



**Mass General Brigham**  
Health Plan

# Select HMO *for Individuals and Small Group Employers*

## Member Handbook

Effective January 1, 2023

**IMPORTANT NOTICE:** This plan includes a limited provider network called Select 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 Select HMO network. Please consult the provider directory or visit the provider search tool at [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) to determine which providers are included in the Select HMO network.





**Mass General Brigham**  
Health Plan

## Your Select HMO Member Handbook

Welcome to Mass General Brigham Health Plan.

Mass General Brigham Health Plan is a not-for-profit Health Maintenance Organization (HMO) based in Massachusetts. We are pleased to have you as a Member and look forward to working with you and your Primary Care Provider (PCP) to keep you healthy.

Any time you need assistance understanding your benefits or membership, you can view all of your Benefit information on [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) or call Customer Service at 866-414-5533 (TTY 711), Monday through Friday, 8:00 a.m. to 6:00 p.m., and Thursdays 8:00 a.m. to 8:00 p.m.

This handbook contains important information about your benefits. It also contains some technical terms you may be unfamiliar with. If you need help understanding this handbook, Customer Service Representatives are available to help you. We also provide Members with free translation services.

**Translation Services**

**English**

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call 1-800-462-5449 (TTY: 711).

**Español (Spanish)**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al. 1-800-462-5449 (TTY: 711).

**Português (Portuguese)**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-462-5449 (TTY: 711).

**Italiano (Italian)**

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-462-5449 (TTY: 711).

**Kreyòl Ayisyen (Haitian/French Creole)**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-462-5449 (TTY: 711).

**繁體中文 (Chinese)**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-462-5449 (TTY: 711)。

**Русский (Russian)**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-462-5449 (TTY: 711).

**Tiếng Việt (Vietnamese)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-462-5449 (TTY: 711).

**ខ្មែរ (Khmer/Cambodian)**

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតលុយ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-800-462-5449 (TTY: 711).

**ພາສາລາວ (Laotian)**

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການ ຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄວນມີຮ່ວມໃຫ້ ທ່ານ. ໂທ 1-800-462-5449 (TTY: 711).

**Ελληνικά (Greek)**

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-462-5449 (TTY: 711).

**العربية (Arabic)**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-462-5449 (رقم هاتف الصم والبكم: 711).

**Français (French)**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-462-5449 (ATS : 711).

**Deutsch (German)**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-462-5449 (TTY: 711).

**Polski (Polish)**

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-462-5449 (TTY: 711).

**한국어 (Korean)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-462-5449 (TTY: 711) 번으로 전화해 주십시오.

**हिंदी (Hindi)**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-462-5449 (TTY: 711) पर कॉल करें।



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## Section 1.

# Your Evidence of Coverage

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***Your Member Handbook and Schedule of Benefits represent your complete Evidence of Coverage.***

Mass General Brigham Health Plan is a Health Maintenance Organization (HMO) licensed by the Commonwealth of Massachusetts. As an HMO, we have certain requirements that you, as a member, must meet in order to ensure coverage of health care services that you receive. Failure to meet those requirements could jeopardize your coverage.

Mass General Brigham Health Plan has certain obligations to you that we must fulfill as part of our agreement with you. These requirements and obligations are described in your Evidence of Coverage (EOC). Your EOC consists of two (2) documents: the *Member Handbook* and the *Schedule of Benefits*. Your *Member Handbook* and your *Schedule of Benefits* are available on our website ([Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org)).

If we make changes to any Covered Service, clinical review criteria, or what you must pay for covered services or make a material change to your EOC, we will send you notice at least 60 days before the change is effective. We will do this by sending you an amendment to your Evidence of Coverage and ask that you keep it with this *Member Handbook*.

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## Member Handbook

Your *Member Handbook* is an important document and explains how your membership works. It's also your guide to the most important things you need to know, including:

- Covered Benefits
- Exclusions
- The requirement to receive services from an In-Network Plan Provider
- The requirement to go to your PCP for most services

To review a copy of this *Member Handbook* online, please visit [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org). For assistance, interpretation, or to request a free *Member Handbook* or other documents, please contact:

Mass General Brigham Health Plan  
Customer Service  
399 Revolution Drive, Suite 810  
Somerville, MA 02145  
1-866-414-5533 (TTY 711)

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## Health Savings Accounts

A Health Savings Account (HSA) is a fund you can establish to pay for medical expenses that come with a qualified High Deductible Health Plan or that you can use to save for your future health needs. Under federal rules, you need to enroll in a High Deductible Health Plan to be able to set up an HSA. If your plan is a qualified High Deductible Health Plan\*, you may be able to set up and contribute to an HSA. Check with your employer to find out whether they have planned for an administrator to manage HSAs or call Customer Service for information about HSA administrators who can help you understand how you may establish and fund an HSA. Once you set up an HSA, you should contact your HSA administrator to find out how to get the most from your account.

\*Your plan is an HSA-compatible High Deductible Health Plan if the product name at the top of your *Schedule of Benefits* contains "HSA."

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## Dental Care Coverage

This policy includes coverage of pediatric dental services as required under the Federal Patient Protection and Affordable Care Act. For questions about the pediatric dental benefit, please call **1-855-264-7898**.

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## Vision Care Coverage

This policy includes coverage of pediatric vision services as required under the Federal Patient Protection and Affordable Care Act. For questions about the pediatric vision benefit, please call **1-844-201-3993** (TTY users dial 711).

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## Words with Special Meaning

Some words in this *Member Handbook* have special meaning. These words will be capitalized throughout the handbook and defined in the Glossary at the end of the handbook. For the purposes of this *Member Handbook*, the word “you” or “your” means “Members of Mass General Brigham Health Plan” and “the plan”, “us”, “we”, or “our” means “Mass General Brigham Health Plan.”

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## The Select HMO Provider Directory

As a licensed HMO, Mass General Brigham Health Plan requires Members, with certain exceptions as described in your *Member Handbook*, to obtain services from In-Network Providers (collectively referred to as a Provider Network). Unless explicitly authorized by us, services that are obtained from Out-of-Network providers, except in emergencies, may not be covered by the plan.

To determine if a provider is contracted with us, please visit [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) and go to Find doctors & care.. This will enable you to search for Providers by name, geographic location, specialty, gender, languages spoken, and hospital affiliation. The web-based *Provider Directory* contains the most up-to-date information about our Provider Network. For assistance, interpretation, or to request a free copy of your *Provider Directory*, please contact Customer Service.

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## Information about Providers

More information about physicians licensed to practice in Massachusetts is available from the Board of Registration in Medicine. Visit [mass.gov/orgs/board-of-registration-in-medicine](http://mass.gov/orgs/board-of-registration-in-medicine) to find information on your physician’s education, hospital affiliations, board certification status, and more. You can find information about nurse practitioners at the Massachusetts Division of Health Professionals Licensure website at [mass.gov](http://mass.gov). Information on Physician Assistants can be found at [mass.gov/orgs/board-of-registration-of-physician-assistants](http://mass.gov/orgs/board-of-registration-of-physician-assistants).

The following websites also provide useful information in selecting quality health care Providers:

- **Leapfrog**—[leapfroggroup.org](http://leapfroggroup.org) (for information on health care quality, so you can compare hospitals)
- **Massachusetts Health Quality Partners**— [mhqp.org](http://mhqp.org) (to learn how different medical groups treat the same type of illness, allowing you to make comparisons)
- **Joint Commission for the Accreditation of Healthcare Organizations (JCAHO)**— [qualitycheck.org](http://qualitycheck.org) (for information that allows you to compare quality of care at many hospitals, homecare agencies, laboratories, nursing homes, and behavioral health programs)

For information about Mass General Brigham Health Plan, you may contact the Office of Patient Protection (OPP) at any time:

Office of Patient Protection  
1-800-436-7757  
Fax 617-624-5046  
[mass.gov/hpc/opp](http://mass.gov/hpc/opp)

The following information is available to you from the OPP:

- A list of sources of independently published information rating insurance plan Members' satisfaction about the quality of Covered Health Care Services offered by us:
- The percentage of physicians who voluntarily and involuntarily ended contracts with us during the last calendar year, plus the three most common reasons why they left.
- The medical loss ratio, which is the percentage of Premium revenue spent by us for Health Care Services provided to Members for the most recent year for which information is available.
- A report detailing, for the previous calendar year, the total number of filed Grievances, the type of medical or Behavioral Health Treatment at issue where applicable, the number of Grievances that were approved internally, the number of Grievances that were denied internally, and the number of Grievances that were withdrawn before resolution.
- The number of Grievances which resulted from an Adverse Determination, the type of medical or Behavioral Health Treatment at issue, and the outcomes of those Grievances.
- The percentage of Members who filed internal Grievances with us.
- The total number of internal Grievances that were reconsidered, the number of reconsidered Grievances that were approved internally, the number of reconsidered Grievances that were denied internally, and the number of reconsidered Grievances that were withdrawn before resolution; and
- The total number of external reviews pursued after exhausting the internal Grievance process and the resolution of all such external reviews.

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## Member Portal

Visit [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) to register and log into your own secure, Member portal which has everything you need to manage your plan 24 hours a day, 7 days a week. You can:

- Access your Benefits, coverage, and out of pocket costs
- Select or change your Primary Care Provider
- Manage your pharmacy Benefits
- Order or print a temporary ID card
- Estimate the cost of services
- Shop, compare and earn incentives

## Section 2.

# Eligibility and Enrollment

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## Enrollment

There is no waiting period or pre-existing condition limitation when enrolling with Mass General Brigham Health Plan. In addition, the plan does not use the results of genetic testing in making any decisions about enrollment, renewal, payment, or coverage of health care services nor do we consider any history of domestic abuse or actual or suspected exposure to diethylstilbestrol (DES) in making such decisions.

We will accept you into our plan regardless of your income status, source of income, physical or mental condition; age, expected length of life, gender, gender identity, sexual orientation, religion, creed, personal appearance, national origin, English proficiency, ancestry, ethnicity, color, or race; marital status, veteran's status, occupation or political affiliation; claims experience, physical or mental disability, duration of medical coverage, pre-existing conditions, need for health care services, ultimate payer for your services, or your actual or expected health status as a Member.

Upon receipt of your completed Enrollment, the plan will mail you a Member ID Card which you should use to access covered services from In-Network Providers. We are not responsible for any services you receive prior to your Effective Date of Enrollment with the plan.

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## The Service Area

As an Eligible Individual, you may enroll in the plan if you reside within the Service Area. As an Eligible Employee, you may enroll in the plan if you are actively working for an employer who is based in the Service Area and are enrolling through your employer's group plan.

The Service Area consists of the following counties:

- Bristol
- Dukes
- Essex
- Middlesex
- Nantucket
- Norfolk
- Plymouth
- Suffolk

## Subscriber Eligibility

Eligible Subscribers include:

- Individuals who live and have a permanent residence in the Service Area
- Employees of a sole proprietorship, firm, corporation, partnership, or association actively engaged in a business that is based within the Service Area. Eligible employees may enroll in the plan through their employer group if they:
  - Are enrolled through an employer group that is up-to-date in the payment of the applicable payments for coverage, and
  - Meet all employer eligibility requirements.

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## Dependent Eligibility

Unless an employer has elected different types of coverage for Dependents, a Dependent must meet one of the requirements for coverage listed below to be eligible for coverage under the Plan.

Employers may elect different coverage for Dependents and different ages for the termination of Dependents and student Dependents. Please consult your Employer Group's Benefits Office to determine the specific Dependent eligibility requirements that apply to your Plan.

- The Subscribers legally married spouse. A legal spouse means the same sex or opposite sex spouse of the subscriber who has entered into a legally valid marriage or civil union in a jurisdiction where such marriage or civil union is legal. We recognize same-sex spouses and partners in a civil union subject to the plan sponsors eligibility policies
- The former spouse of a Subscriber, until the Subscriber or the former spouse remarries or until such time as may be specified in the divorce judgment consistent with state law, whichever occurs first.
- A child of the Subscriber or the Subscriber's spouse, by birth, legal adoption (including a child for whom legal adoption proceedings have been initiated), under custody pursuant to a court order, or under legal guardianship, until the age of twenty-six (26) in accordance with the Patient Protection and Affordable Care Act: or
- A child who is under legal guardianship with a Subscriber or Subscriber's spouse is eligible for coverage as a dependent up to the Dependent's 26th birthday. Documentation must be provided that includes a court document signed by a judge indicating the child's name, the appointed legal guardian(s), the temporary or permanent designation, the effective date and, if temporary legal guardianship, the termination date.
- A child who has been residing in the home as a foster child and for whom the Subscriber has received foster care payments.
- A child of a Dependent of the Subscriber or Subscriber's spouse is eligible for coverage as a dependent up to the child's 26th birthday. However, when the parent of such child is no longer an eligible Dependent of the Subscriber or Subscriber's spouse, the child shall no longer be covered.
- Children who are recognized under a qualified medical child support order as having the right to enroll for coverage under the plan are eligible for coverage as dependents up to the Dependent's 26th birthday.
- A mentally or physically disabled child who is incapable of earning his or her own living and who is enrolled under the Subscriber's plan will continue to be covered after he or she would otherwise lose dependent eligibility, so long as the child continues to be mentally or physically incapable of earning his or her own living. Dependents at age 26 who are mentally or physically incapable of earning their own living may be eligible for handicapped dependent coverage.

Please contact the plan for the Handicapped Dependent Application to apply for this coverage. Your dependent's application will be reviewed and if approved, the child's coverage will be continued on either a temporary or permanent basis.

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## Eligibility Rules for Dependent Children

Eligibility for dependent coverage, including adoptive children and newborns, has been extended to age 26. IRS dependents include the dependents who are claimed on the subscriber's or spouse's federal tax return, are eligible for coverage up to age 26. Non-IRS dependents are eligible for coverage up to two years following loss of IRS dependent status. The date on which your dependent loses dependent status is December 31st of the last federal tax year in which the person was claimed as a dependent on another person's tax return. On an annual basis, Mass General Brigham Health Plan will validate the dependent's eligibility.

- If your dependent age 19 or over is not a handicapped dependent, he or she is eligible for continued coverage under the Massachusetts Health Care Reform Act. IRS dependents are eligible for coverage up to age 26. Non-IRS dependents are eligible for coverage up to two years after losing IRS dependent status according to Internal Revenue Code rules, whichever occurs first.
- The insured must have family plan coverage.

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## Effective Date and Enrollment Requirements

### ***For individuals enrolling through the Health Connector***

The Effective Date for an eligible individual and their dependents is usually the first of the month after we receive a completed enrollment application. Enrollment is subject to our verification of eligibility. Enrollment applications must be complete, accurate and true to the best of your knowledge. We may request more proof to verify your eligibility for enrollment.

### ***For individuals enrolling through a qualified Massachusetts employer***

Please see your employer group's Benefit Administrator to confirm your enrollment and Effective Dates of coverage. To be enrolled in a plan through an employer group, your employer must be up to date in the payment of applicable premium for coverage. We have the right to examine an employer groups records, including payroll records, to verify eligibility and premium payments.

### ***Status Changes***

It is your responsibility to notify your plan sponsor about any changes that may affect your or your dependents' eligibility for coverage, such as:

- An addition to the family
- The marriage of a Dependent
- An address change
- Death of a Member
- Change in marital status

We must have your current address and telephone number on file so that we can contact you when necessary and to correctly process Claims for care outside the Service Area. Call to make any changes or corrections to your address and telephone number.

### ***Effective Date***

Eligible individuals of a qualified Massachusetts employer group may enroll in the plan within 30 days of losing other coverage if:

1. The Subscriber's spouse or eligible Dependent has lost other insurance.
2. The Subscriber marries.
3. The Subscriber has a newborn or adopts a child.
4. The Subscriber's contributions toward the Dependent's coverage are terminated.

For items 1, 2, and 4, the Effective Date must be no later than the first day of the first month after we receive the Enrollment request. For item 3, the Effective Date must be the date of birth in the case of a newborn Dependent or in the case of an adoptive Dependent the Effective Date must be the date of adoption or placement for adoption.

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## Disenrollment

### **Voluntary Termination by the Subscriber**

An individual who is not enrolled through an employer group may elect to cancel their contract at any time and for any reason. You must notify us in writing, at least 15 days prior to the requested termination date. If no termination date is requested or if the requested termination date is less than 15 days from the day we receive your written request, termination will be effective 15 days after receipt of the written request.

A Subscriber who is enrolled through an employer group may terminate coverage following your employer group's approval. Your employer group must notify the plan of your termination within sixty (60) days of the date you want your Membership to end.



## **Membership Termination for Cause**

The plan may terminate or refuse to renew a Member's coverage only for the following reasons:

- The failure by the Member or other responsible party to make payments required under the contract.
- Making an intentional misrepresentation of a material fact or performing an act, practice, or omission that constitutes fraud.
- The commission of acts of physical or verbal abuse by a Member that pose a threat to Providers, staff at Providers' offices, or other Members and that are unrelated to the Member's physical or mental condition.
- Relocation of an individual, who is not enrolled through an employer group, to outside the service area.
- Non-renewal or cancellation of the group contract through which an eligible subscriber receives coverage.
- For individuals not enrolled through an employer group, full premium is due by the first of the month in which coverage is provided. The plan allows a 60-day grace period for any outstanding premium owed. If your premium is not received in full by the end of the month in which your premium is due, you will be notified of your delinquency in writing. If any outstanding premium is not paid in full by the end of the second month in which your premium is due, you will be terminated from coverage. You are responsible for claims incurred following the date of non-payment.
- If an individual Member enrolls and receives an Advance Premium Tax Credit, the Member will have a ninety (90) day grace period for any outstanding premium owed. If your premium is not received in full by the end of the month in which your premium is due, you will be notified of your delinquency in writing. If any outstanding premium is not paid in full by the end of the third month in which your premium is due, you will be terminated from coverage. You are responsible for claims incurred after day 31.
- Termination of Membership for intentional misrepresentation of fraud will be made retroactive to the date of the misrepresentation, act, practice, or omission. You will be provided with written notification 30 days in advance of the retroactive termination taking place. Premiums paid for periods after the effective date of termination will not be refunded until the plan rescinds any payments made on your behalf for covered health care services.
- Termination of Membership for all other causes will be effective fifteen (15) days after you are sent written notification. Premiums paid for periods after the effective date of termination will be refunded.

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## **Continuation of Employer Group Coverage**

Eligible members who were covered through a qualified Massachusetts employer group may be eligible for continued Enrollment under state or federal law following their termination from the plan. Eligible members who were covered through a qualified Massachusetts employer group with 2–19 employees may be eligible for continuation of group coverage under the Massachusetts Small Group Continuation Coverage law. You should contact your employer group for more information about coverage under this law. In addition to the Small Group Continuation Coverage law, there are other state laws which may apply.

If you or your family members are covered by the plan on the day before coverage is lost due to one of the events noted below, coverage may be continued for up to the length of time associated with the event. You should contact your employer group within 60 days of the event for more information if your coverage ends due to:

- Termination of employment (other than for gross misconduct)—18 months
- Reduction of work-hours—18 months
- Dependent child's loss of eligibility—36 months
- Divorce or legal separation—36 months
- Death of covered employee—36 months
- Covered employee's entitlement to Medicare—36 months

If you are a terminated employee or if you lose coverage due to a reduction of work-hours your coverage may be extended from 18 months to 29 months if you become disabled. Notice of your disability must be provided to your employer within 60 days of the event and before the end of the 18-month continuation period. You must also notify your employer if your disability ends within 30 days of the date of a final determination that you are no longer disabled.

You or your covered dependents have 60 days to decide to continue your coverage under the Massachusetts Small Group Continuation Coverage law. The election period runs 60 days from the later of the date on which coverage terminates, or the date the notice of your right to elect coverage is sent. To continue coverage, you or your dependents may be charged up to 102% of the premium cost to your employer. If you are disabled, you may also be charged up to 150% of the premium cost after the initial 18-month continuation period expires.

Instead of continuing coverage through the Massachusetts Small Group Continuation Coverage Law, you also have the right to continue your policy in the following circumstances and eligible members who were covered through a qualified Massachusetts employer group of 20 or more employees may be eligible for continuation of group coverage under the Federal law known as the Consolidated Omnibus Budget Reconciliation Act (COBRA). Under COBRA, if you or your family members are covered by the plan on the day before coverage is lost due to one of the events noted below, coverage may be continued for up to the length of time associated with the event. You should contact your employer group within 60 days of the event for more information if your coverage ends due to:

- **Plant closing**—As a covered employee, you have a 90 day eligibility for continued coverage in the event of a plant closing or partial plant closing;
- **Loss of employment** (other than for gross misconduct)—18 months;
- **Divorced Spouses**—In the event of divorce or legal separation, a former spouse is eligible to keep coverage under the employee's membership. This is the case only until the employee is no longer required by law to provide health insurance for the former spouse or the employee or former spouse remarries, whichever comes first. The former spouse's eligibility for continued coverage will start on the date of divorce, even if he or she continues coverage under the employee's membership. After remarriage, under state and federal law, the former spouse may be eligible to continue coverage under an individual membership for which the former spouse may be obligated to pay the necessary premium.
- **Loss of dependency status**—36 months
- **Reduction of work hours**—18 months

If you are a terminated employee or if you lose coverage due to a reduction of work-hours your coverage may be extended for up to 29 months following a disability determination by the Social Security Administration (SSA) or up to 36 months following a second COBRA qualifying event.

To be eligible for an extension, you or a family member must notify your employer within 60 days of the event date, SSA determination of your disability, or upon receiving notice of the event by your employer. You or your covered dependents have 60 days to decide to continue your coverage under COBRA. The election period runs 60 days from the later of the date of the election notice, or the date you would lose coverage. The cost for continuing coverage is 102% of the premium cost to your employer. If you are disabled, the cost for continuing coverage during your extension period may be increased to 150% of the premium cost to your employer.

Continuation of coverage may not be extended beyond the applicable time allowed under federal law. The size of your employer group will determine whether you select your continuation of coverage rights under state or federal law. Please also note that Mass General Brigham Health Plan may not have current information concerning Membership status. Employer groups may notify us of Enrollment changes retroactively. As a result, if you are enrolled through your employer, the information we have may not be current. Only your employer group can confirm Membership status.

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## Individual Coverage

If your coverage with your employer ends, you may be eligible to enroll in an individual plan offered by us. The Benefits and premium charges for these plan's may differ from the coverage provided under your employer. For more information about individual coverage, call Customer Service.

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## Your Member Identification Card

We will mail you a Member Identification Card (Member ID Card) following receipt of a complete and accurate Enrollment. Your Member ID Card has important information about you and your benefits. It also informs Providers and pharmacists that you are a Member of Mass General Brigham Health Plan and how much your cost-sharing for services should be. Additional cost-sharing may apply and may not be reflected on your ID card. Your Schedule of Benefits will show your cost-sharing amounts due for services. Be sure to show your Member ID Card whenever you get health care or fill a prescription. Always carry your Member ID card with you so it will be handy when you need care.

