






# Health Plans in Commonwealth Care

 <p>BOSTON MEDICAL CENTER <b>HealthNet Plan</b> Commonwealth Care</p>	 <p>fallon community health plan</p>	 <p>Neighborhood Health Plan <i>Getting better together.</i></p>	 <p><b>NETWORK HEALTH</b></p>
<p><b>Contact:</b> Boston Medical Center (BMC) HealthNet Plan</p> <p><b>Phone:</b> 1-800-792-4355 <b>TTY:</b> 1-866-765-0055 <b>Web:</b> www.bmchp.org</p>	<p><b>Contact:</b> Fallon Community Health Plan (FCHP)</p> <p><b>Phone:</b> 1-888-PWR-FCHP (1-888-797-3247) <b>TTY:</b> 1-877-608-7677 <b>Web:</b> www.fchp.org</p>	<p><b>Contact:</b> Neighborhood Health Plan (NHP)</p> <p><b>Phone:</b> 1-800-462-5449 <b>TTY:</b> 1-800-655-1761 <b>Web:</b> www.nhp.org</p>	<p><b>Contact:</b> Network Health</p> <p><b>Phone:</b> 1-888-257-1985 <b>TTY:</b> 1-888-391-5535 <b>Web:</b> www.network-health.org</p>
<p><b>About this plan</b></p> <p><b>Areas served:</b> BMC HealthNet Plan serves all areas of Massachusetts</p> <p><b>Languages:</b> Has providers or medical staff who speak English, Spanish, Haitian Creole, Portuguese, Russian and more.</p> <p><b>Offices:</b> Has medical providers (doctors) who practice in:</p> <ul style="list-style-type: none"> <li>• Community Health Centers</li> <li>• Hospital-based group practices</li> <li>• Multi-specialty group practices</li> <li>• Private group or individual offices</li> </ul>	<p><b>About this plan</b></p> <p><b>Areas served:</b> FCHP serves Central, Northern and Eastern Massachusetts</p> <p><b>Languages:</b> Has providers or medical staff who speak English, Spanish, Hindu, Portuguese, Russian, Chinese and more.</p> <p><b>Offices:</b> Has medical providers (doctors) who practice in multi-specialty group practices.</p> <p><b>Fallon Community Health Plan is a licensed and accredited health maintenance organization with the Commonwealth of Massachusetts.</b></p>  <p>NCQA excellent accreditation applies to FCHP commercial, Medicaid and Medicare Advantage products.</p>	<p><b>About this plan</b></p> <p><b>Areas served:</b> NHP serves Central, Eastern, Northern, Southeastern, and Western Massachusetts</p> <p><b>Languages:</b> Has providers or medical staff who speak English, Spanish, Portuguese, Chinese, Haitian Creole, Russian and more.</p> <p><b>Offices:</b> Has medical providers (doctors) who practice in:</p> <ul style="list-style-type: none"> <li>• Community Health Centers</li> <li>• Hospital-based group practices</li> <li>• Multi-specialty group practices</li> <li>• Private group or individual offices</li> </ul> <p><b>NHP is a licensed and accredited health maintenance organization with the Commonwealth of Massachusetts.</b></p>	<p><b>About this plan</b></p> <p><b>Areas served:</b> Network Health serves Central, Eastern, Northern, Southeastern, and Western Massachusetts</p> <p><b>Languages:</b> Has providers or medical staff who speak English, Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, and more.</p> <p><b>Offices:</b> Has medical providers (doctors) who practice in:</p> <ul style="list-style-type: none"> <li>• Community Health Centers</li> <li>• Hospital-based group practices</li> <li>• Multi-specialty group practices</li> <li>• Private group or individual offices</li> </ul>
<p align="center"><b>Benefits and copays in these plans</b></p> <p align="center">All health plans offer <i>the same basic health benefits</i> (services) and <i>the same copays</i> (payments for services). See the chart, <i>Benefits and Copays</i>.</p>			
<p><b>Alcohol, drug abuse and mental health</b></p> <p>A full range of treatment is offered by BMC HealthNet Plan. Call to learn more. Phone: 1-877-957-5600 TTY: 1-866-765-0055</p>	<p><b>Alcohol, drug abuse and mental health</b></p> <p>A full range of treatment is offered by Beacon Health Strategies for FCHP. Call Beacon to learn more. Phone: 1-888-421-8861 TTY: 1-781-994-7660</p>	<p><b>Alcohol, drug abuse and mental health</b></p> <p>A full range of treatment is offered by Beacon Health Strategies for NHP. Call Beacon to learn more. Phone: 1-800-414-2820 TTY: 1-781-994-7660</p>	<p><b>Alcohol, drug abuse and mental health</b></p> <p>A full range of treatment is offered by Network Health Plan. Call to learn more. Phone: 1-888-257-1985 TTY: 1-888-391-5535</p>
<p align="center"><b>Vision care</b></p> <p>For all health plans in Commonwealth Care, the basic vision benefit is a routine eye exam and free glasses every 24 months. Each plan may offer extra coverage for glasses and contact lenses. To know the specific vision benefits offered by a Health Plan, call that Plan or call Commonwealth Care at 1-877-MA-ENROLL (1-877-623-6765).</p>			
<p align="center"><b>Health Plans in Commonwealth Care • Questions? Call 1-877-MA-ENROLL (1-877-623-6765) Monday - Friday 8 a.m. to 5 p.m. TTY: 1-877-623-7773. www.macommonwealthcare.com</b></p>			

