additional benefits and healthy “extras” offered by Fallon Health.
- Services for substance use disorder and mental health benefits.
- The Oh Baby! program, which offers a free convertible toddler car seat to expecting parents. 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[®]; 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

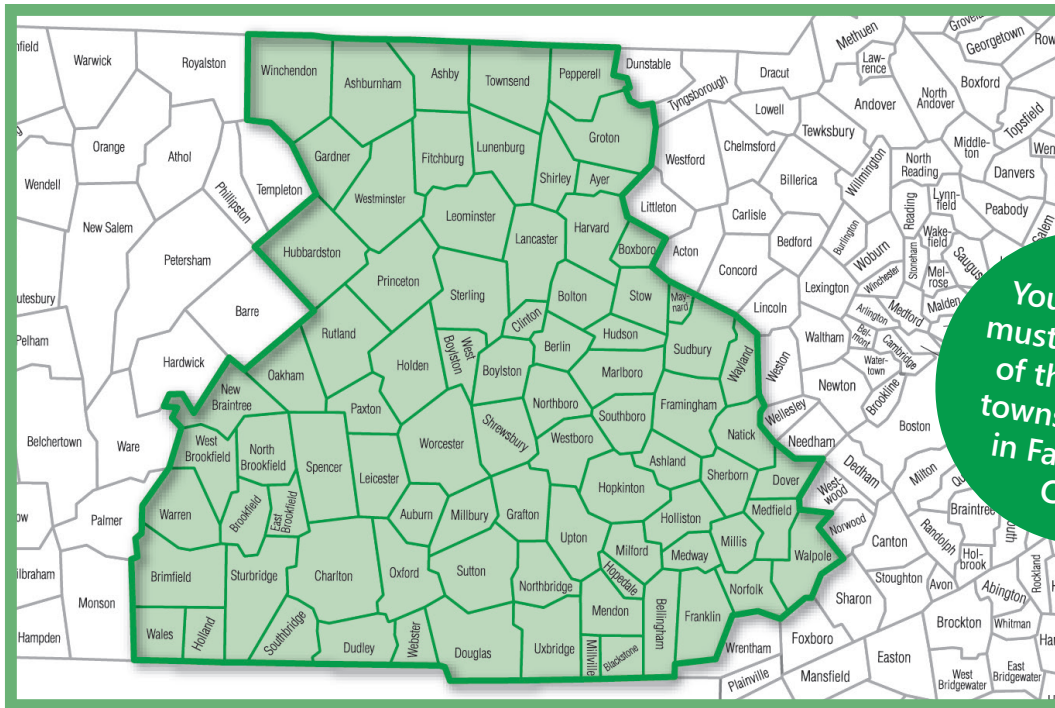
- Members must choose a PCP from the Fallon 365 Care primary network.
- PCP referrals are not required for specialty care within the Fallon 365 Care primary network.
- Fallon 365 Care affiliated providers will require a referral which is generated out of ProAuth by the PCP.
- Fallon will allow 7 days for a retroactive entry of a PCP referral.
- Out-of-network services require prior authorization.
- 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.

Visit fallonhealth.org to access the Provider Manual.

Below is a sample of the ID card members of Fallon 365 Care will present when accessing your services.



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



Your patients must live in one of the shaded towns to enroll in Fallon 365 Care.

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 Reliant Medical Group and Southborough Medical Group.

Affiliate providers – providers who are not members of the ACO but have formally agreed to participate in the Fallon 365 Care network and provide specialty care to Fallon 365 Care 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 Fallon 365 Care 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.