Please read your card carefully to make sure all the information is correct. If you have questions or concerns about your Member ID Card, or if you lose it, call Customer Service. You may order a new ID card by logging on to [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org). Do not let anyone else use your Member ID Card for any purpose, including obtaining health care services.

## Section 3.

# Your Plan Providers

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## Your Primary Care Provider (PCP)

All members must choose a PCP upon Enrollment in the plan. Your PCP provides or arranges all of your health care. The PCP you select can be a Doctor, Physician Assistant or Nurse Practitioner. You have the right to designate any PCP who participates in our Network and who is available to accept you or your family members. For children, you may designate a pediatrician as a PCP.

To select or choose a PCP or Primary Care Site, go to our secure member portal at [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) or call Customer Service. You should choose a Primary Care Site close to your home or place of work.

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## Concierge Services

Some physicians charge an annual fee to patients as a condition to be part of the physician's panel of patients and to receive special customer service from the provider (e.g., access to the provider's cellular telephone, more personalized service). Members who use physicians who provide additional customer service for a fee (also known as concierge service) should be advised that those concierge services are not part of your health plan coverage.

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## Why It's Best to Call Your Primary Care Site

Calling your Primary Care Site first can save you a needless trip to the Emergency room—and hours of waiting and worrying. You will get the quickest and best advice from people who know you well. For example, your Primary Care Site's doctor or nurse on call may tell you how to treat your problem at home. If the Doctor, Physician Assistant or Nurse thinks that you need to go to the Emergency room, he or she will tell you exactly where to go. The Doctor, Physician Assistant or Nurse can also let the Emergency room know you are coming.

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## Changing Your PCP

Your PCP can provide better care when he or she knows you and your medical history. For this reason, we encourage you to have an ongoing relationship with your PCP. If you ever wish to change your PCP, you may do so at any time, for any reason, including changing your PCP to a Physician Assistant or Nurse Practitioner.

To change your PCP, go to our secure member portal [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) or call Customer Service. A Customer Service Representative can assist you with your selection and process the change. If you choose a new PCP and/or Primary Care Site, your change(s) are effective the next business day. If your PCP leaves the Network, Mass General Brigham Health Plan or your PCP will notify you in writing. When you are notified, call Customer Service to select a new PCP. If Your PCP is Disenrolled from the network, we will make every effort to notify you at least thirty (30) days before the disenrollment of your PCP.

For the most current information about any Network Provider, visit [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) or call Customer Service.

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## Get to Know Your PCP

It is a good idea to meet your new PCP before you need care. To make an appointment, call your Primary Care Site. When you call, be sure to say that you are a Mass General Brigham Health Plan Member. You should request that your prior PCP send your health records to your new Primary Care Site before this visit.

When you go to your appointment, show your Member ID card. You and your PCP can use this appointment to get to know each other. After this first appointment, call your Primary Care Site whenever you need health care. In an Emergency, seek immediate care at the nearest facility.

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## Behavioral Health (Mental Health and Substance Use) Providers

Members have access to a full range of Behavioral Health (mental health and substance use) services. Optum is the organization that manages our Behavioral Health program.

Some examples of Behavioral Health services are: individual, group, and family counseling and medication management. For a complete listing of Behavioral Health services, see “Section 8: Behavioral Health Services”. If you need Behavioral Health services, you may choose any Provider in our Behavioral Health Network.

You can make the appointment on your own or call Optum’s Clinical Department at 1-844-451-3518 (TTY 711) to help you find a Provider. You may also ask for assistance from your PCP.

For information about our Behavioral Health Network Providers:

- See the “Behavioral Health” section of your Provider Directory
- Call Optum’s Clinical Department at 1-844-451-3518 (TTY 711).
- Call Customer Service at 866-414-5533 (TTY 711).

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## Specialty Providers

Referrals are required for visits to In-Network Specialists, except for the following services:

- Gynecologist or Obstetrician for routine, preventive, or Urgent Care
- Family planning services
- Outpatient and diversionary Behavioral Health services
- Emergency services
- Routine eye exams
- Physical therapy
- Speech therapy
- Occupational therapy

Before making your appointment with a Network Specialist, your PCP can discuss the situation, consider options, and help decide where you can get the services you need. Some specialty care providers will require a clinical summary from your doctor before they see you. For example, a neurologist may want to obtain your PCP’s opinion. These specialists require a Referral ID number from us prior to rendering services.

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## Relationship of Mass General Brigham Health Plan to Providers

Providers are independent contractors. Mass General Brigham Health Plan’s relationships with its Providers are governed by separate contracts. Providers may not change the Evidence of Coverage or create or imply any obligation for Mass General Brigham Health Plan. We are not liable for statements about this agreement made by Providers, their employees, or agents. We cannot guarantee the availability of individual Providers or Provider groups. Mass General Brigham Health Plan may change arrangements with Providers, including the addition or removal of Providers.

All Providers listed in the provider directory are available to Members at the time the directories were accessed. For the most up-to-date information on Network Providers, refer to our online Provider Directory located at [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org).

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## Continuity of Medical and Behavioral Health Care

In order to ensure continuity of care, there are some circumstances when we will provide coverage for health services from a Provider (including Nurse Practitioners and Physician Assistants) who is not participating in the plan's Network.

- If you are enrolling as a new Member and your employer only offered you a choice of Carriers in which your existing PCP or an actively Treating Provider was not a participating provider, we will provide coverage for up to ninety (90) calendar days from the Effective Date of coverage. With respect to a Member in her second or third trimester of pregnancy, this provision applies to services rendered through the first postpartum visit by the Provider caring for her pregnancy. With respect to a Member with a terminal illness, this provision applies to services rendered until death.
- If your Provider has been disenrolled from the network, for reasons unrelated to quality of care or fraud, we will provide coverage for up to ninety (90) calendar days, if they are providing you with active treatment for a chronic or acute medical condition or until that active treatment is completed, whichever comes first. For any pregnant Member who is in her second or third trimester this coverage will continue through the first postpartum visit. For any Member who is terminally ill, this coverage will continue through the Member's death.

To continue care in the above situation, the Provider must adhere to the quality assurance standards of Mass General Brigham Health Plan and provide us with the necessary medical information related to the care provided. The Provider must adhere to our policies and procedures, including procedures regarding prior Authorizations and providing services pursuant to a treatment plan, if any, approved by us. In the case of disenrolled Providers, they must also agree to accept reimbursement from us at the rates applicable prior to notice of disenrollment as payment in full, and not to impose cost sharing with respect to the Insured in an amount that would exceed the cost sharing that could have been imposed if the Provider had not been disenrolled. Failure of a Provider to agree to these conditions may result in a denial of coverage for the provided service. If you have any questions, please call Customer Service.

## Section 4.

# Accessing Medically Necessary Care

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## Emergency Care

In an Emergency, go to the nearest Emergency facility, call 911, or call your local Community Behavioral Health Center\*. You are always covered for care in an Emergency.

\*Community Behavioral Health Center may only be available in certain states, such as Massachusetts.

An Emergency is defined as a medical condition, whether physical, behavioral, related to substance use disorder, or a mental disorder, manifesting itself by symptoms of sufficient severity, including severe pain, that the absence of prompt medical attention could reasonably be expected by a prudent layperson who possesses an average knowledge of health and medicine, to result in placing the health of the insured or another person in serious jeopardy, serious impairment to body function, or serious dysfunction of any body organ or part. With respect to a pregnant woman who is having contractions, an emergency also includes having inadequate time to affect a safe transfer to another hospital before delivery or a threat to the safety of the member or her unborn child in the event of transfer to another hospital before delivery.

You or your representative (such as another member of your family) must call your Primary Care Site for emergency medical conditions within 48 hours of any Emergency care. Notification by the attending Emergency physician to the plan or to your PCP within 48 hours of receiving Emergency services will also satisfy this requirement. Your PCP will arrange for any follow-up care you may need. You will not be denied coverage for medical and transportation expenses incurred as a result of any such Emergency.

If you are admitted to the hospital as a result of an emergency visit, your treating provider or the Hospital Emergency department must notify the plan within 24 hours of being admitted.

After you have been stabilized for discharge or transfer, we may require a Hospital Emergency department to contact a physician on-call designated by Mass General Brigham Health Plan, Optum, or its designee for Authorization of post-stabilization services to be provided. The Hospital Emergency department shall take all reasonable steps to initiate contact with Mass General Brigham Health Plan, Optum, or its designee within 30 minutes of stabilization. Such Authorization shall be deemed granted if Mass General Brigham Health Plan, Optum, or its designee has not responded to said call within 30 minutes. In the event the attending physician and on-call physician do not agree on what constitutes appropriate medical treatment, the opinion of attending physician will prevail and treatment shall be considered appropriate treatment for an Emergency medical condition, provided, that such treatment is consistent with general accepted principles of professional medical practice and is a Covered Health Care Service under the policy or contract with us.

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## Urgent Care

Urgent Care is care for a health problem that needs medical attention right away, but you do not think it is an Emergency. For an Urgent Care visit, call your PCP first as there may be an Urgent Care center at your Primary Care Site. You can contact your Primary Care Site 24 hours a day, seven days a week. Urgent Care does not include care that is elective, Emergency, preventive, or health maintenance. Examples of conditions requiring Urgent Care include but are not limited to fever, sore throat, and earache.

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## Specialty Care

At times, your PCP may suggest that you see a Specialist. Specialists are Doctors who focus on one area of medicine. Examples of Specialists are cardiologists, dermatologists, and allergists. Referrals are required for visits to In-network Specialists, except for the following services:

- Gynecologist or Obstetrician for routine, preventive, or Urgent Care
- Family planning services

- Outpatient and Diversionary Behavioral Health Services
- Emergency services
- Routine Eye Exams (ophthalmologist or optometrist)
- Physical Therapy
- Occupational Therapy
- Speech Therapy

Before making your appointment with an In-network Specialist, your PCP can discuss the situation, consider options, and help decide where you can get the services you need. Some specialty care providers will require a clinical summary from your doctor before they see you. For example, a neurologist may want to obtain your PCP's opinion. These Specialists require a Referral ID number from us prior to rendering services. When you have an established connection with your PCP, he or she can help you address all aspects of your health care and assist you in coordinating all the services you need. If necessary and your PCP approves, your PCP can authorize a standing Referral for an In-network Provider. A standing approval allows you to continue to see a Specialist without getting a new Referral for each visit once the initial specialty visit is approved by your PCP. In the event you require a standing Referral, the Specialist must adhere to our policies and agree to a treatment plan for you and provide the PCP with all necessary clinical and administrative information on a regular basis. The Specialist must also provide care consistent with the terms of your EOC and the Specialist cannot authorize any additional Referrals to other providers without our approval.

*It is your responsibility to make sure that the Specialist you wish to see participates with Mass General Brigham Health Plan and is available in the Network.* When you use In-network Providers, you know that they have been credentialed by us and that they will work with our medical staff to help ensure you get the care you need. If you have a medically necessary service at an In-network location but it is performed by an out-of-network provider, you will not be responsible to pay more than the amount required for In-network services.

However, we may not cover the service if you had a reasonable opportunity to choose to have the service performed by an In-network Provider. For example, if your In-network Provider refers you to a dermatologist, you must ensure that the dermatologist is in the Network. This process helps the plan to ensure that the PCP is coordinating the Member's care. It is the Member's responsibility to ensure they have a Referral prior to seeing a Specialist. It is a good idea after you have received confirmation from your PCP that a Referral was sent by checking with the Specialist office at the time of your appointment. If you don't have a Referral, you can ask the Specialist's office to contact your PCP's office to send the Referral while you wait. Failure to obtain a Referral can result in you being financially responsible for your appointment.

Sometimes a Specialist will recommend you see another Specialist. Always check with your PCP before seeing a Specialist because your PCP needs to issue the Referral. *A Specialist isn't able to refer you to another Specialist.*

You may search our Provider Directory or call Customer Service at 1-866-414-5533 (TTY 711). If, at any time, you or your PCP has trouble finding needed medical services in the Network, you or your PCP can call Customer Service for Referral help.

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## **Out-of-Network Specialty Care**

You may visit an Out-of-Network Specialist only if we approve it in advance. Services provided by Out-of-Network Specialists require prior Authorization. If there are In-network providers who offer the service, we will usually deny the request to cover services provided by Out-of-Network Specialists. Before you schedule an appointment or seek medical care from an Out-of-Network Specialist, ask your Primary Care Provider or treating doctor to send an Authorization request to Mass General Brigham Health Plan. After reviewing the request, we will notify you and your doctor of our decision in writing.

If you do not receive written approval from us for Out-of-Network specialty care, the plan will not cover the services. If you do receive Authorization for Out-of-Network specialty care, cost-sharing, if any, will remain the same.



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## Non-Emergency Hospital Care

If you need hospital care and it's not an Emergency, your PCP will make the arrangements for your hospital stay. You must go to the hospital specified by your PCP in order for us to cover your hospital care. The plan will cover hospital care only if your PCP or Primary Care Site arranges such care. The only exception is for Emergency care. If you change your PCP, your new PCP must arrange for any further hospital care.

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## Behavioral Health Hospital Care

If you need Inpatient hospital care for Behavioral Health needs, call 911 or go to the nearest emergency room, or contact the Community Behavioral Health Center in your area. A Behavioral Health clinician at the Community Behavioral Health Center or the Emergency room will screen and evaluate you for a potential admission. For a listing of Community Behavioral Health Center and Emergency Rooms in all areas of the state, refer to your Provider Directory. You can also call your Primary Care Provider or Customer Service at 1-844-451-3518 (TTY 711).

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## Intermediate or Diversionary Behavioral Health Services

The plan offers an array of Behavioral Health services to our members. "Section 8: Behavioral Health Services" provides detailed information on Behavioral Health services that we cover and how to access these services.

In addition to traditional outpatient services (which includes individual, couples, family, and group counseling as well as medication management), several diversionary services are available to our Members. Examples of diversionary Behavioral Health Services include: Partial Hospitalization Programs (PHP); and Community Support Services (CSP). PHPs have structured intensive therapeutic services for up to six hours a day, and CSPs offer outreach and support to assist a Member/Family in accessing their mental health or substance use treatment in the community.

Diversionary services above do not require a Referral, but these services do require a Provider to obtain prior Authorization from Optum. You may learn more about these services by calling Optum at 1-844-451-3518 (TTY 711) or speaking to your outpatient therapist if you have one.

Structured Outpatient Addiction Programs (SOAPs) provide short-term, clinically intensive structured day and/or evening addiction treatment services, usually provided in half- or full-day units, up to six or seven days per week. This program is designed to enhance continuity for Members being discharged from Level III or Level IV detoxification programs as they return to their homes and communities. These services do not require a prior Authorization.

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## After-hours Care

No matter when you are sick—day or night, any day of the year—call your Primary Care Site. All Primary Care Sites have a doctor, Physician Assistance or nurse on call 24 hours a day, seven days a week. The doctor, physician assistant or nurse on call is there to help with urgent health problems. When you call your Primary Care Site after-hours, the site's answering service will answer your call. The service will take your name and phone number and contact the doctor, physician assistant or nurse on call. That doctor, physician assistant or nurse will call you back to talk about your problem and help you decide what to do next.

For Behavioral Health after-hours care, call your Behavioral Health Provider first. You may also call Optum's clinical department 24 hours a day, seven days a week at 1-844-451-3518 (TTY 711).

If you think your health problem is an Emergency and needs immediate attention, call 911 or the Community Behavior Health Center in your area at once, or go to the nearest Emergency room.

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## Care When Outside the Service Area

When Members are traveling or temporarily residing outside the Service Area, including dependents living outside the Service Area, the plan will cover only Emergency and Urgent Care services. To ensure coverage, be sure to take care of your routine health care needs before traveling outside of the Service Area. If you need Emergency Care or

Urgent Care while you are temporarily outside the Service Area, go to the nearest doctor or Emergency room. You do not have to call your PCP before seeking Emergency or Urgent Care while outside the Service Area.

You or a family member should call your Primary Care Site within 48 hours of receiving out-of-area care and before receiving any follow-up services related to your urgent or emergent need. Except for Emergency or Urgent Care, failure to obtain prior Authorization for services outside the Service Area may result in Member liability for payment.

The plan will not cover:

- Tests or treatment you receive outside the Service Area that was requested by your PCP before you left the Service Area
- Routine Care or follow-up care that can wait until your return to the Service Area, such as physical exams, flu shots, stitch removal, mental health counseling
- Care that could have been foreseen prior to leaving the Service Area such as elective surgery
- Care for childbirth or problems with pregnancy beyond the 37th week of pregnancy, or after being told that you were at risk for early delivery

A Provider may ask you to pay for care received outside of the Service Area at the time of service. If you pay for Emergency Care or Urgent Care you received while outside of the Service Area, you may submit a Claim to us for reimbursement. See “Section 12: If You Receive a Bill in the Mail” for more information and instructions on how to submit a Claim. You may also call Customer Service for help with any bills that you may receive from a health care Provider.

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## Family Planning Services

Family Planning Services include birth control methods as well as exams, counseling, pregnancy testing, and some lab tests. You may call any In-Network Family Planning clinic for an appointment. You may also see your PCP for Family Planning Services. Call Customer Service if you need help finding an In-Network Provider for Family Planning Services.

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## Maternity Care

The plan covers many services to help you have a healthy pregnancy and a healthy baby. If you think you might be pregnant, call your Primary Care Site. Your provider will schedule an appointment for a pregnancy test. If you are pregnant, your Primary Care Provider will arrange your maternity care with an obstetrician or nurse midwife.

You will be scheduled for regular checkups during your pregnancy. It is important to keep these appointments even if you feel well. During these appointments, your obstetrician or nurse midwife will check your baby’s progress. He or she will tell you how to take good care of yourself and your baby during your pregnancy. He or she will also take care of you when you have your baby.

For information about Maternal & Child Health Clinical Nurse Specialist, see “Section 11: Care Management and Disease Management Programs.”

## Section 5.

### **Prior Authorizations**

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An Authorization is a special approval by Mass General Brigham Health Plan or Optum (our designated Behavioral Health Manager) for coverage of certain services. Not all services require Authorization. If a service does require an Authorization, Authorizations must occur before you receive the service in order for the service to be covered. Your PCP or your Specialist treating you will request an Authorization from Mass General Brigham Health Plan or Optum if it is necessary.

Examples of services that may require Prior Authorization are surgical procedures and elective admissions, Inpatient psychiatric care, etc. Mass General Brigham Health Plan and Optum give Authorizations as soon as possible.

For Initial or prior Authorization regarding a proposed elective admission, procedure, or service, Authorization decisions are made within two (2) business days after all necessary information has been received and no longer than 14 calendar days. Once the decision is made, Providers are verbally notified of the decision within 24 hours. The Provider and the Member are sent written notification of the decision within one (1) business day of the verbal notification for denied or reduced Benefits (an "Adverse Determination"), and within two (2) business days for approvals.

Initial Authorization decisions determined by Mass General Brigham Health Plan or Optum as urgent are made within 72 hours/three (3) calendar days of receipt of the request and Providers are informed of the decision within 24 hours. The Provider and the Member are sent written notification of the decision within one (1) business day of the notification for denied or reduced Benefits (an "Adverse Determination"), and within two (2) business days for approvals.

Emergency care through the hospital Emergency department, Emergency admissions and care that must be provided during non-business hours (such as home skilled nursing) require notification by the next business day.

Concurrent Authorization decisions determined by Mass General Brigham Health Plan or Optum as urgent are made within 24 hours.

Concurrent Authorization decisions determined by Mass General Brigham Health Plan or Optum as non-urgent are made within one (1) business day of obtaining all necessary information and no longer than 14 calendar days. Providers are verbally informed of an urgent decision within twenty-four (24) hours and one (1) business day for non-urgent requests. Written or electronic confirmation of approval is sent to the Provider and Member within one (1) business day thereafter. Written or electronic notification includes the number of extended days, visits or service approved in a service date range. In the case of an Adverse Determination, written notification is sent to the Provider and Member within one (1) business day thereafter.

Once Mass General Brigham Health Plan or Optum reviews the request for service(s), we will inform your Provider of our decision. If we authorize the service(s), we will send you and your Provider an Authorization letter. When you get the letter, you can call your Provider to make an appointment. The Authorization letter will state the service(s) the plan has approved for coverage. Make sure you have this Authorization letter before any service(s) requiring Authorization are provided to you. If your Provider feels that you need a service(s) beyond those authorized, he or she will ask for Authorization directly from Mass General Brigham Health Plan or Optum.

If we approve the request for more service(s), we will send both you and your Provider another Authorization letter.

If we do not authorize any of the services requested, authorize only some of the services requested, or do not authorize the full amount, duration or scope of services requested, Mass General Brigham Health Plan or Optum will send you and your Provider a denial letter. Mass General Brigham Health Plan or Optum will not pay for any services that were not authorized. Mass General Brigham Health Plan or Optum will also send you and your Provider a notice if we decide to reduce, suspend, or end previously authorized service(s). If you disagree with any of these decisions, you can file a Grievance. For complete details on filing a Grievance, please refer to "Section 15: Complaint and Grievance Process" or contact Customer Service for more information.

It is your responsibility to make sure that you have written Authorization for coverage prior to receiving services that require Authorization. You may confirm the need for Authorization by contacting Customer Service.

## Section 6.

# Pharmacy Benefit

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We are committed to providing a high quality and cost-effective pharmacy benefit for our members. Your coverage includes a variety of prescription drug programs that are designed to make paying for your medications and premiums affordable. The pharmacy benefit places all covered drugs into tiers. Described below are how covered drugs are placed in the four or six tier structure. Cost sharing (e.g., Copays, Deductibles and/or Coinsurance) applies to each tier, and is listed in your *Schedule of Benefits*. More information about your financial obligations are included in “Section 13: Financial Obligations.”

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## 4 Tier Placement

- Tier 1 — includes lower cost generic medications. Generic drugs contain the same active ingredients as their brand name counterparts.
  - Tier 2 — includes other generics and may include some brand name medications.
  - Tier 3 — includes higher costing generics, preferred brand name, and specialty medications.
  - Tier 4 — includes non-preferred brand name and specialty medications.
- 

## 6 Tier Placement

- Tier 1 — includes lower cost generic medications. Generic drugs contain the same active ingredients as their brand name counterparts.
- Tier 2 — includes other generics and may include some brand name medications.
- Tier 3 — includes high costing generics and preferred brand name medications.
- Tier 4 — includes higher cost generics and non-preferred brand name medications.
- Tier 5 — includes generic specialty and preferred specialty medications.
- Tier 6 — includes non-preferred specialty medications.

Each tier has a level of cost sharing. Your member cost sharing may include a Copay, Deductible, Coinsurance, or a combination of these. Please refer to your *Schedule of Benefits* for those amounts. In many cases, your cost sharing responsibility represents a fraction of the total cost for a prescription.

