



Welcome to The City of Boston Value HMO

For over 35 years, the health plan your coworkers trust

Your health
plan for every
day's moments.





Whether it's the moment you start a new exercise program, meet your new baby, or hear an unexpected diagnosis, we're here for you. The City of Boston Value HMO offers you a full range of benefits to meet all your health and wellness needs.



Get support when you need it

Would you like help finding a provider or understanding how the plan can work best for you? We have a dedicated City of Boston Customer Service team that is happy to help.

Contact us at **866-567-9175 (TTY: 711)**
or email **HealthPlanCustomerService-Members@mgb.org**.

We're available Monday through Friday, 8 a.m. to 6 p.m. and Thursdays from 8 a.m. to 8 p.m.

Access to a provider network with innovative care options

Your coverage starts with your primary care provider (PCP) for routine care. When needed, your PCP will refer you to a specialist and help ensure coordinated care. Referrals are needed for certain specialty services. In addition, certain services or procedures may require a prior authorization.

The Value HMO network is designed to help ensure access to the highest quality care with the greatest value for City of Boston employees and retirees.



The network includes many of the state's leading hospitals

This network is designed to help ensure access to the highest quality care with the greatest value for City of Boston employees and retirees. Many of the region's most respected institutions are part of our network—Massachusetts General Hospital, including Mass General Cancer Center and Mass General Hospital for Children, Brigham and Women's Hospital, Beth Israel Deaconess Medical Center, Lahey Clinic, Mass Eye and Ear, Boston Medical Center, Newton-Wellesley Hospital, Salem Hospital, South Shore Hospital, and many more.

DoctorSmartSM rewards you with \$25 – \$500 for choosing high-value care

Our DoctorSmart online tools make it easy for you to find doctors, estimate costs for procedures, and even receive \$25 – \$500 cash rewards for having certain services with high-quality, lower-cost providers.

Need urgent care? You have options

You'll have access to urgent care centers and retail walk-in clinics, a 24/7 nurse advice line, and On Demand's virtual urgent care visits for minor illnesses and injuries anywhere, anytime in the U.S. On Demand is NOT for medical emergencies. For medical emergencies, call 911.

IMPORTANT NOTICE: This plan includes a limited provider network called Value HMO. It provides access to a network that is smaller than Mass General Brigham Health Plan's full commercial HMO provider network. In this plan, members have access to network benefits only from the providers in the Value HMO network. Please consult the provider directory at [MassGeneralBrighamHealthPlan.org/city-of-boston](https://www.massgeneralbrighamhealthplan.org/city-of-boston) to determine which providers are included in the Value HMO network.

City of Boston Value HMO network information

The network includes select providers. It's important to know which hospitals and providers participate before joining. The Value HMO network includes many of the state's leading hospitals. The following is a list of many hospitals that are included.

Addison Gilbert Hospital	Cambridge Health Alliance - Cambridge Hospital	Massachusetts Eye & Ear Infirmary	South Shore Hospital
Anna Jaques Hospital	Cambridge Health Alliance - Everett Hospital	Massachusetts General Hospital , including Mass General Cancer Center and MassGeneral Hospital for Children	St. Anne's Hospital - A Steward Family Hospital
Baystate Franklin Medical Center	Cambridge Health Alliance - Somerville Hospital	MetroWest Medical Center	St. Elizabeth's Medical Center - A Steward Family Hospital
Baystate Medical Center	Carney Hospital - A Steward Family Hospital	MetroWest Medical Center - Natick	St. Vincent Hospital
Baystate Noble Hospital	Cooley Dickinson Hospital	Morton Hospital - A Steward Family Hospital	Winchester Hospital
Baystate Wing Hospital	Emerson Hospital	Mount Auburn Hospital	
Berkshire Medical Center, Inc.	Fairview Hospital	Nantucket Cottage Hospital	
Beth Israel Deaconess Hospital - Milton	Good Samaritan Medical Center - A Steward Family Hospital	Nashoba Valley Medical Center - A Steward Family Hospital	
Beth Israel Deaconess Hospital - Needham	Holy Family Hospital - A Steward Family Hospital (Methuen & Haverhill)	New England Baptist Hospital	
Beth Israel Deaconess Hospital - Plymouth	Holyoke Medical Center	Newton-Wellesley Hospital	
Beth Israel Deaconess Medical Center	Lahey Clinic Hospital	Salem Hospital	
Beverly Hospital	Lahey Medical Center - Peabody	Signature Healthcare Brockton Hospital	
Boston Medical Center	Lawrence General Hospital		
Brigham and Women's Faulkner Hospital	Martha's Vineyard Hospital		
Brigham and Women's Hospital			

How to check if your providers participate in the network

It is very important to check our online provider directory at MassGeneralBrighamHealthPlan.org/City-of-Boston to ensure your doctors, hospitals and other providers participate in the Value HMO network.