## Health Plans in Commonwealth Care, *continued*



### Extras

BMC HealthNet Plan offers:

- A free nurse advice line. You can call 24 hours a day, 7 days a week if you or a family member are sick or hurt, or for any health questions.
- No referrals for visits to BMC HealthNet Plan specialists.
- Up to \$100 reimbursement each year for Weight Watchers.
- Up to \$50 reimbursement each year for a fitness club membership.
- *Member News*, a quarterly member newsletter.
- A secure website at [www.bmchp.org](http://www.bmchp.org) where you can:
  - Find a PCP or specialist
  - Do a self-health assessment
  - Request a new ID card
  - Change your address or personal information

The website also has information about benefits and health topics such as asthma, how to quit smoking, how to have a healthy baby, and many other others.

### Extras

FCHP offers:

- Free phone calls with nurses and other health care professionals, 24 hours a day, 7 days a week.
- No referrals for visits to Fallon Clinic specialists.
- The *It Fits!* program pays a member up to \$150 for certain healthy activities, such as fitness club memberships, Pilates and yoga by certified instructors, Weight Watchers, and town and school sports programs.
- Discounts at fitness centers.
- *Healthy Communities*, free quarterly health guide.
- A website at [www.fchp.org](http://www.fchp.org): find a PCP or specialist, change your address, contact customer service, e-mail your questions, get important health information, access the Healthwise® Knowledgebase, create a Personal Wellness Profile™.
- Discounts on chiropractic care, acupuncture, massage therapy, health and wellness products, vitamins and fitness equipment.

### Extras

NHP offers:

- *Health Needs A Plan*: A free home medical reference book, in English or Spanish, with information on more than 200 common health concerns.
- No referrals for visits to Neighborhood Health Plan specialists.
- Free registration at Weight Watchers.
- *Our Neighborhood*, a twice yearly newsletter in English and Spanish about health and NHP services.
- A website at [www.nhp.org](http://www.nhp.org) with the Healthwise® Knowledgebase and Smart Neighbor, a list of over 450 medical and social resources.
- A website at [www.nhp.org](http://www.nhp.org) where you can find a PCP or specialist, get information on benefits, e-mail your questions, and get important health information

### Extras

Network Health offers:

- Free health support by phone any time you need it with our 24/7 NurseLine.
- No referrals for visits to Network Health specialists
- Discounts on Weight Watchers.
- Discounts on gym memberships.
- *MemberCare*, a quarterly member newsletter in English and Spanish, with information on important health topics and Network Health services.
- A Web site at [www.network-health.org](http://www.network-health.org) where you can find a PCP or specialist, change your address, e-mail your questions, and get important health information.
- Doctors and a customer service team who speak many languages.
- Products to help you quit smoking.

### Education and care management

BMC HealthNet Plan offers (restrictions may apply):

- **Community resource help:** Care managers to assist with housing, food, heating fuel, job training, legal assistance and clothing needs.
- **Stop Smoking:** Comprehensive Quit Smoking products, including the nicotine patch.
- **Asthma:** program includes home visits, home environment assessment, durable medical equipment, nurse care managers and community resource care managers.
- **Diabetes, depression, coronary artery disease, congestive heart failure, chronic obstructive pulmonary disease:** programs include education plans and care coaches.
- **HIV/AIDS:** Community resource care managers and home visits when needed.
- **Pregnancy and parenting:** Childbirth and parenting classes, help on pregnancy and parenting issues from nurse care managers and community health workers.

### Education and care management

FCHP offers (restrictions may apply):

- **Care coordination:** FCHP has case management services that help you coordinate pregnancy, short-term illnesses and medical and social issues.
- **Stop smoking:** Nicotine patches, group sessions, telephone counseling.
- **Asthma, coronary artery disease, diabetes and heart failure:** Disease management with provider coordination of care and services, classes, informational booklets and telephone support by a registered nurse.
- **“Coming Home” program:** Support to members following hospitalization.
- **Member outreach:** FCHP calls members to help them better understand their benefits and their health care insurance.

### Education and care management

NHP offers (restrictions may apply):

- **Care coordination:** An NHP Care Manager, like a personal health coach, works with you, your doctor, and your family to help figure out services you want and need.
- **Social care managers:** NHP connects you with community resources for housing, food, heat and clothing you may need.
- **Stop smoking:** Nicotine replacement medicines and individual telephone counseling.
- **Asthma:** Disease management, education, home environmental assessments and telephone support.
- **Diabetes:** Disease management, education, home visits and telephone support.
- **Pregnancy:** NHP's For You Two program offers help with pregnancy and answers questions about parenting.

### Education and care management

Network Health offers (restrictions may apply):

- **Coordinated care:** We bring together our medical, pharmacy, behavioral health, and social care management teams to ensure you get the best possible care.
- **Social care managers:** We link you with community resources to help you get the support you need.
- **Personal health coaches:** Our coaches are available 24/7 to help you manage chronic illness and to provide access to additional online, printed, and video health information.
- **Diabetes program:** We offer education, support, and free Brooks pharmacy gift cards to help manage your diabetes.
- **Pregnancy program:** We offer proactive help with your pregnancy and parenting questions.