The Drug List includes a list of medicines covered by your plan. Doctors and pharmacists have reviewed the medications for safety, quality, effectiveness, and cost. You can determine the Tier your drug is in by viewing the searchable Drug Lookup Tool, at [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org).

### Copayments

Copayments are fixed dollar amounts you must pay for covered medications. Copayments are paid to the pharmacy at the time of purchase. Your copayment amounts are listed on your *Schedule of Benefits*.

### Coinsurance

Coinsurance refers to a percentage of the cost of the drug that you are required to pay. The coinsurance percentage is listed in your *Schedule of Benefits*.

### Deductibles

Your plan may have a Deductible. A Deductible is a specific dollar amount that you must pay for certain covered services before any coverage is available for those services. If a Deductible applies to your coverage, you must first pay the Deductible amount for the purchase of prescription drugs before any coverage for drugs begins. The Deductible may apply to drugs on any tier. Please see your *Schedule of Benefits* for the amount of your Deductible and the tiers to which it applies. Once the Deductible is satisfied, the applicable Copay or Coinsurance amount applies.

## Out of Pocket Maximum

Your plan includes an out-of-pocket maximum. It may apply to both medical and pharmacy cost sharing. This is the total amount you are required to pay in cost sharing. Please refer to your *Schedule of Benefits* to determine if you have a combined medical and pharmacy out-of-pocket maximum or a separate pharmacy out-of-pocket maximum.

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## Filling Prescriptions

To fill a prescription, bring it to one of the pharmacies in the Network. Be sure to show your Member ID Card so the pharmacist will know you are a Member of the plan.

For a listing of pharmacies, refer to [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org). Some prescription drugs need an Authorization. Your Provider can ask for an Authorization so you can have the prescriptions you need. If you have any questions about which drugs do require Authorization, visit [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org), or call Pharmacy Customer Service at 866-414-5533 (TTY 711).

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## Self-Injectable/Administered Drugs

Self-injectable/administered drugs used for treating medical conditions are covered as part of your prescription drug benefit. Therefore, coverage will be provided under your prescription drug benefit (not your medical benefit) for these covered drugs only when the drugs are prescribed by a Treating provider and purchased through an in-network or specialty (if required) pharmacy even if it is administered during your covered visit with a health care provider.

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## Maintenance 90

Maintenance medications are those that treat chronic conditions such as high blood pressure, diabetes, etc. Short-term use medications (i.e., pain medication, antibiotics) do not have this requirement. To save money on your maintenance medications, the plan requires that you receive maintenance medications in a 90-day supply. To see if you must fill your medication with a 90-day supply, visit the Drug Lookup Tool on [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org).

In order to switch to 90-day supplies of your medication, you must ask your medication prescriber to write you a new prescription to allow 90 days of medication to be dispensed at a time. Besides the convenience of filling prescriptions less often, you may benefit from a reduced cost for most medications. Members can opt out of the 90-day program for one or more of their medicines. This can be done for twelve months at a time. If needed, a member can use a one-time deferral until they get a new prescription from their provider for a 90-day supply. For a 30-day deferral or to opt-out for more than 30 days a member should call Pharmacy Customer Service.

If a Provider feels that it is Medically Necessary for a member to get just a 30-day supply at a time, opting out of 90-day prescription would be based on a provider request to reduce the duration and medication(s).

This process would require information from the provider: the medication(s) listed; the proposed time frame for exclusion; and the reason for only a 30-day supply.

If you have any questions about the mandatory 90-day supply, please call Pharmacy Customer Service.

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## Mail Order Pharmacy

For members who prefer the convenience of receiving prescriptions through the mail, certain maintenance medications (such as drugs used for asthma, blood pressure, high cholesterol, and arthritis) are available through our pharmacy vendor. This service provides members with a 90-day supply of prescription medicines at a reduced cost. To find out your cost sharing, please see your *Schedule of Benefits*. To order your prescriptions through the mail, please visit [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) to download the registration form. Members only need to complete the form once. Refills can be ordered by calling Pharmacy Customer Service at 866-414-5533 (TTY 711).

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## Access90

Access90 provides members with a 90-day supply of certain maintenance medications when purchased through participating pharmacies. For a list of pharmacies, refer to [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org). This service provides members with a 90-day supply of most prescription medicines at a reduced cost.

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## Over-the-Counter Drug Benefit

Some over-the-counter (OTC) medications (including cough, cold, and allergy) are covered by the pharmacy benefit with a valid prescription from your doctor. Some may be available up to a 90-day supply. Cost sharing may vary depending on drug prescribed.

For a complete listing of the OTC drugs and applicable cost sharing amounts, please visit: [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org)

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## Quantity Limit

The plan may limit the number of units for a specific medication you may receive in a given time period to ensure safe and appropriate use. These limits are based on recommended dosing schedules, and the availability of several strengths of the medication. Quantity limits automatically apply at the time the prescriptions are purchased.

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## Mandatory Generic Policy

The plan's mandatory generic policy requires a generic version of a medication be tried before the brand name medication is considered for coverage. A generic drug is the same medication and works in the same way as the brand name medication. Generic medications are approved by the US Food and Drug Administration (FDA) as safe and are the equivalent of the original brand name medication. In addition, there are usually multiple manufacturers of a generic medication that may result with a lower cost compared to the branded alternative. Prior Authorization is required for an exception to our mandatory generic medication pharmacy benefit.

If you have already tried a generic equivalent, and wish to appeal the mandatory generic policy, you may call Pharmacy Customer Service.

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## Prior Authorization

Prior Authorization is a process in which a clinical review is required before a specific medication may be dispensed to a covered member. The review entails the application of criteria approved by the plan's Pharmacy and Therapeutics Committee of physicians and pharmacists and is designed to assure the safe, effective and appropriate use of a medication. These criteria are based on clinical studies and standards of care. The prior Authorization process may entail a delay in your ability to fill the prescription until the clinical review based on all required information provided by your physician (or his/her designee) has occurred. The clinical review process may take up to 48 hours after complete information has been received.

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## Exception Requests for Non-Formulary Drugs

Members, their authorized representative on file, or Provider may request that we perform a review process (within 72 hours) in order to make a coverage determination for a non-covered/non-formulary drug. The plan will provide the Member, his/her authorized representative, and Provider notification of the coverage determination for the non-covered/non-formulary drug within 72 hours. If an expedited review process is requested due to an exigent (emergent) circumstance, we will provide the coverage determination for the non-covered/non-formulary drug within 24 hours.

To initiate the review process, a Member, his/her authorized representative, or Provider must call Pharmacy Customer Service at 866-414-5533 (TTY 711) and provide the following information:

- Member Name
- Member Contact Information

- Diagnosis
- Provider Name
- Provider Contact Information
- Medication Requested

We have a number of online tools to help you understand your prescription drug benefits. Please visit [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) for detailed information about your pharmacy coverage and information on each medication, including a list of covered drugs, and whether any tier, restrictions, or limitations that applies.

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## Grievance Review for Coverage of Non-Formulary Drugs

If your initial request for coverage of a non-covered/non-formulary drug is denied, you have the right to submit a Grievance to us. You may request in your Grievance that a coverage determination be performed by Mass General Brigham Health Plan or an Independent Review Organization (IRO). To submit a Grievance, you or your authorized representative on file or your Provider must contact us and state if you wish to have Mass General Brigham Health Plan or an IRO render a decision on your Grievance.

The plan will provide notification of the coverage determination for the non-covered/non-formulary drug within 72 hours of your request. If an expedited review process is requested due to an exigent (emergent) circumstance, we will provide notification of the coverage determination for the non-covered/non-formulary drug within 24 hours of your request.

If you choose to have your Grievance performed by us, and we deny coverage, you have the right to request a second review by an IRO.

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## Step Therapy

The plan automates the Prior Authorization criteria for some medications. Members who qualify for this program are provided immediate coverage without the requirement of a clinical review based on the prescriptions already filled through the plan. For more information, call Pharmacy Customer Service.

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## Specialty Pharmacy Program

The Specialty Pharmacy Program offers a less costly method to purchase expensive medications that are used to treat complex medical conditions. Certain medications are covered only when obtained from our preferred list of Specialty Pharmacies.

A list of prescriptions included in the Specialty Pharmacy program can be found through the searchable Drug Lookup Tool, at [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org).

Your prescribing Provider can help you with the purchase of the covered specialty medications. Our Specialty Pharmacies have expertise in the delivery of the medications they provide, and offer special services not available at a traditional retail pharmacy, including:

- All necessary medication and supplies needed for administration (at no extra charge)
- Convenient delivery options to your home or office with overnight or same day delivery available when Medically Necessary
- Access to nurses, pharmacists and care coordinators specializing in the treatment of your condition, who are available 24 hours a day, seven days a week, to provide support and educational information about your medications
- Compliance monitoring, adherence counseling and clinical follow-up
- Educational resources regarding medication use, side effects, and injection administration



If you need help or have questions about our Specialty Pharmacy Program, please call Pharmacy Customer Service.

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## Limitations

There are a number of prescription drugs that are either not covered or for which coverage is limited. The plan only covers drugs that are Medically Necessary for Preventive Care or for treating illness, injury, or pregnancy.

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## Exclusions

The prescription drug benefit features a Preferred Drug List, in which the following drugs or services are excluded:

- Dietary supplements\*
- Therapeutic devices or appliances (except where noted)\*
- Biologicals, immunization agents or vaccines that are obtained through the medical benefit
- Blood or blood plasma\*\*
- Medications which are to be taken by or administered to an individual, in whole or in part, while he or she is a patient in a licensed hospital, nursing home, or similar institution which operates on its premises or allows to be operated on its premises, a facility for dispensing pharmaceuticals\*\*
- Charges for the administration or injection of any drug\*\*
- If an FDA approved generic drug is available, the brand name equivalent is not covered, unless medically necessary
- Drugs that are not FDA approved
- Progesterone supplements
- Fluoride supplements/vitamins for members over age 13 except for prenatal vitamins
- Drugs whose sole purpose is to promote or stimulate hair growth or for cosmetic purposes only
- Drugs labeled “Caution-limited by federal law to investigational use,” or experimental drugs, even though a charge is made to the individual
- Medications for which the cost is recoverable under Worker’s Compensation or Occupational Disease Law or any state or Governmental Agency, or medication furnished by any other Drug or Medical service for which no charge is made to the Member
- Any prescription refilled in excess of the number of refills specified by the physician, or any refill dispensed after one year from the physician’s original order
- Schedule 1 controlled substances (e.g. marijuana)
- Products and/or kits co-packaged with OTC products

For more information about our Preferred Drug List call Pharmacy Customer Service or visit [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org). Please refer to your *Schedule of Benefits* as there may be additional exclusions applicable to your specific plan design.

\*Covered in certain circumstances under the Durable Medical Equipment (DME) benefit.

\*\*Covered in certain circumstances under medical benefit.

## Section 7.

# Your Covered Health Care Services

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The Affordable Care Act ensures Americans have access to quality, affordable health insurance. To achieve this, Mass General Brigham Health Plan offers a core package of items and services, known as Essential Health Benefits (EHB). Under the statute, the plan covers at a minimum the following 10 categories:

- Ambulatory patient services
- Emergency services
- Hospitalization
- Maternity and newborn care
- Mental health and substance use disorder services, including behavioral health treatment
- Prescription drugs
- Rehabilitative and habilitative services and devices
- Laboratory services
- Preventive and wellness services and chronic disease management
- Pediatric services, including oral and vision care

To be covered by the plan, all Health Care Services and supplies must be:

- Provided by or arranged by the Member's PCP or In-network Specialist, unless noted otherwise in this handbook
- Authorized by the plan when Authorization is required. For more information on Authorization requirements, check with your PCP, your Treating Provider or call Customer Service. You should always check with your PCP or Treating Provider to make sure that any required Referrals or prior Authorizations have been obtained before the services are performed or the supplies are provided. Failure to obtain necessary Referrals or prior Authorizations may result in Member liability for payment. You do not need a Referral for: a Gynecologist or Obstetrician for routine, preventive, or urgent care; family planning services; outpatient and diversionary Behavioral Health Services; Emergency services; physical therapy, speech therapy, and occupational therapy; and routine eye exams.
- Medically Necessary, as defined in this handbook
- Listed as a Covered Health Care Service in this handbook
- Provided by a Network Provider, unless prior Authorization has been obtained from the plan to see an Out-of-Network Provider
- Provided to an eligible Member enrolled in the plan
- The plan is not responsible for payment of any services provided prior to a Member's Eligibility date or after your disenrollment date

If you have questions about your Benefits, please call Customer Service.

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## Abortion

The plan covers abortion when services are obtained from a Network Provider. You do not need a Referral from your PCP for abortion services that are performed in a contracted Reproductive Health Service Facility. A Referral from your PCP is required for abortions performed in an acute hospital setting. Cost-sharing may vary depending on the type of Provider selected.

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## Acupuncture

Acupuncture may be covered depending upon your specific plan. See your *Schedule of Benefits* or call Customer Service.

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## Acute Hospital Care

The plan covers acute care Hospital services when Medically Necessary. Your PCP must arrange for acute care Hospital services.

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## Ambulance Transportation

Emergency ambulance transportation, including air ambulance, is covered. The plan covers such ambulance transport to the nearest Hospital that can provide the care you need. Ambulance calls for transportation that is refused is not covered. Except in an Emergency, ambulance transportation is covered only when arranged by a Network Provider. We also cover Medically Necessary transfer from one health care Facility to another.

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## Ambulatory/Day Surgery

The plan covers Medically Necessary Outpatient surgical and related diagnostic and medical services. Your PCP must arrange Ambulatory/ Day Surgery services.

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## Assisted Reproductive Services, Infertility, and Treatment for Infertility

The plan provides coverage for medically necessary Assisted Reproductive Services, Infertility, and Treatment for Infertility. Infertility is defined as the condition of an individual who is unable to conceive or produce conception during a period of one year if the female is age 35 or younger or during a period of 6 months if the female is over the age of 35.

For purposes of meeting the criteria for Infertility, if a person conceives but is unable to carry that pregnancy to livebirth, the period of time she attempted to conceive prior to achieving that pregnancy shall be included in the calculation of the 1 year or 6-month period, as applicable.

The plan will cover Medically Necessary expenses for Assisted Reproductive Services including the diagnosis and nonexperimental treatment of Infertility to the same extent that benefits are provided for other Medically Necessary services and prescription medications.

The following procedures are covered, but are not limited to:

- Artificial Insemination (AI) and Intrauterine Insemination (IUI)
- In Vitro Fertilization and Embryo Transfer (IVF-ET)
- Gamete Intrafallopian Transfer (GIFT)
- Zygote Intrafallopian Transfer (ZIFT)
- Intracytoplasmic Sperm Injection (ICSI) for the treatment of male factor infertility
- Sperm, egg, and/or inseminated egg procurement and processing, and banking of sperm or inseminated eggs, to the extent such costs are not covered by the donor's insurer, if any (insurers may not limit Coverage to sperm provided by the spouse)
- Assisted Hatching
- Cryopreservation of embryos, eggs, and sperm when the Member is undergoing authorized infertility services
- Cryopreservation of eggs and sperm is covered when authorized for a Member is undergoing a medical treatment that may result in infertility.

The plan does *not* provide coverage for:

- Any experimental infertility procedure
- Surrogacy/gestational carrier

- Reversal of voluntary sterilization
- Fees associated with obtaining egg donors such as screenings, agency fees, and donor compensation

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## Autism

The plan covers the Diagnosis and Treatment of Autism Spectrum Disorders (ASD) when Medically Necessary. Diagnosis includes Medically Necessary assessments, evaluations including neuropsychological evaluations, genetic testing, or other tests to diagnose whether an individual has ASD. Autism Spectrum Disorders are defined as any of the pervasive developmental disorders as defined in the most recent edition of the *Diagnostic and Statistical Manual of Mental Disorders*, including autistic disorder, Asperger's Disorder, and pervasive developmental disorders not otherwise specified.

Treatment for autism includes habilitative or rehabilitative care, pharmacy care, psychiatric care, psychological care, and therapeutic care. Services for autism are provided by Autism Service Providers available in the Network.

Habilitative or rehabilitative care includes professional, counseling, and guidance services and treatment programs, including, but not limited to, Applied Behavior Analysis supervised by a Board-Certified Behavior Analyst, that are necessary to develop, maintain, and restore, to the maximum extent practicable, the functioning of an individual. Applied Behavior Analysis includes the design, implementation, and evaluation of environmental modifications, using behavioral stimuli and consequences to produce socially significant improvement in human behavior including in the use of direct observation, measurement, and functional analysis of the relationship between environment and behavior.

Pharmacy care is defined as medications prescribed by a licensed physician and health-related services deemed Medically Necessary to determine the need or effectiveness of the medications, to the same extent that pharmacy care is provided by the policy for other medical conditions.

Therapeutic care is defined as services provided by licensed or certified speech therapists, occupational therapists, physical therapists, or social workers. The plan's coverage for the treatment of Autism Spectrum Disorder does not affect an obligation to provide services to an individual under an individualized family service plan, an individualized education program, or an individualized service plan. The plan's coverage excludes services provided by school personnel under an individualized education program.

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## Behavioral Health Services

Please see "Section 8: Behavioral Health Services" of this handbook.

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## Blood and Blood Products

The plan covers administrative fees, supplies for administration, and self-donations for whole blood and its derivatives, including Factor 8, Factor 9, and immunoglobulin.

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## Cardiac Rehabilitation Coverage

The plan covers outpatient cardiac rehabilitation when Medically Necessary. Cardiac rehabilitation is defined as multidisciplinary, Medically Necessary treatment of persons with documented cardiovascular disease, which is provided in either a Hospital or other setting which meets the standards set by the Commissioner of the Department of Public Health. Your PCP and/or Treating Provider must arrange for cardiac rehabilitation.

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## Chiropractic Care

The plan covers Chiropractic care. See your *Schedule of Benefits* or contact Customer Service for visit limitations that apply.

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## Cleft Lip and Cleft Palate Treatment for Children

The plan provides coverage of cleft lip and cleft palate treatment for children under the age of 18, including oral and maxillofacial surgery, plastic surgery, speech therapy, audiology, and nutrition services as Medically Necessary. We also cover preventive and restorative dentistry and orthodontic treatment related to the treatment of cleft lip or palate. When dental and orthodontic services are covered by both Mass General Brigham Health Plan and a Member's dental plan, Mass General Brigham Health Plan and the dental plan may elect to coordinate benefits. (See "Section 10: When You Have Other Coverage" for more information on coordination of benefits.)

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## Clinical Trials

If you participate in an approved clinical trial while you are a Member we will cover the medically necessary Covered Health Services listed in this Section during the period of the clinical trial that you are a Member of the plan as long as you meet certain requirements.

Members must qualify to participate in an approved clinical trial for the treatment of cancer or other life-threatening medical condition and have been referred to the clinical trial by a Network Provider or have provided medical and scientific information to proving they meet the conditions for participation in the clinical trial.

An approved clinical trial is defined as (a) having been funded or approved by at least one of the following entities: National Institutes of Health (NIH); Center for Disease Control and Prevention; Agency for Health Care Research and Quality; Centers for Medicare & Medicaid Services; a cooperative group or center of any of the above or the Department of Defense, Veterans Affairs or the Department of Energy; or a qualified non-governmental research entity identified in NIH guidelines for grants; or (b) a study or trial under a Food and Drug Administration approved investigational new drug application; or (c) a drug trial that is exempt from investigational new drug application requirements.

The plan's coverage during approved clinical trials excludes the investigational item, device, or service; items and services solely for data collection and analysis; and services that are clearly inconsistent with widely accepted and established standards of care for a particular diagnosis. Coverage is provided when services are rendered by Network Providers; prior authorization must be obtained in order to receive coverage of services rendered by Out-of-Network Providers.

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## Cytological Screening (Pap smears)

The plan covers cytological screening for women as recommended by your provider.

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## Dental Services (Emergency)

An emergency dental service is covered only when there is a traumatic injury to sound/natural and permanent teeth caused by a source external to the mouth and the emergency dental services are provided by a physician in a hospital emergency room or operating room within 72 hours following the injury.

In these cases, go to the nearest Emergency facility or call 911 or the Emergency phone number in your area.

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## Dental Services (Other)

The extraction of impacted wisdom teeth is only covered when the plan determines that the Member has a serious medical condition that makes it essential for the Member to be admitted to an acute care hospital or to a surgical day care setting in order for wisdom teeth to be extracted safely. Prior Authorization is required.

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## Diabetic Services and Supplies

The plan will provide coverage for Medically Necessary services and supplies used in the treatment of insulin-dependent, insulin-using, gestational and non-insulin dependent diabetes. Services and supplies must be prescribed by an authorized health care professional. The following services and supplies are covered within the following categories of Benefits:

- Outpatient services: outpatient diabetes self-management training and education
- Laboratory/radiological services: all laboratory tests and urinary profiles
- Durable medical equipment: Blood glucose monitors, voice-synthesizers, visual magnifying aids, and continuous glucose monitors
- Prosthetics: therapeutic/molded shoes and shoe inserts
- Pharmacy: blood glucose monitoring strips, urine glucose strips, ketone strips, lancets, insulin syringes, insulin pumps and insulin pump supplies, insulin pens, insulin and oral medications, and continuous glucose monitors and supplies

Refer to your Schedule of Benefits for applicable member cost-sharing and limitations based on services provided. Durable medical equipment noted above will take Diabetic Supplies cost-sharing, except Prosthetics which will take Durable Medical Equipment cost-sharing. When diabetic medications, continuous glucose monitors/supplies, and insulin pumps/supplies are obtained through the prescription drug benefit, applicable cost sharing and/or restrictions may apply.

## Dialysis

The plan covers kidney dialysis on an Inpatient or Outpatient basis, or at home. You must apply for Medicare when federal law permits Medicare to be the primary payor for dialysis. You must also pay any Medicare premium. When Medicare is primary (or would be primary if the Member were timely enrolled) the plan will pay for services only to the extent payments would exceed what would be payable by Medicare.

Your PCP must arrange dialysis services. If you are temporarily outside the Service Area, the plan covers limited dialysis services. You must make prior arrangements with your Primary Care Provider, who must obtain approval from us for this coverage except in an Emergency.

## Disposable Medical Supplies

The plan covers disposable medical supplies that are necessary to meet a medical or surgical purpose and are non-reusable and disposable. This includes hypodermic syringes or needles. Your PCP must order disposable medical supplies.

## Durable Medical Equipment (DME)

The plan covers Durable Medical Equipment that is: used to fulfill a medical purpose; generally not useful in the absence of illness or injury; can withstand repeated use over an extended period of time; and is appropriate for home use.

Coverage includes but is not limited to the purchase of medical equipment, replacement parts, and repairs. Your PCP must order Durable Medical Equipment. Examples of equipment not covered includes but is not limited to: assisted listening devices, exercise equipment that is appropriate for a professional setting, but is not medically necessary for home use and includes Functional Electrical Stimulation, physiotherapy equipment and foot orthotics except for children 15 and under with symptomatic flat feet and pronation.

