

The GIC Coordinator 2022 Open Enrollment Guide

Get the right answers to questions GIC members are asking you now.





Why is Complete HMO the smart choice for GIC members?

This is a high value plan that gives access to an extensive provider network.

How do we define value?

- Experience that spans decades. We're a local Massachusetts not-for-profit health plan who has proudly served GIC members and their communities for over 30 years
- Our coverage is equal to, or better than, other plans
- Access to a provider network that competes with other local carriers and includes world-class doctors, specialists, and hospitals
- No hospital tiering, and only two tiers for specialist office visits
- Switching to Mass General Brigham Health Plan is easy for you and your members with our new member welcome program
- On Demand makes it easy to get high-quality, virtual urgent care for minor illness and injuries without the need for travel or referrals
- Available 24/7, and right from the comfort of your home, office, or anywhere in the U.S.
- Members (adults and children age 3 and older) connect to providers through a secure, interactive video visit on the web or mobile device



Did you know?

We serve x 16,000 GIC members!

Ask your friends and colleagues about the advantages of Mass General Brigham Health Plan.



Here it is:
an easy-to-use plan
that delivers real
value every day.

Everything you want to know about the Complete HMO plan

The benefits offered in the Complete HMO plan include medical, behavioral health, wellness programs, valuable perks and discounts, peace of mind when you travel, and urgent care when and how you need it.

Benefit*	Cost sharing
Medical deductible	\$500/\$1,000
Out-of-pocket maximum (includes medical, pharmacy, and behavioral health)	\$5,000/\$10,000
Primary care provider office visit copay	\$20
Specialist office visit copay	\$30/\$60
Behavioral health office visit copay	\$20
Emergency room (emergency care covered at any hospital emergency room)	\$100 and then deductible (copay only waived if admitted)
Inpatient medical care	\$275 and then deductible
Outpatient surgery at a freestanding ambulatory surgical center (for non-preventive colonoscopies, endoscopies, and eye surgeries)	\$150 and then deductible
Outpatient surgery (plus hospital based non-preventive colonoscopies, endoscopies, and eye surgeries)	\$250 and then deductible
High-tech imaging	\$100/scan and then deductible
Virtual Urgent Care / On Demand copay	\$15
Telemedicine through PCP or Specialist copay	\$15 or \$30/\$60
Telemedicine for mental health care or substance use care copay	\$0 member cost sharing for first three visits, then \$15

*Benefits must be received by a participating provider unless otherwise indicated

This annual enrollment, make the right move. Learn more at MassGeneralBrighamHealthPlan.org/gic



How do we make it easier to feel healthier?

Here are exciting benefits included in your plan:

- A full suite of healthy living programs, including live interactive webinars, videos, a health library, blogs, and online communities
- Access to one-on-one support from health coaches by phone or email at no additional member cost
- Fitness reimbursement of up to \$150 for individual coverage or up to \$300 per family
- Special programs for babies and expecting moms. Childbirth education classes, breastfeeding classes, and a free breast pump
- Eyewear discounts powered by EyeMed
- Quit for Life nicotine cessation program with 1x1 support from a Tobacco Treatment specialist

State-of-the-art health and wellness resources are included

- Health and wellness assessment that provides a personalized, actionable report
- Tailored programs to suit every member's individual goals
- Fitness and nutrition challenges to motivate teams and individuals



Did you know?

Mass General Brigham Health Plan administers the health plans for more than 100,000 Mass General Brigham employees. (That includes us, Mass General Brigham Health Plan.) We not only stand by our plans, we're covered by them, too.

What's included	
Preventive & wellness services for \$0 cost sharing	✓
Diagnostic & treatment services	✓
High-tech imaging	✓
In-and out-patient hospital services	✓
Members pay \$100 less in copay for select outpatient surgeries at Ambulatory Surgical Centers	✓
Full access to our entire network including all of Boston's top academic medical centers—with no hospital tiering	✓
Emergency services at any hospital	✓
Coverage for urgent care and retail clinics	✓
Behavioral health services from Optum, the largest behavioral health network in the U.S.	✓
Virtual urgent care visit with On Demand for just a \$15 copay	✓
Access to virtual visits with a therapist who can evaluate and treat general mental health conditions – copay waived for your first three behavioral health telemedicine visits	✓
Routine eye exam every 24 months	✓
PCP coordinates care and manages specialty referrals and prior authorizations Fitness reimbursement of up to \$150 for individual coverage or up to \$300 per family	✓
Care managers available by phone for members with certain conditions	✓
Wellness programs including 1x1 health coaching and online wellness portal	✓
Transition of care program for new members who are currently pregnant or undergoing treatment	✓

Virtual urgent care review from an employer who's a member

"... I turned wrong at home and fell to the floor. I couldn't move. The lower back pain paralyzed me, so my son had to help me up. I didn't want him to call an ambulance – I know the costs! ... I was a bit skeptical on how it [On Demand] would work, but since I couldn't move, it was worth a try. Within 30 minutes, literally, I was on my way to helping my back. In that time, the clinician had ruled out a slipped disc and other more serious conditions, prescribed medication, and my son had picked it up. Registering was easy enough, little to no wait time, and I had the full attention of this clinician during this live video chat."

Maria V.,
Employer and member



Our strong provider network likely includes your doctors and hospitals.

To find your doctor in our network, check our DoctorSmartSM search tool.

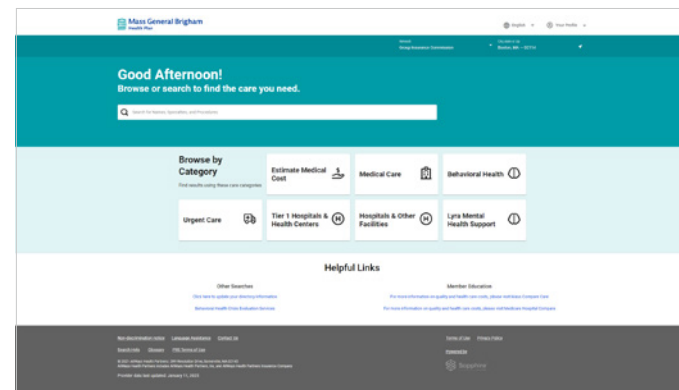
Our network includes world-class hospitals like Massachusetts General Hospital, Beth Israel Deaconess Medical Center, MetroWest Medical Center, Brigham and Women's Hospital, Lahey Hospital and Medical Center, Saint Vincent Hospital, Beth Israel Deaconess Hospital-Plymouth, UMass Memorial Medical Center, and many more throughout the state; all without tiering—and our network is still growing!

Optum, the largest behavioral health network in the U.S.

Members have access to the nation's leading behavioral health network. They also have access to behavioral health virtual care visits.

DoctorSmart provider search tools

DoctorSmart is a group of online tools to help members find doctors, estimate costs, and make decisions about their care.



At MassGeneralBrighamHealthPlan.org/gic, members can search the GIC network. Members can also log in to Member.MassGeneralBrighamHealthPlan.org or use the Mass General Brigham Health Plan Member app to search their current network at any time.



We're here to help

To learn about the many benefits, perks, and discounts included in Complete HMO for Members of the Group Insurance Commission, visit MassGeneralBrighamHealthPlan.org/gic.

If you have any questions, simply call our dedicated GIC customer service line at **866-567-9175**.

MassGeneralBrighamHealthPlan.org

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