There are some providers, for example Boston Children's Hospital, Dana-Farber Cancer Institute, and Tufts Medical Center, that are not in the Value HMO network.

We can also help you find new providers!

Call us at **866-567-9175**.

We are available Monday through Friday from 8 a.m. to 6 p.m. and Thursdays from 8 a.m. to 8 p.m.



Mental health resources to feel your best

Behavioral health resources by Optum give you the support you may need. Here are two ways to access these resources:

- Search our provider directory to find providers who offer treatments including mental health care, outpatient services, day programs, residential programs, autism care and support, substance use and recovery services, and more.
- Browse Optum's [liveandworkwell.com](https://www.liveandworkwell.com) website for articles, self-care tools, providers, and other mental health and substance use disorder resources. Create an account with your member ID number or browse as a guest with **access code: MGBHPMA**.



Other innovative programs to help you live your healthiest life

Your Care Circle

A program that offers complex care management for members who need a high level of support.

Recovery coaches

Coaches guide and support members who are recovering from addiction.

DSC2U.org

A program for members with Down syndrome and their caregivers that offers no-cost access to reports and resources to help optimize their care.

Coverage to keep you healthy and happy

We want you to get the most value out of your plan. Here are some ways to make the most of it.



- Fitness reimbursement: Up to \$150 for individual coverage or \$300 for family coverage per calendar year. *Terms and conditions apply.*
 - Covers memberships of qualified fitness facilities and participation in qualified programs/subscriptions and activities
 - Includes the purchase, maintenance, and service of qualified active mobility products
- Flexible one- to six-month weight-loss programs/subscriptions and activities
- Diabetic eye exam at no member cost sharing
- Discounted eyewear powered by EyeMed
- Quit for Life nicotine cessation program with 1:1 support from a tobacco treatment specialist
- Up to \$130 reimbursement for childbirth education
- Reimbursement for breastfeeding classes
- Discounts or partial reimbursements on bike helmets
- 1:1 health coaching available via phone or text with no member cost sharing.

Money-saving pharmacy coverage

- Access to thousands of participating pharmacies nationwide, including CVS Pharmacy®, independent pharmacies, and chains like Walgreens® and Rite Aid®.
- 90-day supply of certain maintenance medications through mail order or at local participating pharmacies.
- Lower- or no-cost coverage for many over-the-counter (OTC) drugs with a prescription at a participating pharmacy.

An exceptional member experience from day one

We work hard to make sure that your needs are at the center of all we do. Whenever and however you use the plan, we want your experience to be easy and full of value for you. Here are some simple ways to access your plan once you are a member:

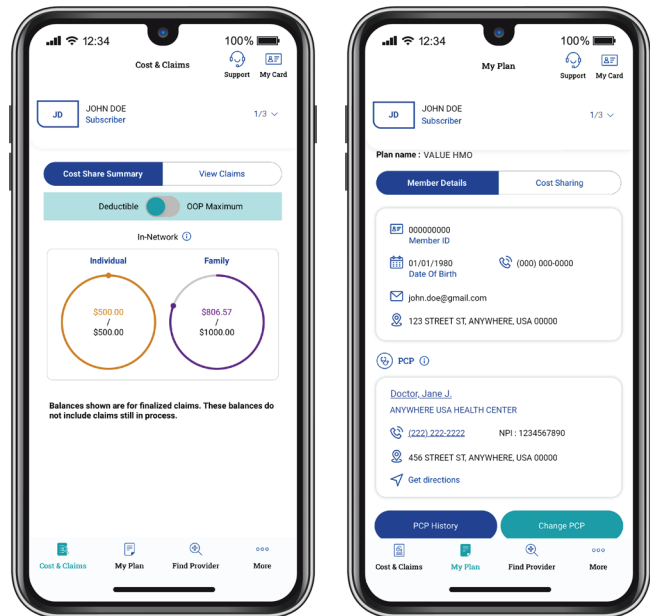
Your member portal has all your plan's important details

Once you are a member, register and sign in at Member.MassGeneralBrighamHealthPlan.org, to start managing your account and to access claims history, accumulations, and important plan documents.



Check out our mobile app!

You can download the app for iPhone and Android to access your ID card and plan information.



We're here to help

If you have any questions about your Value HMO plan and to see if it's right for you, please call us at **866-567-9175 (TTY: 711)** or email HealthPlanCustomerService-Members@mgb.org. We are available Monday through Friday from 8 a.m. to 6 p.m. and Thursdays from 8 a.m. to 8 p.m.

*Actual plan details may vary from details shown in figure above



MassGeneralBrighamHealthPlan.org/city-of-boston

This plan is administered by Mass General Brigham Health Insurance Company, which processes claims for payment but does not assume financial risk for claims.

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