## Early Intervention Services

The plan covers Early Intervention services for Members under the age of three (3) when the Member meets established criteria. Such Medically Necessary Services may be provided by early intervention Specialists who are working in early intervention programs approved by the Massachusetts Department of Public Health. You do not need a Referral from your PCP for Early Intervention services. You may go to any Early Intervention Provider in the network for these services.

The plan reimburses for Medically Necessary Applied Behavioral Analysis provided as part of an Early Intervention plan—Applied Behavior Analysis (EI-ABA) for commercially insured children, up to age three years, who have a clinically determined diagnosis within the Autism Spectrum Disorders and are currently receiving services through an Early Intervention provider. EI-ABA services must be rendered by a qualified Massachusetts Department of Public Health (MDPH) Specialty Services Program (SSP). ABA services beyond age three may be covered through Optum (the organization that manages the plan’s Behavioral Health program) and may require Prior Authorization.

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## Emergency Services

The plan covers Emergency services including ambulance services needed for transportation to the nearest hospital that can provide the care you need. If you need Emergency care, the plan will cover those services even when they are furnished by a Provider who is not an In-Network provider. You also do not need a Referral from your PCP for Emergency Services. Simply go to the nearest Emergency facility or call 911 or the emergency phone number in your area.

An Emergency is defined as a medical condition, whether physical, behavioral, related to substance use disorder, or a mental disorder, manifesting itself by symptoms of sufficient severity, including severe pain, that the absence of prompt medical attention could reasonably be expected by a prudent layperson who possesses an average knowledge of health and medicine, to result in placing the health of the insured or another person in serious jeopardy, serious impairment to body function, or serious dysfunction of any body organ or part or, with respect to a pregnant woman, as further defined in section 1867(e)(1)(B) of the Social Security Act, 42 U.S.C. section 1395dd(e)(1)(B). You do not need a Referral from your Primary Care Provider for Emergency Services. Go to the nearest Emergency facility or call 911 or the emergency phone number in your area.

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## Eye Care/Examinations (Vision Care)

The plan covers routine eye exams for Members; please see your *Schedule of Benefits* for benefit limits. You may use any Network ophthalmologist or optometrist for routine eye exams, and you do not need a Referral from your PCP. For all other non-routine eye care services (difficult vision, blurry vision, loss of vision), you must see your PCP who will arrange a Referral to an ophthalmologist (eye care specialist). There is no coverage for eyeglasses or contact lenses (except when Medically Necessary for certain eye conditions such as treatment of keratoconus and following cataract surgery), low vision aids (except for visual magnifying aids used by legally blind members with diabetes), or ocular prostheses.

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## Family Planning Services

The plan covers consultations, examinations, procedures, and other medical services provided on an outpatient basis and related to the use of all FDA approved contraceptive methods including but not limited to lab tests, birth control counseling, pregnancy testing, voluntary sterilization, IUDs, diaphragms, and Norplant. You can obtain services from your PCP, OB/GYN, Planned Parenthood, or any other Network Provider who offers these services. All FDA-approved prescription contraceptive methods are covered.

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## Fitness Programs

Fitness programs may be covered depending upon your specific plan. See your *Schedule of Benefits* or call Customer Service.

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## Gender Affirming

Your plan covers gender affirming procedures for individuals when it is recommended by the member’s providers and when medically necessary. Covered services include, but are not limited to, Facial Feminization/Masculinization, breast reconstruction surgery/mastectomy, and cryopreservation of eggs/embryos, and sperm. For a more complete list of Covered services, please refer to the Gender Affirming medical policy at Member.MassGeneralBrighamHealthPlan.org.

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## **Gynecologic/Obstetric Care**

The plan covers Medically Necessary Gynecological and Obstetrical services. You are not required to obtain a Referral or Prior Authorization for Gynecological or Obstetric care provided by an obstetrician, gynecologist, certified nurse midwife or family practitioner participating in the Network. However, the health care professional may be required to obtain Prior Authorization for certain services and to follow procedures for making Referrals. The plan does not require higher Copays, Coinsurance, Deductibles, or other cost-sharing arrangements for these services.

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## **Habilitation Services**

The plan covers Medically Necessary habilitation services for qualified members with certain conditions. See your *Schedule of Benefits* for benefit limits.

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## **Hearing Aids for Children**

The plan provides coverage of hearing aids for children 21 years old or younger, including the initial hearing aid evaluation, fitting and adjustments, and supplies, including ear molds, when prescribed by a Network Provider.

Please see your *Schedule of Benefits* for limitations. If you choose a higher-priced hearing aid, you must pay the difference between the cost and the plans coverage limit. Batteries and assistive listening devices are not covered.

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## **Hearing Examinations**

The plan covers comprehensive exams and evaluations performed by a hearing Specialist. The plan also provides coverage for the cost of a newborn hearing- screening test performed before the infant is discharged from the hospital or birthing center.

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## **HIV-Associated Lipodystrophy Treatment**

The plan covers medically necessary medical or drug treatments to correct or repair disturbances of body composition related to HIV-associated lipodystrophy syndrome when prior authorized. Coverage includes, but is not limited to, reconstructive surgery, such as suction assisted lipectomy, approved medically necessary restorative procedures and dermal injections or fillers for reversal of facial lipoatrophy syndrome. Your Treating provider must arrange for these services.

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## **Home Health Care**

The plan covers home health care according to a physician-approved home health care plan when such care is an essential part of medical treatment and there is a defined goal. Home health care services are provided in a patient's residence by a public or private home health agency. Services include, but are not limited to; nursing and Physical, Occupational, and Speech Therapy, medical social work, and nutritional consultation, the services of a home health aide and the use of Durable Medical Equipment (DME) and supplies if medically necessary. No limits other than medical necessity and being part of a physician approved home health services plan are placed on home care services (e.g., a policy may have an annual or lifetime cap on Durable Medical Equipment (DME); however, if the equipment is prescribed as part of a physician-approved home health services plan, its use is not subject to the limit). Your PCP or Treating Provider must arrange services.

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## **Home Infusion**

The plan covers Home infusion services. Your PCP or Treating Provider must arrange home infusion services.

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## **Hormone Replacement Therapy**

The plan provides coverage for hormone replacement therapy services including outpatient prescription drugs for pre and post-menopausal women under the same terms and conditions as for other outpatient services and prescription drugs (see "Section 6: Pharmacy Benefit" for more information).



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## Hospice

The plan covers hospice care for terminally ill Members with a life expectancy of six months or less, provided such services are determined to be appropriate and authorized by the Member's PCP and are equivalent to those services provided by a licensed hospice program regulated by the Department of Public Health.

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## House Calls

The plan covers house calls within the Service Area when Medically Necessary. Providers include Physicians, Nurse Practitioners, and Physician Assistants. Your PCP must arrange for house calls.

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## Immunizations and Vaccinations

The plan covers Immunizations and vaccinations including travel vaccines. When rendered by Network Providers, these services are covered with no Copayments, Coinsurance, Deductibles, or dollar limits.

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## Laboratory Services

The plan covers services that are Medically Necessary for the diagnosis, treatment, and prevention of disease and for the maintenance of the health of the Member, when ordered by a provider from an in-network laboratory.

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## Long-Term Antibiotic Therapy for the Treatment of Lyme Disease

The plan provides coverage for long-term antibiotic therapy for a member with Lyme disease. Your treating provider must arrange for this coverage.

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## Mammographic Examination (Mammogram)

Preventive breast cancer screening by mammogram is covered, including 3D mammograms. Women must be age 40 or older. Follow-up breast ultrasounds are also covered as preventive breast cancer screenings (instead of or in addition to a screening mammogram). Breast MRIs are covered as preventive breast cancer screenings when criteria are met.

---

## Maternity Services (General Coverage)

The plan provides inpatient and outpatient maternity benefits for prenatal care, childbirth, and postpartum care to the same extent as is provided for medical conditions not related to pregnancy. The plan provides coverage for services rendered by an obstetrician, pediatrician, or certified nurse midwife attending the mother and child.

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## Maternity Services (Inpatient)

The plan covers inpatient maternity care provided by an attending obstetrician, pediatrician, or certified nurse midwife for a mother and newborn child for at least 48 hours following a vaginal delivery or 96 hours following a cesarean delivery. If the mother and physician agree to an early discharge, Covered Health Care Services include one home visit by a registered nurse, physician, or certified midwife, and additional home visits when Medically Necessary and provided by a Network Provider. There is no coverage for delivery outside the Service Area within 30 days of the expected delivery date, or after the Member has been told that she is at risk for early delivery. Your PCP, obstetrician, or certified nurse midwife must arrange for services.

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## Maternity Services (Outpatient)

The plan covers prenatal and postpartum care for Members when care is received from a Network Provider. Services include: prenatal exams; diagnostic tests; prenatal nutrition; health care counseling; risk assessment; and postpartum exams. Routine prenatal care includes your visits to the provider managing your pregnancy and a postpartum visit. These routine prenatal care services have cost sharing as outlined on your *Schedule of Benefits*. All other services provided may be subject to cost sharing including labs, obstetrical ultrasounds, and other diagnostic tests.

There is no coverage for obstetrical care outside the Service Area within thirty (30) days of expected delivery date. Your PCP, obstetrician, or certified nurse midwife must arrange for outpatient maternity services.

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## **Newborn Care**

The plan covers all Medically Necessary newborn care. Your PCP must arrange newborn care.

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## **Non-Durable Medical Equipment and Supplies**

Non-durable Medical Equipment and supplies are covered only when used in the course of diagnosis or treatment in a medical facility or in the course of authorized home care.

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## **Nutritional Formulas**

The plan coverage is provided for nutritional formula in the following situations:

- Formulas, approved by the Commissioner of the Department of Public Health, for the treatment of infants and children with specific inborn errors of metabolism of amino acids and organic acids such as phenylketonuria (PKU), tyrosinemia, homocystinuria, maple syrup urine disease, propionic acidemia and methylmalonic acidemia
- Formulas, approved by the Commissioner of the Department of Public Health as Medically Necessary to protect the unborn fetuses of pregnant women with phenylketonuria
- Formulas for the treatment of malabsorption caused by disorders affecting the absorptive surface, functional length, gastrointestinal tract motility, such as Crohn's disease, ulcerative colitis, gastroesophageal reflux, gastrointestinal motility and chronic intestinal false obstruction
- Formulas for the treatment of members with an anatomic or structural problem that prevents food from reaching the stomach (e.g., esophageal cancer), or a neuromuscular problem that results in swallowing or chewing problems (e.g., muscular dystrophy)
- Formulas for the treatment of members with a serious medical condition that either directly or indirectly impacts their ability to normally ingest regular foods and places them at substantial risk of malnutrition (e.g., cancer, AIDS, organ failure, etc.)
- Formulas for the treatment of pediatric members diagnosed with failure to thrive

Coverage for inherited diseases of amino acids and organic acids includes food products modified to be low protein

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## **Obstetrical Services**

See "Gynecologic/Obstetric Care" above.

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## **Off-label Use of Drugs for the Treatment of Cancer**

The plan provides coverage for use of off-label drugs in the treatment of cancer as it would for any covered prescription drug. The drug must be recognized for treatment of cancer in one of the standard reference compendia, or in the medical literature, or by the Commissioner of Insurance. In addition, the plan will provide coverage for a drug indicated for the treatment of cancer within the Association of Community Cancer Centers Compendia-Based Drug Bulletin. Your PCP or Specialist must arrange for this service.

The plan provides coverage for prescribed, orally administered anticancer medication used to eliminate or slow the growth of cancerous cells on a basis no less favorable than intravenously administered or injected cancer medications that are covered as medical benefits.

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## **Off-label Use of Drugs for the Treatment of HIV/AIDS**

The plan provides coverage for use of off-label drugs in the treatment of HIV/AIDS as it would for any covered prescription drug. The drug must be recognized for treatment of HIV/AIDS in one of the standard reference compendia, or in the medical literature, or by the Commissioner of Insurance. Your PCP or Specialist must arrange for this service.

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## **Off-Label Use of Drugs for the Treatment of Lyme Disease**

The plan provides coverage for off-label use of drugs in the treatment of Lyme disease if the drug has been approved by the FDA. Your Treating provider must arrange for this coverage.

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## **Optometric/Ophthalmologic Care**

(See “Eye Care/Examinations (Vision Care” above.)

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## **Oral Cancer Therapy**

The plan provides coverage for prescribed, orally administered anticancer medication used to eliminate or slow the growth of cancerous cells on a basis no less favorable than intravenously administered or injected cancer medications that are covered as medical Benefits.

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## **Orthotics**

The plan covers non-dental braces and other mechanical or molded devices when Medically Necessary to support or correct any defects of form or function of the human body due to surgery, disease, or injury. Your PCP must arrange these services. Orthotics/Support Devices for Feet: Support devices for the feet and corrective shoes are only covered for children fifteen (15) and under with certain medical conditions such as pronation or when prescribed by the Member’s PCP and authorized by the plan.

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## **Outpatient Surgery**

The plan covers Medically Necessary surgical procedures in an outpatient surgical setting. These services are subject to outpatient surgery cost sharing. The plan also covers Medically Necessary outpatient surgery that occurs in an office setting; these services would be subject to cost sharing associated with the office in which it was performed (PCP or Specialty).

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## **Oxygen Supplies and Therapy**

The plan covers oxygen therapy for Members when Medically Necessary. Coverage includes oxygen and equipment rental and supplies required to deliver the oxygen. Your Treating Provider must arrange oxygen therapy services.

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## **PANDAS (Pediatric Autoimmune Neuropsychiatric Disorders Associated with Streptococcal Infections) and PANS (Pediatric Acute-Onset Neuropsychiatric Syndrome)**

The plan covers the treatment of PANDAS and PANS including but not limited to the use of intravenous immunoglobulin therapy

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## **Pediatric Specialty Care**

The plan provides coverage of pediatric specialty care, including mental health care, by persons with recognized expertise in providing specialty pediatric care. Your PCP must arrange for specialty care.

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## **Pharmacy**

Please see “Section 6: Pharmacy Benefit”

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## Physician and Physician Assistant Services

The plan covers diagnosis, treatment, consultation, nutrition counseling, health education, and minor surgery when provided by the Member's PCP or In-network Specialist.

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## Podiatry Services

The plan covers Medically Necessary podiatry services performed by a physician or duly licensed podiatrist are covered.

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## Preventive Care Services and Tests

The plan covers select preventive care services and tests for adults, women (including pregnant women) and children, including coverage for annual physical exams as appropriate for the Member's age and gender, immunization visits, well child visits and annual gynecological exams. Routine cytological screening (Pap smears) and mammographic examinations are covered as Preventive Care. You may use any Network Provider for these services. For a complete list of eligible Preventive Care services, please visit [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) or contact Customer Service.

Covered preventive services reflect the United States Preventive Services Task Force (USPSTF) grade "A" and "B" recommendations, the Advisory Committee on Immunization Practices (ACIP) recommendations, the Women's Preventive Task Force, and the Health Resources and Services Administration for Infants, Children and Adolescents. Preventive service descriptions have been adopted from content on the [healthcare.gov](http://healthcare.gov) website.

The plan will cover the following services for a Dependent from their date of birth through age six (6): physical examinations; history, measurement, sensory screening, neuropsychiatric evaluations and development screening, and assessment at the following intervals: six times during the child's first year after birth, three (3) times during the next year, and annually until age six (6). Covered services include: hereditary and metabolic screening at birth; appropriate immunizations; tuberculin test, hematocrit, hemoglobin, or other appropriate blood tests and urinalysis, as recommended by the physician; and lead screening.

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## Prosthetic Devices

The plan covers prosthetic devices, including evaluation, fabrication, and fitting: some prosthetics may require a prior authorization. Coverage includes prosthetic devices which replace in whole or in part, an arm or leg, and includes repairs. Your PCP must arrange prosthetic device services.

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## Radiation and Chemotherapy

The plan covers radiation and chemotherapy. The plan also provides coverage for prescribed, orally administered anticancer medication used to eliminate or slow the growth of cancerous cells on a basis no less favorable than intravenously administered or injected cancer medications that are covered as medical benefits.

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## Radiology

The plan covers all Medically Necessary radiological services including x-rays, MRIs and CAT scans. Your PCP must arrange radiology services.

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## Reconstructive/Restorative Surgery

Reconstructive surgery is any procedure to repair, improve, restore, or correct bodily function caused by an accidental injury, congenital anomaly or a previous surgical procedure or disease. The plan covers surgery for post-mastectomy coverage including:

- Reconstruction of the breast on which the mastectomy was performed
  - Surgery and reconstruction of the other breast to produce symmetrical appearance
  - Prosthesis and physical complications for all stages of mastectomy, including lymphedemas, in a manner determined in consultation with the attending physician and the patient
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Your PCP must arrange reconstructive/restorative surgery services.

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### **Registered Nurse or Nurse Practitioner**

The plan covers services rendered by a registered nurse, nurse practitioner, nurse midwife, or nurse anesthetist if such services are within the nurse's scope of practice. Your PCP must arrange these services.

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### **Rehabilitation Hospital Care (Including Physical, Occupational, and Speech Therapy)**

The plan covers rehabilitative care on an Inpatient basis. Coverage is provided only when you need rehabilitative care that must be provided in an Inpatient setting. Rehabilitative care includes physical, speech, and occupational therapies. Services must be arranged through your Treating Provider. See your *Schedule of Benefits* for limitations on Inpatient rehabilitation hospital care.

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### **Rehabilitation Therapy—Outpatient (Including Physical, Occupational, and Speech Therapy)**

The plan covers evaluation and restorative, short term treatment when needed to improve the ability to perform activities of daily living and when there is likely to be significant improvement in the Member's level of function after illness or injury. See your *Schedule of Benefits* for limitations on physical or occupational therapy Benefits.

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### **Second Opinions**

The plan covers second opinions when provided by another Network Provider. A Referral from your PCP is needed when seeking a Second Opinion from another Network Provider. Second opinions from Out-of-Network Providers are covered only when the specific expertise requested is not available within the Network. Prior Authorization from the plan is required. If you have selected a PCP that is affiliated with Harvard Vanguard Medical Associates (HVMA), you are required to obtain a Referral if you choose to receive a Second Opinion from a Network Specialist who is not affiliated with HVMA.

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### **Skilled Nursing Facility Care**

The plan covers admissions to a skilled nursing facility. Coverage is provided only when you need daily skilled nursing care or rehabilitative services that must be provided in an inpatient setting. Services must be arranged through your PCP. Please see your *Schedule of Benefits* for limitations on Skilled Nursing Facility Care.

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### **Specialty Care**

The plan covers Specialty Care when arranged by a Member's PCP. A Referral is required for Specialty Care; without a Referral, the plan will not reimburse for the Specialist visit and you could be liable for the cost. You are not required to obtain a Referral or Prior Authorization for the following care provided by an obstetrician, gynecologist, certified nurse midwife, or family practitioner participating in the Network:

- Annual Preventive gynecologic health examinations
- Medically Necessary follow-up
- Maternity care
- Acute or Emergency gynecologic examinations
- Routine eye exams
- Physical therapy
- Speech therapy
- Occupational therapy

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## Speech, Hearing and Language Disorders

The plan provides coverage for the diagnosis and treatment of speech, hearing, and language disorders by individuals licensed as speech-language pathologists or audiologists. Coverage is provided if services are rendered within the lawful scope of practice for such speech-language pathologists or audiologists, regardless of whether the services are provided in a hospital, clinic, or a private office. Coverage does not extend to the diagnosis or treatment of speech, hearing, and language disorders in a school-based setting. Benefits provided are subject to the same terms and conditions established for any other Health Care Service covered by the plan. You may use any Network Provider for these services.

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## Surgery

The plan provides coverage for Medically Necessary surgery including related anesthesia. Surgery, including oral maxillofacial and reconstructive may require prior Authorization.

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## Telemedicine

The plan provides audiovisual visits through a national network of U.S. board-certified doctors 24/7 to discuss nonemergency physical or mental health conditions accessed by smartphone, mobile device, or online via computer. Your provider may also offer this type of service. Doctors can diagnose and treat many common illnesses. Member cost will depend on the types of services provided as noted in your *Schedule of Benefits*. Telephone (voice only), facsimile or email communications with your provider are not considered telemedicine. To find a Telemedicine provider visit [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) or talk with your Provider directly.

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## Temporomandibular Joint Syndrome (TMJ) Dysfunction Services

The plan covers Medically Necessary services to diagnosis and treat TMJ that is caused by a specific medical condition. Coverage is limited to medical services only and include:

- Medical and Surgical consultation and treatment;
- Surgery;
- Diagnostic imaging;
- Physical therapy, subject to the visit limit for outpatient physical therapy provided by a licensed physical therapist; and
- Splint Therapy

The Plan does not cover: services of a dentist, services associated with orthodontic care, oral appliances, or Arthroscopy for diagnostic purposes only.

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## Transplants

The plan covers transplants as follows:

- Bone marrow transplants are covered when provided within the network and approved by the plan. Coverage includes but is not limited to Members with breast cancer that has progressed to metastatic disease, provided that the Member meets criteria established by the Department of Public Health.
- Human organ transplants are covered. Transplants must be non-experimental surgical procedures provided by a Network Provider. Coverage includes donor's costs for both living and nonliving transplant donors to the extent that another insurer does not cover the charges. Your provider will contact Mass General Brigham Health Plan.
- Coverage for human leukocyte antigen testing for certain individuals and patients. The plan will provide for coverage of the cost of human leukocyte antigen testing or histocompatibility locus antigen testing that is necessary to establish such Member's bone marrow transplant donor suitability. The coverage includes the cost of testing for A, B, or DR antigens, or any combination thereof, consistent with rules, regulations and criteria established by the Department of Public Health. Your PCP must arrange all services.

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## **Urgent Care**

The plan covers Urgent Care inside and outside the Service Area. Urgent Care does not include care that is provided in an emergency room or care that is elective, Emergency, preventive, or health maintenance. Examples of Urgent Care conditions include but are not limited to fever, sore throat, earache, and acute pain.

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## **Vision Care**

See “Eye Care/Examinations (Vision Care).”

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## **Weight Loss Programs**

Weight loss programs may be covered depending upon your specific plan. See your *Schedule of Benefits* or call Customer Service.

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## **Wigs (Scalp Hair Prosthesis for Cancer Patients)**

The plan covers Wigs for hair loss due to the treatment of any form of cancer or leukemia, or when hair loss is due to another underlying medical condition. A written statement by the treating physician that the wig is Medically Necessary is required for conditions other than the treatment of cancer.

