

FAQ: City of Boston Value HMO

About Mass General Brigham Health Plan

Who is Mass General Brigham Health Plan?

Mass General Brigham Health Plan is a not-for-profit health plan that is a member of one of the leading health systems in the nation, Mass General Brigham. It has served Massachusetts-based employers for more than 35 years and we're proud that the City of Boston was our first employer customer.

We have a long and rich history serving City of Boston members like you and we work hard to make sure you get the most out of your plan. As part of the Mass General Brigham system, we are in a unique position to provide you with exceptional care, value, and access to cutting-edge programs. We offer you:

- An easy-to-use plan
- a strong network of leading hospitals and providers
- speedy and effective customer service
- coverage for over-the-counter medications
- a member app that puts everything you need right in your hand. It lets you live chat with a customer service professional, provides access to your digital ID card, helps you find providers and urgent care, and review your coverage and cost details.

About the Value HMO

What are the advantages of the Value HMO?

Your Value HMO plan keeps your cost sharing simple with no deductibles and straightforward copays. You'll get access to our strong network that includes world-class hospitals like Massachusetts General Hospital and Brigham and Women's, as well as many local doctors you already see. If you ever have questions about your plan, you can reach out to the friendly and knowledgeable members of our customer service team by phone, email, or live chat. They'll also work with you to make transitioning your care to Mass General Brigham Health Plan as smooth and stress-free as possible.

How does an HMO work?

In an HMO you have a Primary Care Provider (PCP) who is your health advocate and coach, providing care when you are sick and preventive care to keep you as healthy as you can be. When you need specialty care, your PCP will provide a referral. Referrals are not required to visit a gynecologist or obstetrician for routine, preventive, or urgent care; family planning services; outpatient and diversionary behavioral health services; physical therapy; occupational therapy; speech therapy; routine eye exam; and emergency services. Through your Value HMO coverage, you're always covered for urgent and emergency care no matter where you travel.

About the Value HMO provider network

Which providers are in the Value HMO network?

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. Many of the region's most respected institutions are part of our network – Massachusetts General Hospital, Brigham and Women's Hospital, Beth Israel Deaconess Medical Center, Lahey Hospital & Medical Center, Massachusetts Eye and Ear Infirmary, Boston Medical Center, New England Baptist Hospital, Mass General Brigham - Newton-Wellesley Hospital, Mass General Brigham - Salem Hospital, South Shore Hospital, and many more. We also work with many of the leading provider organizations like Atrius Health, including Harvard Vanguard. Our brochure provides examples of major providers who participate and do not participate in the network.

We encourage you to see if your providers participate by searching our online provider directory at **MGBHP.org/city-of-boston**. You can also call us at **866-567-9175 (TTY:711)**.

Which providers do not participate in the Value HMO network?

Boston Children's Hospital, Dana-Farber Cancer Institute, and Tufts Medical Center are examples of hospitals that are not in the Value HMO Network. Members will be able to receive specialty care at many leading hospitals, including the Mass General Cancer Center, MassGeneral Hospital for Children, and Mass Eye and Ear. Please see our brochure for a list of the major participating network providers.

You can always see if your providers participate by searching our online provider directory at **MGBHP.org/city-of-boston**. You can also call us at **866-567-9175 (TTY:711)**.

About the Value HMO plan

How much does your plan cost?

We are proud to administer the lowest-cost/highest-value option through the City of Boston. We can do this because of a more targeted provider network that is designed for City of Boston employees.

Does your plan have deductibles?

No. Just straightforward copayments for medical and behavioral care, as well as prescription drug coverage.

Member perks or added benefits with the Value HMO

What are some of the benefits, perks, and discounts I get with my plan?

Here are some of the programs and services you get with your plan:

- Fitness program reimbursement up to \$150 for individual coverage or \$300 for family coverage per calendar year*
- Flexible one- to six-month qualifying 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
- Reimbursement up to \$130 for childbirth education
- Reimbursement for breastfeeding classes
- Discounts or partial reimbursements on bike helmets

*Terms and conditions apply.



Coverage for many over-the-counter (OTC) drugs at low or no cost to you

You pay nothing, or a lower cost, for many OTC drugs with a prescription.

What if I want to switch to Mass General Brigham Health Plan from another plan but am worried about ongoing care?

We want to ensure that your care is uninterrupted and that you get all the services you need on day one, and our trained professionals are ready to help. Are you or a family member planning for an upcoming treatment, procedure, or surgery? Taking prescription drugs that require special authorization? Relying on durable medical equipment, such as a wheelchair or sleep apnea device? Undergoing care for an illness, chronic condition, behavioral health, or special need?

Simply fill out the Transition of Care form at MGBHP.org/city-of-boston. Our specially trained professionals are available to discuss any current or planned health care needs you or your family may have. We can help get existing authorizations from your providers submitted to us, find you providers in our network, and ensure the transition of your care. And don't worry—any info you share is confidential. The privacy of your personal health information is very important to us.

Who can I call with questions?

Please call us at **866-567-9175** Monday through Friday, 8 a.m. to 6 p.m. and 8 a.m. to 8 p.m. on Thursdays.

Important notice: This plan includes a limited provider network called Value HMO. This plan 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 MGBHP.org/city-of-boston to determine which providers are included in the Value HMO network.