## Section 8.

# Behavioral Health Services

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### Behavioral Health (General)

The plan's Behavioral Health treatment benefits includes non-custodial, inpatient, intermediate and outpatient services based on medical necessity criteria for treatment in the least restrictive, clinically appropriate setting for both mental health and substance use services. The plan does not apply any Copays, Deductibles, Coinsurance, or maximum lifetime benefits to Behavioral Health services that are not equally applied to other Covered Health Care Services. Please see your *Schedule of Benefits* for more information on your Behavioral Health benefits or call Customer Service.

Optum is the plan's delegated Managed Behavioral Health Organization (MBHO). Any decisions to deny Behavioral Health services are made only by the appropriately licensed mental health professionals. Optum has established contracts with a network of clinicians, groups, clinics, and practices to provide Behavioral Health treatment services within the service area.

All Behavioral Health services must be provided by an In-Network provider. You may call Optum for immediate information and assistance in locating the services you are seeking. You can also ask your PCP to refer you to a Network provider.

Authorization is not required for routine outpatient Behavioral Health therapy office visits or Behavioral Health medical office visits (for example: psychopharmacology). Prior authorization of Substance Use Disorder treatment (outpatient treatment and structured outpatient additions program) is not required. Acute Treatment Services and Clinical Stabilization Services will be covered for up to a total of 14 days without authorization. Facilities should provide notification to Optum within 48 hours of admission and medical necessity review may begin on the 7th day.

The plan provides benefits for the diagnosis and treatment of Behavioral Health disorders described in the most recent edition of the *Diagnostic and Statistical Manual of Mental Disorders* (DSM) and American Society of Addiction Medicine (ASAM) criteria. The amount and type of treatment provided under the plan benefits are determined by medical necessity and may be subject to Authorization requirements. All cost-sharing and coverage limits are described in your *Schedule of Benefits*.

The plan provides coverage for the diagnosis and treatment of:

- Biologically based mental, behavioral, or emotional disorders including schizophrenia, schizoaffective disorder, major depressive disorder, bipolar disorder, paranoia, panic disorder, obsessive-compulsive disorder, delirium and dementia, affective disorders, eating disorders, post-traumatic stress disorder, substance use disorders, autism, and other psychotic disorders or other biologically-based mental disorders appearing in the DSM that are scientifically recognized.
- Rape-related mental or emotional disorders among victims of rape or victims of assault with intent to commit rape. Rape-related mental health treatment is based on medical need for the service without any annual or lifetime dollar or unit limitation.
- Non-biologically-based mental, behavioral or emotional disorders, in children and adolescents under the age of 19, which substantially interfere with or substantially limit the functioning and social interactions of such a child or adolescent; provided, that said interference or limitation is documented by and the Referral for said diagnosis and treatment is made by the Primary Care Physician, primary pediatrician or a licensed mental health professional of such a child or adolescent or is evidenced by conduct, including, but not limited to: an inability to attend school as a result of such a disorder; the need to hospitalize the child or adolescent as a result of such a disorder; or a pattern of conduct or behavior caused by such a disorder which poses a serious danger to self or others. The plan will continue to provide such benefits to any adolescent who is engaged in an ongoing course of treatment beyond the adolescent's nineteenth birthday until said course of treatment is completed and while the benefit contract under which such benefits first became available remains in effect, or subject to a subsequent benefits contract which is in effect. Treatment is based on medical need for the service without any annual or lifetime dollar or unit limitation.



- All other non–biologically-based mental health conditions.

Psychopharmacological and neuropsychological assessments are covered when Medically Necessary.

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## Behavioral Health Services (Outpatient)

Members may directly seek outpatient mental health and substance use counseling or medication services from any licensed clinician in the Network. The Network includes physicians with a specialty in psychiatry, a licensed alcohol and drug counselor I, licensed psychologists, licensed independent clinical social workers, licensed marriage and family therapists, licensed mental health clinical nurse specialists or licensed mental health counselors. Members may directly contact In-network providers of these services for treatment. Please use the online Provider Directory at [MassGeneralBrighamHealthPlan.org](http://MassGeneralBrighamHealthPlan.org), to locate a Behavioral Health clinician nearby. A Referral from your PCP is not required. Please see your *Schedule of Benefits* for specific benefit information.

Your mental health provider is required to contact Optum for any Authorizations needed. All Authorizations are based on Medical Necessity and the Member's clinical needs. All cost-sharing for outpatient mental health or substance use services, if applicable, are included in your *Schedule of Benefits*. Biologically based mental health services are provided without annual, lifetime or visit/unit/day limitations. No other limitations, Coinsurance, Copay, Deductible, or other cost-sharing may be applied toward these benefits except as are applied to covered medical services within the plan.

Services may be provided in a licensed hospital; a mental health or substance use clinic licensed by the Department of Mental Health or Public Health; a community mental health center; a professional office or home-based service, provided, however, services are rendered by a licensed mental health professional acting within the scope of his or her license.

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## Behavioral Health Services (Intermediate)

The plan covers Medically Necessary Intermediate Behavioral Health services including:

- Partial hospitalization
- Day Treatment
- Acute Residential Treatment
- Clinically manage detoxification services
- Crisis stabilization
- Intensive Outpatient Programs (IOP)

In addition, the following services are covered on a non-discriminatory basis to children and adolescents under the age of 19 for the diagnosis and treatment of non-biologically based mental, behavioral, or emotional disorders.

### Community Based Acute Treatment (CBAT)

Mental health services provided in a staff-secure setting on a 24-hour basis, with sufficient clinical staffing to ensure safety for the child or adolescent, while providing intensive therapeutic services including, but not limited to: daily medication monitoring; psychiatric assessment; nursing availability; specializing (as needed); individual, group and family therapy; case management; family assessment and consultation; discharge planning; and psychological testing, as needed. This service may be used as an alternative to or transition from inpatient services.

### Intensive community-based treatment (ICBAT)

Provides the same services as CBAT for children and adolescents but of higher intensity, including more frequent psychiatric and psychopharmacological evaluation and treatment and more intensive staffing and service delivery. ICBAT programs have the capability to admit children and adolescents with more acute symptoms than those admitted to CBAT. ICBAT programs are able to treat children and adolescents with clinical presentations similar to those referred to inpatient mental health services but who are able to be cared for safely in an unlocked setting. Children and adolescents may be admitted to an ICBAT as an alternative to inpatient hospitalization; ICBAT is not used as a step-down placement following discharge from a locked, 24-hour setting.

### **In-home Therapy services including Family Stabilization Treatment**

Medically necessary therapeutic clinical intervention or ongoing training, as well as therapeutic support shall be provided where the child resides, including: in the child's home, a foster home, a therapeutic foster home, or another community setting.

- Therapeutic clinical intervention includes: (i) a structured and consistent therapeutic relationship between a licensed clinician and a child and the child's family to treat the child's mental health needs, including improvement of the family's ability to provide effective support for the child and promotion of healthy functioning of the child within the family; (ii) the development of a treatment plan; and (iii) the use of established psychotherapeutic techniques, working with the family or a subset of the family to enhance problem solving, limit setting, communication, emotional support or other family or individual functions.
- Ongoing therapeutic training and support of a treatment plan pursuant to therapeutic clinical intervention that shall include, but not be limited to, teaching the child to understand, direct, interpret, manage, and control feelings and emotional responses to situations and assisting the family in supporting the child and addressing the child's emotional and mental health needs.

**Mobile crisis intervention** - a short-term, mobile, on-site, face-to-face therapeutic response service that is available 24 hours a day, 7 days a week to a child experiencing a behavioral health crisis. Mobile crisis intervention is used to identify, assess, treat, and stabilize a situation, to reduce the immediate risk of danger to the child or others, and to make referrals and linkages to all medically necessary behavioral health services and supports and the appropriate level of care. The intervention shall be consistent with the child's risk management or safety plan, if any. Mobile crisis intervention includes a crisis assessment and crisis planning, which may result in the development or update of a crisis safety plan.

### **Intensive Care Coordination (ICC)**

A collaborative service that provides targeted care coordination services to children and adolescents with a serious emotional disturbance, including individuals with co-occurring conditions, in order to meet the comprehensive medical, behavioral health, and psychosocial needs of an individual and the individual's family, while promoting quality, cost effective outcomes. Medically necessary coverage includes an assessment, the development of an individualized care plan, referrals to appropriate levels of care, monitoring of goals, and coordinating with other services and supports. Coverage is based on a system of care philosophy and the individualized care plan is tailored to meet the needs of the individual. Medically necessary coverage can include both face-to face and telephonic meetings, as indicated and as clinically appropriate. ICC is delivered in office, home, or other settings, as medically necessary.

**In-home behavioral services** - a combination of medically necessary behavior management therapy and behavior management monitoring; such services shall be available, where the child resides, including in the child's home, a foster home, a therapeutic foster home, or another community setting. In-home behavioral services include:

- Monitoring of a child's behavior, the implementation of a behavior plan and reinforcing implementation of a behavior plan by the child's parent or other caregiver.
- Therapy that addresses challenging behaviors that interfere with a child's successful functioning; including a functional behavioral assessment and observation of the youth in the home and/or community setting, development of a behavior plan, and supervision and coordination of interventions to address specific behavioral objectives or performance, including the development of a crisis-response strategy; and may include short-term counseling and assistance.

### **Family Support and Training**

The plan covers medically necessary services to a parent or other caregiver of a child to improve the capacity of the parent or caregiver to manage the child's emotional or behavioral needs. Coverage can be provided where the child resides, including in the child's home, a foster home, a therapeutic foster home, or another community setting. Family support and training addresses one or more goals on the youth's behavioral health treatment plan and may include educating parents/caregivers about the youth's behavioral health needs and resiliency factors, teaching

parents/caregivers how to navigate services on behalf of the child and how to identify formal and informal services and supports in their communities, including parent support and self-help groups.

### **Therapeutic Mentoring Services**

The plan covers medically necessary services provided to a child, designed to support age-appropriate social functioning resulting from a behavioral health diagnosis. This service may include supporting, coaching, and training the child in age-appropriate behaviors, interpersonal communication, problem solving, conflict resolution, and relating appropriately to other children and adolescents and to adults. Such services shall be provided, when indicated, where the child resides, including in the child's home, a foster home, a therapeutic foster home, or another community setting. Therapeutic mentoring is a skill building service addressing one or more goals on the youth's behavioral health treatment plan. It may also be delivered in the community, to allow the youth to practice desired skills in appropriate settings.

You or your Behavioral Health Provider must get Prior Authorization from Optum or provide notification to Optum for these services except for SOAP, community-based detoxification, and addiction day treatment program for pregnant women.

To obtain services, call Optum at 1-844-451-3518 (TTY 711). You may also contact your PCP for help.

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### **Behavioral Health Services (Inpatient)**

Services may be provided in a general hospital licensed to provide such services; in a facility under the direction and supervision of the Department of Mental Health; in a private mental hospital licensed by the Department of Mental Health; or in a substance use facility licensed by the Department of Public Health. Inpatient services are a 24-hour service, delivered in a licensed hospital setting for mental health or substance use treatment.

To obtain services, call Optum at 1-844-451-3518 (TTY 711). You may also contact your PCP or Community Behavior Health Center for assistance. Prior authorization is not required for inpatient mental health or substance use services. You or your Behavioral Health Provider must, however, notify Optum of your admission. Biologically-based inpatient services are provided without annual, lifetime or day limitations.

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### **Federal and State Mental Health Parity Laws**

Federal and state laws require that all managed care organizations, including Mass General Brigham Health Plan, provide mental health and substance use services to members in the same way they provide medical/surgical health services. This is what is referred to as "mental health parity." Mental health parity laws are important because in the past, patients who require mental health and substance use treatment may have faced higher deductibles, office visit limits, and other treatment limitations in comparison to patients who require medical/surgical treatments. The federal and state parity laws help limit these differences. The federal law is known as the Paul Wellstone and Pete Domenici Mental Health Parity and Addiction Equity Act.

Below is information regarding your rights and our obligations under the mental health parity laws as well as information on how to submit a formal complaint if you believe that we have not complied with these laws.

#### ***Your Rights and Obligations According to the Mental Health Parity Laws***

- The plan must provide you with the same level of benefits for mental health and substance use problems you have as for other medical/surgical problems you may have.
- The plan must have similar Prior Authorization requirements and treatment limitations for mental health and substance use services as we do for medical/surgical services.
- Upon you or your Provider's request, the plan must provide you or your Provider with a copy of the Medical Necessity criteria used by us for Prior Authorization.
- Within a reasonable time frame the plan must provide you with written notice regarding any denial of Authorization for mental or substance use services. See Section 17: Utilization Review and Quality Assurance for more information.

- You have the right to receive a second medical opinion on a mental health or substance use problem when you are given a diagnosis or treatment option.
- Copayments, Coinsurance, Deductibles, unit of service limits (e.g., hospital days, outpatient visits), and/or annual or lifetime maximums are not greater for mental disorders than those required for physical conditions.
- Office visit Copayments are not greater than those required for primary care visits.

Also remember that you can access outpatient mental health and substance use services from a Optum Behavioral Health Provider without obtaining a Referral from your PCP.

### ***Submitting a Complaint About a Mental Health Parity Issue***

If you believe that we have not complied with federal or state mental health parity laws, you may submit a complaint to us and/or to the Massachusetts Division of Insurance’s Consumer Services Section.

### ***Submitting a Complaint to Mass General Brigham Health Plan***

To submit a complaint about a mental health parity issue to us, follow the instructions shown in “Section 15: Complaint and Grievance Process.”

### ***Submitting a Complaint to the Massachusetts Department of Insurance***

Complaints alleging a Carrier’s non-compliance with the mental health parity laws may be submitted verbally or in writing to the Division’s Consumer Services Section for review. A written submission may be made using the Division’s Insurance Complaint Form. A copy of the form may be requested by telephone or by mail, and the form can also be found on the Division’s webpage at:

[mass.gov/how-to/filing-an-insurance-complaint](https://mass.gov/how-to/filing-an-insurance-complaint).

Consumer complaints regarding alleged non-compliance with the mental health parity laws may also be submitted by telephone to the Division’s Consumer Services Section by calling 1-877-563-4467 or 617-521-7794. All complaints that are initially made verbally by telephone must be followed up by a written submission to the Consumer Services Section, which must include but is not limited to the following information requested on the Insurance Complaint Form:

- The complainant’s name and address
- The nature of the complaint
- The complainant’s signature authorizing the release of any information regarding the complaint to help the Division with its review of the complaint

The plan and the Division of Insurance will attempt to resolve all consumer complaints regarding non-compliance with the mental health parity laws in a timely fashion.

### ***Development of Behavioral Health Clinical Guidelines and Utilization Review Criteria***

Behavioral Health Clinical Guidelines and Utilization Review Criteria are developed with input from practicing physicians and Optum in accordance with standards adopted by national accreditation organizations. Guidelines are evidence-based wherever possible, are applied in a manner that considers the individual’s Behavioral Health needs and are otherwise compliant with applicable state and federal law.

## Section 9.

### **Benefit Exclusions and Limitations**

The plan does not cover the following services or supplies:

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#### **Acupuncture**

The plan does not cover services that are not in the scope of acupuncture care.

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#### **Ambulance**

No benefits are provided for ambulance costs to transport you to a facility of your choice or to return you to the United States from another Country, also referred to as repatriation or medical evacuation.

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#### **Benefits from Other Sources**

Benefits from other sources are Health Care Services and supplies to treat an illness or injury for which you have the right to Benefits under government programs. These include the Veterans Administration for an illness or injury connected to military service. They also include programs set up by other local, state, federal or foreign laws or regulations that provide or pay for Health Care Services and supplies or that require care or treatment to be furnished in a public facility. In addition, no Benefits are provided if you could have received governmental benefits by applying for them on time. Services for which payment is required to be made by a Workers' Compensation plan or an employer under state or federal law are also considered benefits from other sources.

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#### **Biofeedback**

The plan does not provide coverage for Biofeedback.

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#### **Blood and Related Fees**

Blood or blood products except as specified under "Section 7: Your Covered Health Care Services."

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#### **Charges for Missed Appointments**

No coverage is provided for charges for missed appointments.

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#### **Concierge Services**

The plan does not provide coverage for Concierge Services. Some physicians charge an annual fee to patients as a condition to be part of the physician's panel of patients and to receive special customer service from the Provider (e.g., access to the Provider's cellular telephone, more personalized service). Members who use physicians who provide additional customer service for a fee (also known as concierge service) should be advised that those concierge services are not part of the plan's health plan coverage.

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#### **Cosmetic Services and Procedures**

The plan does not provide coverage for Cosmetic Services that are performed solely for the purpose of making you look better, whether or not these services are meant to make you feel better about yourself or treat a mental condition, such as surgery to treat acne lesions or remove tattoos, and medications for cosmetic purposes to treat hair loss or wrinkles. Reconstructive surgery is covered; please refer to "Section 7: Your Covered Health Care Services" for details.

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#### **Custodial Care or Rest Care**

The plan does not provide coverage for Custodial Care or Rest Care. This is care that is furnished mainly to help a person in the activities of daily living and does not require day-to-day attention by medically- trained persons.

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## Dental Care

The plan does not provide coverage for Dental Care that is routine, preventive, and restorative dental services other than the required Pediatric Dental coverage as indicated on your plan's *Scheduled of Benefits*.

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## Dentures

The plan does not provide coverage for Dentures.

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## Diet Foods

The plan does not provide coverage for the purchase of special foods to support any type of diet, except for those nutritional supplements/formulas specifically listed as a Covered Health Care Service in this handbook.

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## Educational Testing and Evaluations

The plan does not provide coverage for educational services or testing except such services covered under the Early Intervention Services and Outpatient Mental Health and Substance Use Benefit. No Benefits are provided for educational services intended solely to enhance educational achievement (e.g., subject achievement testing) or to resolve problems regarding school performance.

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## Exams Required by a Third Party

The plan does not provide coverage for physical, psychiatric, and psychological examinations or testing required by a third party, including but not limited to employment; insurance; licensing and court-ordered or school-ordered exams and drug testing that are not Medically Necessary or are considered evaluations for work-related performance.

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## Experimental Services and Procedures

The Benefits described in this *Member Handbook* are provided only when covered services are furnished in accordance with the plan's medical technology assessment guidelines. The plan does not provide coverage for health care charges that are received for, or related to, care that the plan considers experimental services or procedures. The fact that a treatment is offered as a last resort does not mean that benefits will be provided for it. There are exceptions to this exclusion. As required by law, the plan does provide Benefits for:

- One or more stem cell (bone marrow) transplants for a member who has been diagnosed with breast cancer that has spread. The Member must meet the eligibility standards that have been set by the Massachusetts Department of Public Health.
- Certain drugs used on an off-label basis. Examples are drugs used to treat cancer and drugs used to treat HIV/AIDS.
- Coverage of patient care services furnished pursuant to qualified clinical trials intended to treat cancer.
- Services, procedures, devices, biologic products, drugs (collectively "treatment") and programs when there is sufficient scientific evidence to support their use.

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## Eyewear/Laser Eyesight Correction

The plan does not provide coverage for eyeglasses or contact lenses. Benefits are also not provided for eye surgery to treat conditions which can be corrected by means other than surgery. An example of eye surgery that is excluded is laser surgery for conditions such as nearsighted vision.

There is an exception to this exclusion. The plan does provide Benefits for contact lenses when Medically Necessary for certain eye conditions, such as use for post-cataract surgery and the treatment of keratoconus.

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## Foot Care

The plan does not provide coverage for routine Foot Care services such as trimming of corns, trimming of nails and other hygienic care, except when your care is Medically Necessary due to a medical condition such as diabetes or a circulatory disease.

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## Hearing Aids for Adults Aged 22 and Older

The plan does not provide coverage for Hearing Aids for Adults Aged 22 and Older.

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## Long-term Care

The plan does not provide coverage for medical or behavioral Long-Term Care.

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## Massage Therapy

The plan does not provide coverage for Massage Therapy.

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## Other Non-covered Services

The plan does not provide coverage for any service or supply that is not described as a Covered Benefit in this *Member Handbook*. Including, but not limited to:

- Any service or supply that is not Medically Necessary
- All institutional charges over the semi- private room rate, except when a private room is Medically Necessary
- A Provider's charge for shipping and handling or taxes
- Medications, devices, treatments, and procedures that have not been demonstrated to be medically effective
- Routine care, including routine prenatal care, when the Member is traveling outside the Service Area
- Services for which there would be no charge in the absence of insurance
- Special equipment needed for sports or job purposes.
- No coverage for delivery of a baby outside the Service Area within thirty (30) days of the expected delivery date, or after the Member has been told that she is at risk for early delivery
- Work rehabilitation

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## Out-of-Network Providers

The plan does not provide coverage for any service provided, arranged, or approved by a Provider other than the Member's PCP or another Network Provider. Also Medications or supplies prescribed by Providers not authorized to provide care by the plan, except as covered outside the Service Area.

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## Personal Comfort Items

The plan does not provide coverage for personal comfort or convenience items or services that are furnished for your personal care or for the convenience of your family. Some examples of non-covered items or services include telephones, radios, televisions, and personal care services. The following items are generally deemed convenience items:

- Air conditioners
- Air purifiers
- Chair lifts
- Dehumidifiers
- Dentures

- Elevators
- “Spare” or “back-up” equipment
- Bath/bathing equipment such as aqua massagers and turbo jets
- Whirlpool equipment generally used for soothing or comfort measures
- Home type bed baths requiring installation (such as Schmidt or Century Bed Bath).
- Non-medical equipment otherwise available to the Member that does not serve a primary medical purpose
- Bed lifters not primarily medical in nature
- Beds and mattresses, non-hospital type
- Bed, hospital type in full, queen and king sizes
- Cushions, pads, and pillows except those described as covered
- Pulse tachometers

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### **Planned Home Births**

The plan does not provide coverage for planned home births.

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### **Private-duty Nursing**

The plan does not provide coverage for private-duty nursing.

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### **Reversal of Voluntary Sterilization**

The plan does not provide coverage for the reversal of voluntary sterilization.

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### **Self-monitoring Devices**

The plan does not provide coverage for self-monitoring devices, except:

- Blood glucose monitoring devices used by Members with insulin-dependent, insulin-using, gestational, or non-insulin dependent diabetes
- Certain devices that the plan decides would give a Member having particular symptoms the ability to detect or stop the onset of a sudden life-threatening condition
- Peak flow meters used in the monitoring of asthma control

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### **Wilderness Therapy**

The plan does not provide coverage for a wilderness program where an element of the program involves adventure, challenge experience or similar activities in an outdoor setting.



## Section 10.

### When You Have Other Coverage

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The following information explains how Benefits under this policy will be coordinated with other insurance Benefits available to pay for Health Care Services that a Member has received. Benefits are coordinated among insurance Carriers to prevent duplicate payment for the same service.

Nothing in this section should be interpreted to provide coverage for any service or supply that is not expressly covered under this handbook or to increase the level of coverage provided.

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#### Coordination of Benefits

Benefits under this Evidence of Coverage will be coordinated to the extent permitted by law with other plans covering health Benefits including but not limited to homeowner's insurance, motor vehicle insurance, group and/or non-group health insurance, Hospital indemnity Benefits that exceed \$100 per day, and governmental Benefits (including Medicare).

Coordination of Benefits will be based upon the Massachusetts Regulation 211 CMR 38.00 for a service that is covered at least in part by any of the plans involved. The plan reimbursement shall not exceed the maximum allowable under the plan.

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#### Primary vs. Secondary Coverage

When a Member is covered by two or more health benefit plans, one plan will be "primary" and the other plan (or plans) will be "secondary." The Benefits of the primary plan are determined before those of the secondary plan(s) and without considering the Benefits of the secondary plan(s). The Benefits of the secondary plan(s) are determined after those of the primary plan and may be reduced because of the primary plan's Benefits.

In the case of health Benefit plans that contain provisions for the Coordination of Benefits, the following rules shall decide which health Benefit plans are primary or secondary based upon the Massachusetts Regulation 211 CMR 38.00:

#### ***Dependent/Non-Dependent***

- The Benefits of the plan that covers the person as an employee or Subscriber are determined before those of the plan that covers the person as a Dependent.

#### ***A Dependent child whose parents/guardians are not separated or divorced***

The order of benefits is determined as follows:

- The Benefits of the plan of the parent/guardian whose birthday falls earlier in a year are determined before those of the plan of the parent or guardian whose birthday falls later in that year. If both parents or guardians have the same birthday, the plan covering the parent or guardian for the longer time is primary.
- When the other plan does not have the same rules of priority as those listed above, but instead has a rule based upon the gender of the parent, and if, as a result, the plans do not agree on the order of Benefits, the rule of the other plan will determine order of Benefits.

#### ***A Dependent child whose parents are separated or divorced***

Unless a court order, of which Mass General Brigham Health Plan has knowledge, specifies one of the parents as responsible for the health care Benefits of the child, the order of Benefits is determined as follows:

1. First, the plan of the parent with custody of the child
2. Then, the plan of the spouse of the parent with custody of the child
3. Finally, the plan of the parent not having custody of the child

### **Active/inactive employee**

The Benefits of the plan that covers the person as an active employee are determined before those of the plan that covers the person as a laid-off or retired employee.

### **Longer/shorter length of coverage**

If none of the above rules determines the order of Benefits, the Benefits of the plan that covered the employee, Member or Subscriber longer are determined before those of the plan that covered that person for the shorter time.

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## **Provider Payment When Mass General Brigham Health Plan Coverage is Secondary**

When a Member's Mass General Brigham Health Plan coverage is secondary to a Member's coverage under another health Benefit plan, we may suspend payment to a Provider of services until the Provider has properly submitted a Claim to the primary plan and the Claim has been processed and paid, in whole or in part, or denied by the primary plan. We may recover any payments made for services in excess of our liability as the secondary plan, either before or after payment by the primary plan.

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## **Worker's Compensation/Government Programs**

If we have information indicating that services provided to a Member are covered under Worker's Compensation, employer's liability, or another program of similar purpose, or by a federal, state or other government agency, we may suspend payment for such services until a determination is made whether payment will be made by such program. If we provide or pay for services for an illness or injury covered under Worker's Compensation, employer's liability, or another program of similar purpose, or by a federal, state or other government agency, we will be entitled to recovery of our expenses from the Provider of services or the party or parties legally obligated to pay for such services.

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## **Subrogation**

If you are injured by any act or omission of another person, the coverage under this contract will be subrogated. This means that we may use your right to recover money from the person(s) who caused the injury or from any insurance company or other party. If you recover money, you must reimburse us up to the amount of the payments that it has made. This is true even if you do not recover the total amount of your claim against the other person(s).

This is also true if the payment you receive is described as payment for other than health care expenses. The amount you must reimburse us will not be reduced by any attorneys' fees or expenses you incur.

You must give us information and help. This means you must complete and sign all necessary documents to help us get this money back. This also means that you must give us notice before settling any claim arising out of injuries you sustained by an act or omission of another person(s) for which we provide coverage. You must not do anything that might limit our right to full reimbursement. The subrogation and recovery provisions in this Evidence of Coverage apply whether or not the Member recovering money is a minor. To enforce its subrogation rights under this policy, Mass General Brigham Health Plan will have the right to take legal action, with or without the Member's consent, against any party to secure recovery of the value of services provided or paid for by the plan for which such party is, or may be, liable.

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## **Member Cooperation**

As a Member of the plan, you agree to cooperate with Mass General Brigham Health Plan in exercising its rights of subrogation and coordination of Benefits under the Evidence of Coverage. Such cooperation will include, but not be limited to:

- The provision of all information and documents requested by the plan
- The execution of any instruments deemed necessary by the plan to protect its right
- The prompt assignment to the plan of any monies received for services provided or paid for by the plan
- The prompt notification to the plan of any instances that may give rise to our rights

The Member further agrees to do nothing to prejudice or interfere with the plan's rights to subrogation or coordination of Benefits. Failure of the Member to perform the obligations stated in this section shall render the Member liable to the plan for any expenses we may incur, including reasonable attorneys' fees, in enforcing its rights under this plan and without limiting Mass General Brigham Health Plan's rights. We may offset any unreimbursed amounts due Mass General Brigham Health Plan against future claims for Benefits by you or any of your covered dependents. Nothing in this *Member Handbook* may be interpreted to limit our right to use any means provided by law to enforce its rights to subrogation or Coordination of Benefits under this plan. Massachusetts law will apply to subrogation regardless of where the injury occurs.

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## **Members Eligible for Medicare**

When you receive Covered Benefits that are eligible for coverage by Medicare as the primary payer, the claim must be submitted to Medicare before payment by the plan. The plan may be liable for any amount eligible for coverage that is not paid by Medicare. You shall take such action as is required to assure payment by Medicare.

If you are eligible for Medicare by reason of End Stage Renal Disease, the plan will be the primary payor for Covered Benefits during the "coordination period" specified by federal regulations at 42 CFR Section 411.62. Thereafter, Medicare will be the primary payor. When Medicare is primary (or would be primary if you were timely enrolled) the plan will pay for services only to the extent payments would exceed what would be payable by Medicare.

When the plan provides Benefits to a Member for which the Member is eligible under Medicare, the plan shall be entitled to reimbursement from Medicare for such services. The member shall take such action as is required to assure this reimbursement.

## Care Management and Disease Management Programs

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### Our Care Management Programs

If you have a complex health concern, the plan has care managers who can support you and your health care Provider during treatment. Our care managers are nursing and therapy (e.g., physical, respiratory, etc.) professionals who have expertise helping individuals with a range of health care needs. Telephonic care management can be provided for physical problems, Behavioral Health (mental health and substance use), complex care needs, injuries requiring rehabilitation, organ transplants, social needs, and chronic illnesses.

Members may join any of the care management programs, listed below. For more information on these or other programs, contact:

- Customer Service at 866-414-5533 (TTY 711).

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### Behavioral Health Care Management Program

The plan provides care for members who may have mental health and substance use concerns. The Plan's Behavioral Health Care Management program is managed by Optum. In addition, the plan offers a complex care management program focusing on members with complex, comorbid Behavioral Health and medical conditions.

They can help find a counselor near you, make recommendations, and explain your treatment options. For more information about Behavioral Health care management, contact:

- Optum at 1-844-451-3518 (TTY 711)
- Customer Service at 866-414-5533 (TTY 711)

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### Clinical Care Partners

If you have complex care needs, or the potential for complex care needs, care managers work with you on developing health and wellness action plans, coaching and education and collaborate with your Providers to coordinate your health care needs.

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### Your Care Circle Program

A care coordination and management program that offers child, adolescent, and adult members of who may have complex behavioral or health related needs a collaborative, interdisciplinary team who work with members to reach their goals and increase their health and well-being. The team consists of independently licensed behavioral health clinicians, licensed nurses, and peer support specialists including community health workers and recovery coaches. Key features of the program are:

- The team works within the members community
- Conduct comprehensive assessments
- Develop member centered care plans
- Works with natural supports, as well as providers to direct care around the member
- Address Social Determinants of Health (SDoH)
- Ensure communication with providers

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## **Pediatric Care Management**

The plan's Pediatric Care Management program focuses on Members under age 19 who may have special health care needs. As a service to parents, this program coordinates a child's medical and Behavioral Health care and other needs.

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## **Health Coaching**

The plan's Health & Wellness Coaches provide telephonic health coaching to help members gain the knowledge, skills, tools, and self-efficacy to achieve their health goals using strategies such as motivational interviewing and goal planning.

Motivational Interviewing is a member-centered and collaborative method to help members explore and resolve ambivalence about behavior change. Health coaches are trained to assist members in a variety of health and wellness topics including: healthy eating/weight management, physical activity, and stress management. Health Coaches also perform outreach calls to members that have gaps in care, as identified by HEDIS data and our interactive text messaging service, Health Crowd.

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## **Our Disease and Condition Management Programs**

Our specialized Disease and condition management programs provide comprehensive support, education, and outcomes measurement for a number of conditions and diseases that frequently affect our Members. Members with these conditions are identified and offered the opportunity to participate in unique programming to meet the needs of individuals living with these conditions. The plan's Clinicians with expertise in these programs work to develop tools and materials to help Members achieve improved health status and quality of life. These programs include the following:

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### **Asthma Management Program**

The plan's Asthma Program helps you better manage your asthma by making sure you get all the care you need. An Asthma Care Manager will work with you and your health care Provider to come up with a treatment plan that works for you. A respiratory therapist can also visit you at home to help you understand how to use your medication, and help you identify what could be triggering asthma episodes. Educational books, videos, and computer games that help children understand asthma are also available.

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### **Chronic Obstructive Pulmonary Disease (COPD) Program**

There are many forms of lung conditions that are defined as COPD that affect Members. If you have one of these conditions, you may benefit from the extra care and education that our COPD care management program provides. COPD care managers work with Network Providers and reach out to Members considered to be at-risk for respiratory-related complications by providing education and support.

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### **Diabetes Management Program**

If you have diabetes, you may Benefit from the extra care and education our Diabetes Care Management Program provides. Diabetes care managers reach out to Members considered to be at-risk for diabetes-related complications by providing education and support.

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### **Maternal & Child Health Clinical Nurse Specialist**

If you are pregnant, the plan's Maternal & Child Health Clinical Nurse Specialist provides you with information about pregnancy, plus educational material, and extra support for moms-to-be. The program is free and offers you:

- Help from our care manager
- Rental or purchase of an electric breast pump
- Access to our Tobacco Treatment Specialist

- Access to mental health or substance use services
- Immunization information, schedules, and reminders

Childbirth education classes are available to you and your partner or support person free of charge at many primary care sites and hospitals. Speak to the Provider caring for you during your pregnancy or the facility where you plan to deliver, about enrolling. If they do not offer a childbirth education program, the plan will reimburse you for the cost of these classes up to \$130 per pregnancy. For more information, call Customer Service.

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### **Cardiovascular Disease (CVD) Program**

The plan offers a CVD Program to Members. Members with documented CVD are potentially eligible for this program to help participants with condition management and reduction of Secondary Cardiovascular risk factors through education, coaching and lifestyle changes. For more information on the CVD program, please call Customer Service.

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### **The Quit for Life Tobacco Cessation Program**

The plan provides support for Members trying to quit tobacco. Research shows that a combination of counseling and use of tobacco cessation medications doubles your chances of quitting successfully.

A Certified Tobacco Treatment Specialist (CTTS) can help you create a quit plan, discuss treatment option, choose a quit day, deal with cravings, and live with other tobacco users in your life who are not ready to quit. The CTTS is available to call your Provider with you to discuss obtaining a prescription for a tobacco cessation medication. The plan's pharmacy benefit covers certain over the counter and prescription cessation medications at \$0 cost with a prescription from your provider. The program also includes free educational materials.

For more information about quitting tobacco, contact:

Certified Tobacco Treatment Specialist  
857-282-3096

Massachusetts Quitline  
800-TRY-TO-STOP

## Member Rights and Responsibilities

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### Your Rights as a Member

As a valued Member of Mass General Brigham Health Plan, you have the right to:

- Receive information about Mass General Brigham Health Plan, our services, our Providers and practitioners, your covered Benefits, and your rights and responsibilities as our Member .
- Receive documents in alternative formats and/or oral interpretation services free of charge for any materials in any language.
- Have your questions and concerns answered completely and courteously.
- Be treated with respect and with consideration for your dignity.
- Have privacy during treatment and expect confidentiality of all records and communications.
- Discuss and receive information regarding your treatment options, regardless of cost or benefit coverage, with your Provider in a way which is understood by you.
- Be included in all decisions about your health care, including the right to refuse treatment.
- Change your Primary Care Provider (PCP).
- Access Emergency care 24 hours/day, 7 days a week.
- Access an easy process to voice your concerns and expect follow-up by the plan .
- File a Complaint or Appeal if you have had an unsatisfactory experience with the plan or with any of our In-network Providers or if you disagree with certain decisions made by the plan.
- Make recommendations regarding the plan’s Member rights and responsibilities.
- Create and apply an Advance Directive, such as a will or health care proxy, if you are over 18 years of age.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation.
- Freely apply your rights without negatively affecting the way the plan and/or your Provider treats you.
- Ask for and receive a copy of your medical record and request that it be changed or corrected, as explained in the Notice of Privacy Practices.
- Receive the Covered Health Care Services you are eligible for as outlined in this handbook.

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### Your Responsibilities as a Member

As a Member, you also have responsibilities. It is your responsibility to:

- Choose a PCP, the Provider responsible for your care and who participates in the network.
- Call your PCP when you need health care.
- Tell any health care Providers who are treating you that you are a Mass General Brigham Health Plan Member.
- Give complete and accurate health information that we or your Provider needs in order to provide care.
- Understand the role of your PCP in providing your care and arranging other medical services that you may need.
- As much as possible, understand your health problems and take part in making decisions about your health care and in developing treatment goals with your Provider.
- Follow the plans and instructions agreed to by you and your Provider.
- Understand your Benefits—what’s covered and what’s not covered.

- Understand your network—as a Member of the Network you are required, with certain exceptions as described in this *Member Handbook*, to obtain services from a Network Provider.
- Call your PCP within forty-eight (48) hours of any Emergency or out-of-area treatment. If you experienced a Behavioral Health (mental health and substance use) Emergency you should contact your Behavioral Health Provider, if you have one.
- Notify your employer of any changes in personal information such as address, telephone, marriage, additions to the family, eligibility of other health insurance coverage, etc.
- Understand that you may be responsible for payment of services you receive that are not included in the Covered Services list for your coverage type.
- Understand that you may be responsible for payment of services you receive from providers not participating in the Limited Network.

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## Reporting Health Care Fraud

If you know of anyone trying to commit health care fraud, please call our confidential Compliance Helpline at 1-844-556-2925. You do not need to identify yourself.

Examples of health care fraud include:

- Receiving bills for health care services you never received
- Individuals loaning their health insurance ID card to others for the purpose of receiving health care services or prescription drugs
- Being asked to provide false or misleading health care information

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## Member Satisfaction

Our Customer Service Representatives want you to get the most from your membership. Call us if you:

- Have any questions about your Benefits
- Need help choosing a PCP
- Receive a bill from a Provider, Primary Care Site, or hospital
- Lose your Member ID Card
- Want to file a Grievance or make a Complaint

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## If You Receive a Bill in the Mail or If You Paid for a Covered Service

Network Providers should not bill you for any service included in the description of Covered Health Care Services that exceeds Deductibles, Copayments or Coinsurance specified in your Schedule of Benefits. Your Summary of Payments, which is a monthly statement that we mail you, shows what the plan has paid the Provider and what your Cost-sharing obligations to a Provider are for Covered Services. If you believe you have overpaid or received a bill from a Provider in error for any service included on the Covered Health Care Services list, you should contact Customer Service.

If you need Emergency or Urgent Care while traveling abroad or out-of-state, the plan will pay the Provider directly. Ask the Provider to contact us to discuss payment if the Provider asks you for money. If you do pay for Emergency or Urgent Care while traveling, plan will reimburse your out-of-pocket cost minus any Cost-sharing you are required to pay according to the plan you were enrolled in at the time of service. Please send a copy of the bill and proper receipts indicating payment to:

Mass General Brigham Health Plan  
Attn: Claims  
399 Revolution Drive, Suite 810  
Somerville, MA 02145



Be sure to include the following information:

- Member's full name
- Member's date of birth
- Member's identification number
- Date the health care service was provided
- A brief description of the illness or injury

For pharmacy items, you must include:

- A dated drug store receipt stating the name of the drug or medical supply, the prescription number, and the amount paid for the item

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## **Limits on Claims**

The plan will pay or reimburse you only for services that are Emergency or Urgent Care Benefits. You must send any bills or receipts to us within twelve (12) months of the Date of Service. The plan is not required to pay bills or reimburse you for Claims received later than twelve (12) months after the Date of Service. The plan will pay or reimburse you only for services that are Covered Health Care Services and that are obtained in accordance with our policies.

## Section 13.

# Financial Obligations

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As part of your contract, you have certain financial obligations with respect to paying for covered Health Care Services in addition to your premium.

- **Deductibles**—Some plans require you to pay a Deductible. Your *Schedule of Benefits* indicates if you have any Deductible amounts and how that Deductible amount is calculated. A Deductible is a specific annual dollar amount you must pay each Benefit Period for certain services. You may have a Deductible for medical expenses, and a separate Deductible for pharmacy expenses. Once you meet your Deductible, you may still be responsible for Copays and any applicable Coinsurance responsibilities.
- **Copayments and Coinsurance**—In some cases, you will be asked to pay a Copay when receiving a covered health care Benefit, such as a visit to the doctor, or a prescription. Copays are fixed dollar amounts that are due at the time the service is received or when billed by the provider. Your *Schedule of Benefits* identifies what your Copay should be for various health care Benefits. Some plans also provide coverage with Coinsurance. If your coverage requires payment of Coinsurance, the applicable Coinsurance percentages are listed in your *Schedule of Benefits*. After you have met any applicable Deductible amount, you may be responsible for a specified percentage of the cost of a covered health care Benefit you receive, and the plan will be responsible for the remainder of the cost.
- **Out-of-Pocket Maximum**—All plans have an Out-of-Pocket Maximum dollar amount. Your *Schedule of Benefits* indicates the amount of your Out-of-Pocket Maximum and details how your Out-of-Pocket Maximum amount is calculated. The Out-of-Pocket Maximum represents the most you are required to pay out-of-pocket each Benefit Period, including deductible, copay and coinsurance amounts.

In order to ensure that you are not held responsible for amounts in excess of your Copays, Deductibles, Coinsurance, or Out-of-Pocket Maximum, your health care services (except as specified in this Handbook) must be provided by a Network Provider; arranged by your PCP; authorized by us, if prior Authorization is required, and that the services must be received during your active enrollment with the plan.

Failure to ensure that all of these requirements have been satisfied may result in you being held financially responsible for the total cost of the service provided to you.

When seeing a Network Provider you should never be asked to pay more than your Copay, Deductible or Coinsurance limits allowed, as specified by your *Schedule of Benefits*. If you receive a bill from Network Provider that exceeds these allowed amounts, please call Customer Service.

You will receive a monthly *Summary of Payments* (SOP) in the mail or available through the member portal from us which indicates what a provider has billed, what the plan has paid, and what you are responsible for paying (i.e., for Deductible, Copays and Coinsurance) based on Claims recently received by the plan. Please retain all SOPs for your records and contact Customer Service if you have any questions about the information shown in the SOP.

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## Medical Cost Estimator

The plan can help you estimate your Cost-Sharing obligations before you receive a Covered Service from an In-network Provider. To get an estimate, log into [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) and under the 'Costs & claims' tab, select the link "Estimate Medical Costs". The tool will allow you to select the name of your doctor or facility as well as the medical service you want to estimate. A real time estimate will be provided to you for the service specific to the site and/or provider you selected.

If you are unable to request it on-line then please call the Customer Service number on the back of your Member ID card, or for the hearing impaired, 711.

The information provided is an estimate based on the information supplied to the plan at the time of the request. It represents best efforts to assist Members in anticipating Cost-Sharing prior to services being rendered and/or facilitating a dialogue between Members and Providers as to financial responsibilities and treatment options. This estimate does not guarantee coverage and/or pre-approval. The estimated amount may change due to several factors, including but not limited to: changes to your plan design; additional Claims received for processing subsequent to this estimate being provided; other services rendered in conjunction with these procedures; and changes to a Provider's contract with Mass General Brigham Health Plan.

## Section 14.

# Your Confidentiality and Privacy of Information

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## Confidentiality

We take our obligation to protect your personal and health information seriously. To help in maintaining your privacy, we have instituted the following practices:

- Mass General Brigham Health Plan employees do not discuss your personal information in public areas.
- Electronic information is kept secure through the use of passwords, automatic screen savers and limiting access to only those employees with a “need to know.”
- Written information is kept secure by storing it in locked file cabinets, enforcing “clean-desk” practices and using secured shredding bins for its destruction.
- All employees and contractors, as part of their initial orientation, receive training on our confidentiality and privacy practices. In addition, as part of every employee’s annual performance appraisal, they are required to sign a statement affirming that they have reviewed and agree to abide by Mass General Brigham Health Plan’s confidentiality policy.
- All providers and other entities with whom we need to share information are required to sign agreements in which they agree to maintain confidentiality.
- We only collect information about you that we need to have in order to provide you with the services you have agreed to receive by enrolling in the plan or as otherwise required by law.

In accordance with state law, we take special precautions to protect any information concerning mental health or substance use, HIV status, sexually transmitted diseases, pregnancy, or termination of pregnancy.

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## Notice of Privacy Practices

This section describes how health information about you may be used and disclosed, and how you can get access to this information. Mass General Brigham Health Plan provides health insurance coverage to you. Because you get health benefits from us, we have personal health information (PHI) about you. By law, we must protect the privacy of your health information.

This section explains:

- When Mass General Brigham Health Plan may use and share your health information
- What your rights are regarding your health information

Mass General Brigham Health Plan may use or share your health information:

- When the U.S. Department of Health and Human Services needs it to make sure your privacy is protected
- When required by law or a law enforcement agency
- For payment activities, such as checking if you are eligible for health benefits, and paying your health care Providers for services you get
- To operate programs, such as evaluating the quality of health care services you get, providing care management and disease management services, and performing studies to reduce health care costs
- With your health care Providers to coordinate your treatment and the services you get
- With health-oversight agencies, such as the federal Centers for Medicare and Medicaid Services, and for oversight activities authorized by law, including fraud and abuse investigations
- For research projects that meet specific privacy requirements
- With government agencies that give you benefits or services

- With plan sponsors of employer group health plans, but only if they agree to protect that information
- To prevent or respond to an immediate and serious health or safety emergency
- To remind you of appointments, Benefits, treatment options or other health-related choices you have
- With entities that provide services or perform functions on behalf of Mass General Brigham Health Plan (Business Associates), provided that they have agreed to safeguard your information

Please also note:

- When a federal or state privacy law provides for stricter safeguards of your PHI, Mass General Brigham Health Plan will follow the stricter law. Except as described above, we cannot use or share your health information with anyone without your written permission. You may cancel your permission at any time, as long as you tell us in writing. Please note: We cannot take back any health information we used or shared when we had your permission.
- For purposes of underwriting, we are prohibited from using or disclosing any genetic information.
- We do not use your health information for any marketing purposes and will not sell your health information to anyone.

You have the right to:

- See and get a copy of your health information that is contained in a “designated record set.” You must ask for this in writing. To the extent your information is held in an electronic health record, you may be able to receive the information in electronic form. In some cases, we may deny your request to see and get a copy of your health information. Mass General Brigham Health Plan may charge you to cover certain costs, such as copying and postage.
- Ask Mass General Brigham Health Plan to change your health information that is in a “designated record set” if you think it is wrong or incomplete. You must tell us in writing which health information you want us to change, and why. If we deny your request, you may file a statement of disagreement with us that will be included in any future disclosures of the disputed information.
- Ask Mass General Brigham Health Plan to limit its use or sharing of your health information. You must ask for this in writing. Mass General Brigham Health Plan may not always be able to grant this request.
- Ask Mass General Brigham Health Plan to get in touch with you in some other way, if by contacting you at the address or telephone number we have on file, you believe you would be harmed.
- Get a list of when and with whom Mass General Brigham Health Plan has shared your health information. You must ask for this in writing.
- Be notified in the event that we or one of our Business Associates discovers a breach of your unsecured protected health information.
- Get a paper copy of this notice at any time.

These rights may not apply in certain situations. This notice took effect on April 17, 2019 and will remain in effect until we change it. By law, Mass General Brigham Health Plan must give you notice explaining that we protect your health information, and that we must follow the terms of this notice. Mass General Brigham Health Plan can change how we use and share your health information. If we do make important changes, we will send you a new notice and post an updated notice on our website. That new notice will apply to all of the health information that Mass General Brigham Health Plan has about you. We take your privacy very seriously.

If you would like to exercise any of the rights we describe in this section, or if you feel that Mass General Brigham Health Plan has violated your privacy rights, contact our Privacy Officer in writing at the following address:

Mass General Brigham Health Plan, Privacy Officer  
399 Revolution Drive, Suite 810  
Somerville, MA 02145

Filing a Complaint or exercising your rights will not affect your benefits. You may also file a Complaint with the U.S. Secretary of Health and Human Services:

The U.S. Department of Health and Human Services  
200 Independence Avenue  
SW Washington, DC 20201

877-696-6775

Mass General Brigham Health Plan will not retaliate against you if you file a complaint either with us or the U.S. Secretary of Health and Human Services. For more information, or if you need help understanding this information, call Customer Service.

## Section 15.

# Complaint and Grievance Process

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Mass General Brigham Health Plan tries to meet and go beyond what our Members expect of us. If an experience with us did not meet with your expectations, we want to know about it so we can understand your needs and provide better service.

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## Complaints

Members have the right to voice concerns and file Complaints. If you file a Complaint, our staff will be courteous and professional, and all information about the Complaint will be kept confidential. Filing a Complaint will not affect your coverage in a negative way.

To file a Complaint, call, write, or fax Mass General Brigham Health Plan:

Mass General Brigham Health Plan  
Attn: Member Appeals and Grievance Department  
399 Revolution Drive, Suite 810  
Somerville, MA 02145  
Fax: 617-526-1980

Customer Service  
866-414-5533 (TTY 711)  
Monday–Friday, 8 a.m.– 6 p.m.  
Thursday 8 a.m.– 8 p.m.

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## How the Complaint Process Works

A Customer Service Representative will ask for information about the Complaint, and, if possible, solve the problem over the telephone at the time of your call. If the Customer Service Representative cannot resolve the situation to your satisfaction at the time of your call, we will make every effort to resolve your Complaint within three (3) business days (called the “internal inquiry period”). If we are unable to satisfactorily resolve your Complaint within three (3) business days, we will, at your request, continue to investigate and resolve the matter through our internal Grievance process.

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## Grievances

If you are not satisfied with the way we have responded to your Complaint or with any decision made by us about your health care or service, you have the right to file a Grievance. A Grievance is a request that we reconsider a decision or investigate a Complaint regarding the quality of care or services that you have received or any aspect of the plan’s administrative operations.

If your Grievance is about a decision we have made to deny coverage of health care or services, you must file your Grievance within 180 calendar days of your being notified of the decision. Filing a Grievance will not affect your coverage in a negative way. The time period for the plan to resolve your Grievance will begin either on the day after the Internal Inquiry Period, or at any time during the Internal Inquiry Period if you notify us that you are not satisfied with the response thus far to your inquiry. Time limits may only be waived or extended by mutual written agreement between you or an authorized representative and Mass General Brigham Health Plan. Any such agreement shall state the additional time limits, which shall not exceed fifteen (15) business days from the date of the agreement.

You may designate an authorized representative (a friend, relative, health care Provider, etc.) to act as your representative during the Grievance process. The authorized representative has the same rights and responsibilities as the Member.

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## Frequently Asked Questions About the Grievance Process

### ***How do I file a Grievance?***

You may file a Grievance by telephone, in person, by mail or by fax.

The plan will send you a written acknowledgement of receipt of your Grievance within one business day. If you telephone us or stop by in person, your Grievance will be transcribed by the plan and a copy forwarded to you or your Authorized Representative within 24 hours (except where this time limit is waived or extended by mutual written agreement between you or your authorized representative and Mass General Brigham Health Plan). We request that you read, sign, and return to us this written transcription of your oral Complaint. This helps to ensure that we fully understand the nature of your complaint.

You may contact the plan in writing or by phone to initiate the Grievance process. (See address, telephone, and fax number above in "Complaints.")

### ***How do I designate an Authorized Representative?***

An Authorized Representative is anyone you choose to act on your behalf in filing a Grievance with us. An Authorized Representative can be a family member, a friend, a Provider, or anyone else you choose. Your Authorized Representative will have the same rights as you do in filing your Grievance. If you wish to choose an Authorized Representative, you must sign and return an Authorized Personal Representative Designation Request Form to the plan. To get this form, please visit the forms section of [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org).

### ***What if my Grievance is about my health care or services?***

If your Grievance pertains to a decision the plan has made about your health care or services, you or your Authorized Representative may be asked to sign and return a release of medical information to us. After receipt of all necessary releases, your medical information will be requested by us. You or your authorized representative will have access to any medical information and records relevant to the Grievance which are in the possession of the plan. If we requested that you provide us with a signed authorization and you (or your Authorized Representative) do not provide the signed authorization for release of medical information within thirty (30) calendar days of the receipt of the Grievance, the plan, may issue a resolution of the Grievance without review of some or all of the medical records.

### ***What if my Grievance is about a behavioral health care service?***

The plan has delegated the management of Grievances involving behavioral health or substance use services to Optum. To initiate a Grievance with Optum you may contact them in writing or by phone:

Optum  
**Attn: Grievance/Complaints**  
425 Market Street  
San Francisco, CA 94105  
Fax: 877-384-1179  
844-451-3518 (TTY 711)

If you prefer, you can request that we, instead of Optum, review your grievance regarding a behavioral health or substance use service.

### ***What if my Grievance is about a pediatric dental service?***

To initiate a Grievance regarding pediatric dental services, you can call or write:

Phone: **1-855-264-7898**  
Complaints, Grievances, & Appeals Department  
P.O. Box 969  
Boston, MA 02129



### ***What if my Grievance is about a pediatric vision service?***

To initiate a Grievance regarding pediatric vision services, you can call or write:

Phone: **1-844-201-3993**

Fax: **1-513-492-3259**

FAA/EyeMed Vision Care

Attn: Quality Assurance Dept.

4000 Luxottica Place

Mason, OH 45040

### ***What if resolution of my Grievance does not require review of my medical records?***

If resolution of your Grievance does not require review of your medical records, the Grievance resolution process will begin on the day immediately after the internal inquiry period or sooner if you notify us that you are not satisfied with the plan's response during the internal inquiry period.

### ***Who will review my Grievance?***

Grievances are reviewed by an individual or individuals who are knowledgeable about the matters at issue in the Grievance. Grievances of Adverse Determinations will be reviewed by an individual or individuals that did not participate in any of the prior decisions regarding the matter of the Grievance. These individuals are actively practicing health care professionals in the same or similar specialty who typically treat the medical condition, perform the procedure, or provide the same treatment that is the subject of the Grievance.

### ***How will the decision on my Grievance be explained?***

When we send you a written decision on your Grievance, we will include complete identification of the specific information considered and an explanation of the basis for the decision. In the case of a Grievance that involves an Adverse Determination, the written resolution will include a substantive clinical justification that is consistent with generally accepted principles of professional medical practice, and will, at a minimum:

- State the date of service, treating Provider, diagnosis and treatment codes and their meanings.
- Identify the specific information upon which the adverse determination was based.
- Discuss the presenting symptoms or condition, diagnosis and treatment interventions, and the specific reasons such medical evidence fails to meet the relevant medical review criteria.
- Specify alternative treatment options covered by the plan, if any, and a list of Providers currently accepting new patients that offer the alternative treatment.
- Reference and include applicable clinical practice guidelines and review criteria.
- Include a summary of the reviewer's professional qualifications and a signed statement that the reviewer did not participate in any previous reviews related to the Grievance, is not under the supervision of the reviewer who issued the Adverse Determination and has no conflict of interest in making the decision.
- Notify you (or your Authorized Representative) of the procedure for reconsideration of the appeal decision made by the plan and the procedures for requesting external review, including an expedited review and the opportunity to request continuation of services.

### ***When will I hear from Mass General Brigham Health Plan about my Grievance?***

The plan will contact you in writing within thirty (30) calendar days with the outcome of your Grievance review, unless you and the plan agreed to an extension.

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## Continuation of Services During the Grievance Process

If the subject matter of the Grievance involves the termination of ongoing services, the disputed coverage or treatment will remain in effect, without liability to you, until you or your Authorized Representative have been informed of our decision provided that you have filed your Grievance on a timely basis. This continuation of coverage or treatment applies only to those services which, at the time of their initiation, were approved by us and which were not terminated pursuant to an exhaustion of your Benefit coverage.

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## Reconsideration

The plan may offer you (or your Authorized Representative) the opportunity for reconsideration of a Final Adverse Determination where relevant medical information was:

- Received too late to review within the thirty (30) calendar days time limit,
- Not received, but is expected to become available within a reasonable time period following the written resolution, or
- For other good cause offered by the Member or Member's Authorized Representative.

If you choose to request reconsideration, the plan must agree in writing to a new time period for review, but in no event greater than thirty (30) calendar days from the agreement to reconsider the Grievance. The time period for requesting external review begins the date of resolution of the reconsidered Grievance

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## Expedited Grievance Review for Special Circumstances

If you or your health care Provider believe your health, life, or ability to regain maximum functioning may be put at risk by waiting thirty (30) calendar days, you or your doctor can request an expedited Grievance review.

An expedited Grievance will be reviewed and resolved as soon as possible consistent with the medical requirements involved but in no event later than seventy-two (72) hours. You have the right to apply for an expedited external review at the same time you apply for an expedited internal review.

The plan will provide an automatic reversal of the denial for services or durable medical equipment, pending the outcome of the expedited internal appeal, within forty-eight (48) hours of receiving written certification by the Member's physician which states the service or durable medical equipment is: (1) Medically Necessary; (2) that a denial of coverage would create substantial risk of serious harm; and (3) that the risk of such harm is so immediate that services or durable medical equipment should not await the outcome of the normal appeal process. For durable medical equipment, the treating physician must further certify as to the specific, immediate, and severe harm that will result to the Member if such equipment is not provided within forty-eight (48) hours.

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## Expedited Grievance Review for Persons Who are Hospitalized

A Grievance made while a Member is hospitalized will be resolved as expeditiously as possible, taking into consideration the medical and safety needs of the Member. A written resolution will be provided before the Member's discharge from the hospital. During a Member's hospitalization, and only during hospitalization, a health care professional or a representative of the hospital may act as the Member's Authorized Representative without written authorization by the Member.

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## Expedited Grievance Review for Persons with Terminal Illness

When a Grievance is submitted by a Member with a terminal illness, or his or her Authorized Representative, resolution will be provided to the Member or Authorized Representative within five (5) business days from the receipt of the Grievance, except for Grievances regarding urgently needed services, which will be resolved within seventy-two (72) hours. If the Expedited Review process affirms the denial of coverage or treatment to a Member with a terminal illness, the plan will provide the Member or the Member's Authorized Representative, within five (5) business days of the decision:

- A statement, setting forth the specific medical and scientific reasons for denying coverage or treatment, and
- A description of alternative treatment, services, or supplies covered or provided by the plan, if any.

If the Expedited Review process affirms the denial of coverage or treatment to a Member with a terminal illness, the plan will allow the Member, or the Member's Authorized Representative to request a conference. The conference will be scheduled within ten (10) days of receiving a request from a Member; provided however that the conference shall be held within five (5) business days of the request if the treating physician determines, after consultation with the plan's medical director or his designee, and based on standard medical practice, that the effectiveness of either the proposed treatment, services, or supplies or any alternative treatment, services, or supplies covered by the plan would be materially reduced if not provided at the earliest possible date.

At the conference we will permit attendance of the Member, the Authorized Representatives of the Member, or both, as well as the Member's treating health care professional or other Providers. A representative of the plan, who has authority to determine the disposition of the Grievance, will conduct the review.

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## **Mass General Brigham Health Plan's Obligation to Timely Resolution of Grievances**

If we do not act upon your Grievance within the prescribed timeframes or the agreed upon extended time frame, the Grievance will be decided in your favor. Any extension deemed necessary to complete the review of your Grievance must be authorized by mutual written agreement between you or your Authorized Representative and Mass General Brigham Health Plan.

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## **Independent External Review**

If you are not satisfied with the final outcome of the Grievance review you receive, you have the right to apply for an independent external review with the Massachusetts Health Policy Commission's Office of Patient Protection. The Office of Patient Protection provides an independent review of Grievances not resolved at the plan level to your satisfaction. The External Review Organization will review the Grievance to determine if the service or treatment in question is Medically Necessary and a Covered Benefit. The decisions of the External Review Organization are final and binding.

You or your Authorized Representative is responsible to activate the External Review Process. To activate the review:

- Complete and submit the required application to the Health Policy Commission within four (4) months of receipt of our final Grievance decision.
- Submit applicable filing fees (\$25.00) to the Health Policy Commission (The Office of Patient Protection may waive the fee in cases of extreme financial hardship). You will not be required to pay more than \$75.00 in fees for external review requests per Benefit Period, regardless of the number of external review requests submitted.

For non-expedited reviews, a final decision will be issued within forty-five (45) calendar days from the receipt of the appeal at the Office of Patient Protection. For expedited reviews, a final decision will be issued within seventy-two (72) hours from the receipt of the appeal at the Office of Patient Protection. The Office of Patient Protection shall screen all requests for external reviews to determine if they:

- Comply with the requirements of 958 CMR 3.404
- Do not involve a service or Benefit that has been explicitly excluded from coverage by us in the Member Handbook or *Schedule of Benefits*
- Result from our issuance of a final decision of a Grievance, provided, however, that no Final Adverse Determination is necessary where we have failed to comply with timelines for the internal Grievance process, we have waived the internal Grievance process in writing, or if the Member or his or her Authorized Representative is requesting an expedited external review at the same time that the Member is requesting an expedited internal review.

If the external review agency overturns our decision in whole or in part, we shall issue a written notice to the Member within five (5) business days of receipt of the written decision from the OPP.

Such notice shall:

- Acknowledge the decision of the OPP
- Advise the Member of any additional procedures for obtaining the requested coverage or services
- Advise the Member of the date by which the payment will be made or the Authorization for services will be issued by the plan
- Advise the Member of the name and phone number of the person at Mass General Brigham Health Plan who will assist the Member with final resolution of the Grievance

For more information about your Grievance rights as a resident of the Commonwealth of Massachusetts, contact:

Massachusetts Office of Patient Protection  
1-800-436-7757  
Fax 617-624-5046  
[mass.gov/hpc/opp](http://mass.gov/hpc/opp)

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### **Expedited External Review and Continuation of Coverage**

You or your Authorized Representative may request to have your request for review processed as an expedited external review. You have the right to apply for independent expedited external review at the same time a request for an internal expedited review is requested.

Any request for an expedited external review must contain a certification, in writing, from your physician, that a delay in the providing or continuation of Health Care Services that are the subject of a Final Adverse Determination would pose a serious and immediate threat to your health. If the subject matter of the external review involves the termination of ongoing services, you may apply to the external review panel to seek continuation of coverage for the terminated service during the period the review is pending.

Any such request must be made by the end of the second business day following receipt of the Final Adverse Determination.

The review panel may order the continuation of coverage or treatment where it determines that substantial harm to your health may result in the absence of such continuation or for such other good cause, as the review panel shall determine. Any such continuation of coverage will be at our expense regardless of the final external review determination.

For more information about your Grievance rights as a resident of the Commonwealth of Massachusetts, contact:

Massachusetts Office of Patient Protection  
1-800-436-7757  
Fax 617-624-5046  
[mass.gov/hpc/opp](http://mass.gov/hpc/opp)

As a resident of Massachusetts, you can also seek consumer assistance with the Grievance process by contacting:

Massachusetts Consumer Assistance Program  
Health Care for All  
30 Winter St., 10th Floor  
Boston, MA 02108  
800-272-4232  
[hcfama.org/helpline](http://hcfama.org/helpline)

## Section 16.

# Advance Directives: Planning for Future Health Care

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If you become unable to make decisions about your health care, a document called an “Advance Directive” can help. An Advance Directive is a statement, written by you, which tells your health care Provider what to do if you are not able to make decisions about your care. Advance Directives can be in several forms.

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## Health Care Agents and Proxies

In Massachusetts, if you are at least eighteen (18) years old, and of sound mind (can make decisions for yourself), you may choose someone as your Health Care Agent (also called your Health Care Proxy). Your Health Care Agent is a person that can act for you if your health care Provider states in writing that you are unable to make your own health care decisions. You may choose a Health Care Agent by filling out a Health Care Proxy form. You can get a Health Care Proxy form from the Commonwealth of Massachusetts. Write to the following address and send a self-addressed, stamped envelope:

Commonwealth of Massachusetts  
Executive Office of Elder Affairs  
1 Ashburton Place, Room 517  
Boston, MA 02108

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## Living Wills

A “living will” is the popular term for a document in which you describe the kinds of medical treatment you would agree to—or not agree to—if you were unable to make or communicate those choices yourself. A living will can help your Health Care Agent, Providers, or a court make decisions about your health care. However, a living will is not “binding” in Massachusetts. This means that your Health Care Agent and Providers are not required to follow the instructions in your living will. If you decide to write a living will, be as clear and specific as you can about your preferences for health care and be sure that it expresses your wishes accurately and completely. For more information about living wills, please consult an attorney.

You can also write down your wishes about organ and tissue donation by filling out an organ donor card. If you want to know more about organ/tissue donation, contact:

Organ Bank  
One Gateway Center  
Newton, MA 02158-2803  
1-800-446-NEOB (1-800-446-6362)

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## Organ Donation Cards

You can also write down your wishes about organ and tissue donation by filling out an organ donor card. If you want to know more about organ/tissue donation, contact:

Organ Bank  
One Gateway Center  
Newton, MA 02158-2803  
1-800-446-NEOB (1-800-446-6362)

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## Major Disasters

Mass General Brigham Health Plan will try to provide or arrange for services in the case of major disasters. Major disasters might include war, riot, epidemic, public emergency, or natural disaster. Other causes include the partial or complete destruction of our facilities or the disability of service Providers. If we cannot provide or arrange services due to a major disaster, we are not responsible for the costs or outcome of its inability.

## Utilization Review and Quality Assurance

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### Utilization Review

The mission of the Utilization Review (UR) program is to ensure the provision of the highest quality of health care to our Members. This is accomplished through a multidisciplinary team approach to advocate for optimum standards of patient health, education, and safety. Our commitment to providing quality care is consistently integrated with our goal to promote appropriate resource utilization.

The Utilization Review program promotes the continuity of patient care through the facilitation and coordination of patient services to ensure a smooth transition for Members as they obtain the appropriate level and intensity of services, across the continuum of health care. The Utilization Review program continually evaluates the needs of our Members and promotes enhancements and improvements to the program as well as to the care delivery system.

The plan recognizes that under-use of medically appropriate services can harm our Member's health and wellness. For this reason, we promote appropriate use of services. UR decisions are based only on appropriateness of care and service and existence of coverage. We do not specifically reward practitioners or other individuals conducting Utilization Review for issuing denials of coverage or service, nor does the plan provide financial rewards to UR decision makers to encourage decisions that cause underutilization.

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### Adverse Determinations

Decisions made by us or a designated Utilization Review organization to deny, reduce, modify, or terminate an admission, continued Inpatient stay, or the availability of any other services, for failure to meet the requirements for coverage based on Medical Necessity, appropriateness of health care setting and level of care or effectiveness are considered Adverse Determinations. Written notification of Adverse Determinations will include a substantive clinical justification that is consistent with generally accepted principles of professional medical practice, and will, at a minimum:

- Identify the specific information upon which the Adverse Determination was based.
- Discuss the presenting symptoms or condition, diagnosis and treatment interventions, and the specific reasons such medical evidence fails to meet the relevant medical review criteria.
- Specify alternative treatment options covered by the plan, if any.
- Reference and include applicable clinical practice guidelines and review criteria.
- Notify you (or your Authorized Representative) of our internal Grievance process and the procedures for requesting external review.

The plan engages in prospective review, concurrent review with discharge planning, and care management of Health Care Services as part of its Utilization Review Program.

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### Initial Determination (also known as Prospective Review or Prior Authorization)

Prior Authorization is required on certain services to ensure the efficient and appropriate use of covered Health Care Services. Prior authorization is obtained by the provider before you receive the service. Decisions are made by the plan or a designated Utilization Review organization within two (2) working days of obtaining all necessary information, including any necessary evaluations and/or second opinions. Providers and Members are notified of the decision within twenty-four (24) hours. Both Providers and Members are sent written notification of prospective approvals within two (2) working days of the initial notification and within one (1) working day for prospective denials.

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## Concurrent Review

During the course of treatment, such as a hospitalization, concurrent review monitors the progress of treatment and determines for how long it will be deemed medically necessary. Concurrent review decisions are made within one (1) working day after receiving all required information. Providers are told of the decision within twenty-four (24) hours of the concurrent review decision. Providers and Members are sent written notice within one (1) working day of the initial notice. The notice will include number of extended days, next review date, the new total number of days or services approved, and date of admission or initiation of services.

Services subject to concurrent review are continued without liability to the member until the member has been notified of the decision.

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## Reconsideration

The plan offers a treating Provider an opportunity to discuss reconsideration of an Adverse Determination from a clinical peer reviewer in any case involving a prospective or concurrent review. The treating Provider is informed of this opportunity within the written denial letter. The reconsideration process will occur within one working day of the Provider's request and will be conducted between the Provider and a Mass General Brigham Health Plan clinical peer reviewer. If the reconsideration process does not reverse the Adverse Determination, the Member or provider, on behalf of the Member, may pursue the plan's Grievance process. The reconsideration process is not a prerequisite to the plan's Grievance process or an expedited appeal. Members can call Customer Service to determine the status or outcome of Utilization Review decisions.

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## Care Management

Care Management allows for coordination of quality Health Care Services to meet an individual's specific health care needs while facilitating care across agencies and organizations (home health, skilled nursing, hospitals are examples) and creating cost effective alternatives for catastrophic, chronically ill, or injured Members on a case-by-case basis. Examples of circumstances where care management may be beneficial include organ transplantation, asthma, congestive heart failure, diabetes, smoking or major traumatic injury such as burns.

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## Quality Assurance Program

We are committed to improving the health of our Members by providing the highest quality health care through the design, implementation, and continuous improvement of the most appropriate and effective delivery systems.

The scope of our Quality Assurance Program includes:

- Member satisfaction
- Access to care and services
- Continuity of care
- Provider credentialing
- Preventive health services
- Patient safety
- Health care outcomes

If you have a concern about the quality of care you have received by a Network Provider or the Service provided by us, please contact the Quality Services Department at 1-800-433-5556.

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## Development of Clinical Guidelines and Utilization Review Criteria

Mass General Brigham Health Plan utilizes a nationally recognized criterion et provided InterQual® to assess medical necessity for a number of inpatient and outpatient services. For medical therapies not addressed by the InterQual® policy, we may develop evidence based medical polices to address these therapies.

Medical policy criteria developed by the plan are created with input from local practicing physicians who are specialists in each subject area and comply with standards of national accreditation organizations.

Our Medical policies are evidence based and are applied in a way that considers the member's health care needs and are compliant with applicable state and federal law.

Our Medical policies are reviewed once a year, or more often, as new treatments, and technologies become generally accepted medical practice.

Mass General Brigham Health Plan makes their Utilization Review criteria available online at [MassGeneralBrighamHealthPlan.org](https://MassGeneralBrighamHealthPlan.org) under Clinical Resources in the Provider Tab, or by request. To make a request, call 1-866-414-5533 and please be sure to include the specific diagnosis and treatment in question. We will provide applicable criteria and protocols within thirty (30) days of your request.

Optum makes their clinical policies available online at [providerexpress.com](https://providerexpress.com). Or call the telephone number on the back of your Member ID card for more information.

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## Evaluation of New Technology

We strive to ensure that our Members have access to safe and effective medical care. With the rapid advancement of technology and pharmaceuticals, the plan has a process to evaluate new technology on a case-by-case basis as well as on a Benefit level.

Decisions to approve the use of a new technology are based on the highest Benefit and lowest risk to the Member.

The plan reviews and evaluates new and emerging technologies, including diagnostics, surgical procedures, medical therapies, equipment, and pharmaceuticals to determine their safety and effectiveness. We use information gathered from varied sources including peer reviewed scientific literature, policy statements from professional medical organizations, national consensus guidelines, FDA reviews, and internal and external expert consultants in its evaluation efforts. We may also analyze market trends and legal and ethical issues in its evaluations as appropriate. Technologies are selected for review based on actual or potential demand.

The Chief Medical Officer or Medical Director is responsible for making medical necessity decisions on urgent requests for new technologies that have not been evaluated and approved through the plan's technology assessment process. In making this decision, the Chief Medical Officer or Medical Director reviews any available literature and consults with internal and external expert consultants as needed.

New technologies are incorporated into our Benefit structure based upon the strength of the safety and efficacy evidence, market analysis and the relevance to our membership.

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## Access and Utilization

We are accessible to Members seeking information about the Utilization Review process and Authorization requests and decisions from 8:30 a.m. to 5:30 p.m., Monday through Friday. You may call 866-414-5533 (TTY 711) or fax 617-772-5512. For after-hours Utilization Review issues, you may leave a message or fax. All requests and messages left after-hours will be retrieved the next business day.

In cases regarding behavioral health or substance use services, the plan has delegated Utilization Review to Optum; Pharmacy to our Pharmacy Vendor; and Harvard Vanguard Medical Associates for all HVMA Members.



## Glossary

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### Acute Treatment Services

24-hour medically supervised addiction treatment for adults or adolescents provided in a medically managed or medically monitored inpatient facility, as defined by the department of public health, that provides evaluation and withdrawal management, and which may include biopsychosocial assessment, individual and group counseling, psychoeducational groups, and discharge planning.

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### Advance Directive

A written statement that tells a Provider what to do if an illness or accident takes away the Member's ability to make decisions about his or her health care.

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### Adverse Determination

A determination, based upon a review of information provided by the plan or its designated Utilization Review organization, to deny, reduce, modify, or terminate an admission, continued Inpatient stay, or the availability of any other services, for failure to meet the requirements for coverage based on Medical Necessity, appropriateness of health care setting, and level of care or effectiveness, including a determination that a requested or recommended Health Care Service or treatment is experimental or investigational.

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### Applied Behavior Analysis (ABA)

The design, implementation, and evaluation of environment modifications, using behavioral stimuli and consequences, to produce socially significant improvement in human behavior, including the use of direct observation, measurement, and functional analysis of the relationship between environment and behavior.

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### Authorization

An Authorization is a special approval by the plan for payment of certain services.

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### Authorized Representative

A Member's guardian, conservator, power of attorney, health care agent, family member, or other person authorized by the Member that we can document has been authorized by the Member in writing to act on the Member's behalf with respect to a Complaint or Grievance.

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### Autism Services Provider/Networks

A person, entity, or group that provides treatment of Autism Spectrum Disorders. This includes: board certified behavior analysts, psychiatrists, and psychologists, licensed or certified speech therapists, occupational therapists, physical therapists, social workers, and pharmacies.

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### Autism Spectrum Disorders

Any of the pervasive developmental disorders as defined by the most recent edition of the Diagnostic and Statistical Manual of Mental Disorders, including autistic disorder, Asperger's disorder and pervasive developmental disorders not otherwise specified.

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## **Behavioral Health Manager**

A company organized under the law of the Commonwealth or organized under the laws of another state and qualified to do business in the Commonwealth that has entered into a contractual arrangement with a carrier to provide or

arrange for the provision of behavioral, substance use disorder, and mental health services to voluntarily enrolled Members of the carrier.

Optum is the plan's delegated Behavioral Health Manager.

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## **Behavioral Health Treatment**

Mental health and substance use treatment.

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## **Benefit**

A specific area of plan coverage, such as outpatient visits or hospitalization, that make up the range of medical services available to Members. Also, a contractual agreement, specified in an Evidence of Coverage, determining covered services provided by insurers to Members.

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## **Benefit Period**

If you have non-group coverage with us, your benefit period resets on January 1. If you are enrolled through employer sponsored group coverage with us, your benefit period resets on your employer's anniversary date.

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## **Board Certified Behavior Analyst**

A behavior analyst credentialed by the behavior analyst certification board as a board-certified behavior analyst.

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## **Claim**

An invoice from a Provider that describes the services that have been provided for a Member or a request that qualifies as a claim under applicable law. All claim determinations (including but not limited to: claim appeal decisions) by the plan and/or Optum shall be final and binding in the absence of clear and convincing evidence that the determination was arbitrary and capricious.

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## **Clinical Stabilization**

24-hour clinically managed post detoxification treatment for adults or adolescents, as defined by the department of public health, usually following acute treatment services for substance use, which may include intensive education and counseling regarding the nature of addiction and its consequences, relapse prevention, outreach to families and significant others and aftercare planning, for individuals beginning to engage in recovery from addiction.

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## **Coinsurance**

A percentage of the medical or pharmacy cost that the Member is financially responsible for instead of a fixed dollar amount.

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## **Complaint**

Any Inquiry made by, or on behalf of a Member, to the plan or one of our Utilization Review designees that is not explained or resolved to the Member's satisfaction within three (3) business days of the Inquiry including any matter concerning an Adverse Determination.

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## Community Behavioral Health Centers

Community Behavioral Health Centers will supplement the broad array of existing behavioral health providers that offer coordinated and integrated mental health and substance use disorder treatment, including new and enhanced behavioral health services. These services include:

- Routine and urgent outpatient services, including same-day evaluation and referral to treatment, evening and weekend hours, timely follow-up appointments, and evidence-based behavioral health treatment. Services may be provided in-person, at CBHC and community-based locations, and via telehealth;
- Mobile crisis intervention services for adults and youth, including 24/7 site- and community-based mobile crisis assessment, intervention and stabilization, as an alternative to hospital emergency departments; and
- Community crisis stabilization services for adults and youth, offering short-term, 24/7, staff-secure, safe, and structured crisis treatment services in a community-based program that serves as a medically necessary, less-restrictive, and voluntary alternative to inpatient psychiatric hospitalization.

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## Connector

“Connector”, the commonwealth health insurance connector, established by chapter 176Q

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## Copayment (Copay)

A fixed amount paid by a Member for applicable covered services or for prescription medications. A Copayment is paid to a Provider at the time Covered Services are rendered. A Covered Service may require other member cost-sharing (such as a Deductible and/or Coinsurance) before or after a Copayment is required.

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## Cost Sharing

The general term that refers to the share of costs for services covered by a plan or health insurance that you must pay out of your own pocket (sometimes called “out-of-pocket costs”).

Some examples of types of cost sharing include copayments, deductibles, and coinsurance. Other costs, including your premiums, penalties you may have to pay, or the cost of care not covered by a plan or policy are usually not considered cost sharing.

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## Coverage Date

The date medical coverage becomes effective for a plan Member.

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## Covered Benefits/Covered Services

The services and supplies covered by the plan described in this handbook.

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## Day

A calendar day (unless business day is specified).

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## Deductible

The amount you are required to pay to Providers for covered Health Care Services before we begin to pay for these services. Please refer to your *Schedule of Benefits* to determine if your plan has a Deductible.

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## Diagnosis of Autism Spectrum Disorders

Medically necessary assessments, evaluations including neuropsychological evaluations, genetic testing, or other tests to diagnose whether an individual has one of the Autism Spectrum Disorders.

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## Disenrollment

The process by which a Member's coverage ends.

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## Effective Date

The date on which an individual becomes a Member of the plan and is eligible for Covered Services.

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## Eligible Individuals

Eligible Individuals are individuals who have permanent residence in the Service Area or are employees of a sole proprietorship, firm, corporation, partnership, or association actively engaged in a business that is based within the Service Area. See "Section 2: Eligibility and Enrollment" for what qualifies an Individual as eligible.

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## Emergency Medical Condition

A medical condition, whether physical, behavioral, related to substance use disorder, or mental, manifesting itself by symptoms of sufficient severity, including severe pain, that the absence of prompt medical attention could reasonably be expected by a prudent layperson who possesses an average knowledge of health and medicine, to result in placing the health of the insured or another person in serious jeopardy, serious impairment to body function, or serious dysfunction of any body organ or part. With respect to a pregnant woman who is having contractions, an emergency also includes having an inadequate time to affect a safe transfer to another hospital before delivery or a threat to the safety of the member or her unborn child in the event of transfer to another hospital before delivery. For further information, refer to section 1867(e)(1)(B) of the Social Security Act, 42 U.S.C. section 1395dd(e)(1)(B).

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## Enrollment

The process by which the plan registers eligible Individuals and Employees for membership.

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## Enrollment Date

The first day on which the plan is responsible for providing Covered Services to a Member.

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## Essential Community Provider

An Essential Community Provider (ECP) is a health care provider that serves high-risk, special needs and underserved individuals.

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## Essential Health Benefits (EHBs)

A set of health care service categories that must be covered by certain plans. Please see "Section 7: Your Covered Health Care Services" for a list of EHBs.

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## Evidence of Coverage

The legal document, made up of this *Member Handbook* and your *Schedule of Benefits*, that sets forth the services covered by the plan, the exclusions from coverage, and the conditions of coverage for Members.

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## Facility

A licensed institution providing Health Care Services or a health care setting, including, but not limited to, hospitals and other licensed inpatient centers, ambulatory surgical or treatment centers, skilled nursing centers, residential treatment centers, diagnostic, laboratory and imaging centers, and rehabilitation and other therapeutic health settings.

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## Family Planning Services

Services directly related to the prevention of conception. Services include: birth control counseling, education about Family Planning, examination and treatment, laboratory examinations and tests, medically approved methods and procedures, pharmacy supplies and devices, sterilization, including tubal ligation. (Abortion is not

a Family Planning Service.) Vasectomies are considered a family planning service but will apply appropriate cost sharing depending on where the service is performed.

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## Final Adverse Determination

An adverse determination made after a Member has exhausted all remedies available through our internal Grievance process.

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## Formulary

The schedule of prescription drugs approved for use which will be covered by the plan and dispensed through participating pharmacies.

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## Grievance

Any oral or written Complaint submitted to us or one of our Utilization Review designees that has been initiated by a Member, or the Member's Authorized Representative, concerning any aspect or action of the plan relative to the Member, including, but not limited to, review of Adverse Determinations regarding scope of coverage, denial of services, rescission of coverage, quality of care and administrative operations.

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## Habilitation Services

Health care services that help a person keep, learn, or improve skills and functioning for daily living. Examples include therapy for a child who isn't walking or talking at the expected age. These services may include physical and occupational therapy, speech-language pathology, and other services for people with disabilities in a variety of inpatient and/or outpatient settings.

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## Health Care Agent

The individual responsible for making health care decisions for a person in the event of that person's incapacitation.

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## Health Care Provider

A Health Care Professional or Facility that is contracted with or a delegated entity and has agreed to provide health care services to members of Mass General Brigham Health Plan with an expectation of receiving payment, other than Coinsurance, Copays or Deductibles, directly or indirectly from us.

All covered services except Urgent and Emergent Services must be with Health Care providers that participate in the plan's network.

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## Health Care Services

Services for the diagnosis, prevention, treatment, cure, or relief of a physical, behavioral, substance use disorder or mental health condition, illness, injury, or disease.

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## Health Savings Account (HSA)

A Health Savings Account is a fund you can establish to pay for medical expenses associated with a qualified High Deductible Health Plan or invest for your future health needs. We do not administer these accounts, so please contact your employer for more information.

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## Hearing Aid

A wearable aid or device, typically worn in the ear, which improves a Member's ability to hear sound. A hearing aid may include parts, attachments, accessories, and supplies. Hearing aid batteries are not part of the hearing aid Benefit.

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## High Deductible Health Plan

A High Deductible Health Plan is a health insurance plan that meets certain government requirements with respect to Deductibles and Out-of-Pocket Maximums. The Deductibles are generally higher, and the Premiums are generally lower compared to a standard health insurance plan.

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## HMO

A health maintenance organization licensed pursuant to M.G.L. c. 176G.

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## In-Network Provider

A Provider who is contracted with the plan to provide services to members. All covered services except Emergency Services must be with In-Network Providers.

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## Inpatient

Care in a hospital that requires admission and requires at least one overnight stay. As overnight stay in an observation bed is considered outpatient.

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## Inquiry

Any communication by or on behalf of a Member to the plan that has not been the subject of an Adverse Determination and that requests redress of an action, omission, or policy of the plan.

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## Licensed Mental Health Professional

Includes a licensed physician who specializes in the practice of psychiatry, a licensed alcohol and drug counselor I, a licensed psychologist, a licensed independent clinical social worker, a licensed marriage and family therapist, a licensed mental health counselor or a licensed nurse mental health clinical specialist.

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## Limited Provider Network

A reduced or selective Provider Network, not a Regional Provider Network, which is smaller than a Carrier's General Provider Network and from which the Carrier may choose to exclude from participation other providers who participate in the Carrier's Regional Provider Network or General Provider Network.

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## Managed Care

A system of health care delivery that is provided and coordinated by a PCP. The goal is a system that delivers value by providing access to quality, cost-effective health care.

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## Managed Care Organization

A carrier subject to M.G.L. c. 176O.

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## Mass General Brigham Health Plan

Mass General Brigham Health Plan is a Massachusetts licensed, not-for-profit Health Maintenance Organization (HMO) founded in 1986 by the Massachusetts League of Community Health Centers and the Greater Boston Forum for Health Action. Our mission is to provide accessible health care delivery systems, which are Member-focused, quality-driven, and culturally responsive to our Members' needs.

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## Medically Necessary Services

Medically Necessary or Medical Necessity describes health care services that are consistent with generally accepted principles of professional medical practice as determined by whether:

(a) the service is the most appropriate available supply or level of service for the Member in question considering potential benefits and harms to the individual; (b) is known to be effective, based on scientific evidence professional standards and expert opinion, in improving health outcomes; or (c) for services and interventions not in widespread use, is based on scientific evidence.

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## Member

An Eligible Individual, subscriber or dependent enrolled in a health insurance plan offered by a contracted MCO (such as Mass General Brigham Health Plan), either by choice of the Eligible Individual or through an employer group.

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## Member Financial Responsibility

The member's financial responsibility, if any, for any Premiums, Coinsurance, Copays, or Deductibles.

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## Member ID Card

The card that identifies an individual as a Member of the plan. The Member ID Card includes the Member's identification number and information about the Member's coverage. The Member ID Card must be shown to Providers prior to receipt of services.

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## Network

The group of Providers contracted by Mass General Brigham Health Plan to provide health care services to our Members.

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## Network Provider

A Provider who, under contract with Mass General Brigham Health Plan or a delegated entity, has agreed to provide health care services to insureds with an expectation of receiving payment, other than Coinsurance, Copays or Deductibles, directly or indirectly from the plan.

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## Non-discriminatory Basis Coverage

The plan's coverage policies do not contain any annual or lifetime dollar or unit of service limitations imposed on coverage for care provided by Nurse Practitioners that are less than any annual or lifetime dollar or unit of service limitation imposed on coverage for the same services by other Providers.

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## Nurse Practitioner

A registered nurse who holds authorization in advance nursing practice as a nurse practitioner under M.G.L. c. 112, 80B and regulations promulgated thereunder. A Nurse Practitioner may serve as a Primary Care Provider.

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## Office of Patient Protection

The office within the Health Policy Commission established by M.G.L. c. 6D, § 16, responsible for the administration and enforcement of M.G.L. c.1760, §§ 13, 14, 15 and 16

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## Optum

Optum is the organization contracted by Mass General Brigham Health Plan to work in collaboration with the plan's Behavioral Health Department to administer our Behavioral Health program.

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## **Out-of-Network Provider**

A Provider who is not contracted with us to provide services to our Members. Services with Out-of-Network Providers are not covered unless authorized by the plan before you have the service or in an Emergency or Urgent situation.

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## **Out-Of-Pocket Maximum**

The amount a Member is required to pay during a Benefit Period before the plan begins to pay 100% of the allowed amount. The limit does not include your premium or a service your plan does not cover.

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## **Physician Assistant**

A health care professional who meets the requirements for registration as set forth in M.G.L. c. 112 § 9I and who may provide medical services appropriate to his or her training, experience, and skills and under the supervision of a registered physician.

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## **Premium**

The amount of money paid to us by the Member (or on the subscriber's behalf by an employer) to cover the cost of health insurance.

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## **Preventive Care**

Care such as annual physical exams, immunizations, mammograms, and other screening tests which are generally provided by your PCP.

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## **Primary Care Provider (PCP)**

A health care professional qualified to provide general medical care for common health care problems who: supervises, coordinates, prescribes, or otherwise provides or proposes Health Care Services; initiates Referrals for Specialist care; and maintains continuity of care within the scope of practice. Doctors (including pediatricians), Physician Assistants and Nurse Practitioners may all serve as PCPs.

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## **Primary Care Site**

The location where a PCP provides care to the plan Members. A Primary Care Site may be a health center, an outpatient department of a hospital, or a physician group practice.

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## **Prior Authorization**

A process that the plan requires in order to (1) verify that certain Covered Services are and continue to be Medically Necessary and provided in an appropriate and cost-effective manner, and (2) to arrange for the payment of Benefits. In-Network Providers are responsible for obtaining Prior Authorization on behalf of the Member.

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## **Provider**

A health care professional or facility licensed as required by state law. Providers include doctors, hospitals, laboratories, pharmacies, skilled nursing facilities, nurse practitioners, registered nurses, physician assistants, psychiatrists, social workers, licensed marriage, and family therapists licensed mental health counselors, clinical Specialists in psychiatric and mental health nursing, and others. The plan will only cover services of a Provider if those services are Covered Benefits and within the scope of the Provider's license.

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## **Provider Directory**

A list of the plan's In-Network medical facilities and professionals, including PCPs, Specialists, hospitals, and Urgent Care centers. The Provider Directory is available online at [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org).



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## Referral

A recommendation by a PCP for a Member to receive care from a different Provider. In most cases, the plan requires Referrals for specialist services provided by In-network Providers. Please see “Section 4: Accessing Care” for more information.

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## Rehabilitation Services

Health care services that help a person keep, get back, or improve skills and functioning for daily living that have been lost or impaired because a person was sick, hurt or disabled. These services may include physical and occupational therapy, speech-language pathology, and psychiatric rehabilitation services in a variety of inpatient and/or outpatient settings.

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## Schedule of Benefits

The *Schedule of Benefits* is a general description of your coverage. It also lists the Deductible, Copayment (Copay), Coinsurance, and Out-of-Pocket Maximum amounts, where applicable, on services your policy covers. The *Schedule of Benefits* is not the same as the Member ID Card (see Member ID Card).

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## Service Area

The geographical area where the plan has developed a Network of Providers to provide adequate access to Covered Services The plan’s Service Area includes all communities in Massachusetts.

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## Specialist

A Provider who is trained and certified by his/her state to provide specialty services. Examples include but are not limited to cardiologists, obstetricians, and dermatologists.

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## Summary of Payments (SOP)

A Summary of Payments (SOP) is a statement sent by the plan to members which explains what medical treatments and/or services were paid for on their behalf. The SOP also contains information on member cost-sharing amounts such as deductible, copay and coinsurance amounts. The plan makes these statements available on Member.MassGeneralBrighamHealthPlan.org or mails these statements to members once a month.

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## Telemedicine

A visit through the use of interactive audio, video, or other electronic media for a diagnosis, consultation, or treatment of a patient’s physical or mental health. Telemedicine does not include audio-only telephone, facsimile machine, online questionnaires, texting, or text-only e-mail.

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## Treating Provider

See “Network Provider” above.

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## Treatment of Autism Spectrum Disorders

Includes the following care prescribed, provided, or ordered for an individual diagnosed with one of the Autism Spectrum Disorders by a licensed physician or a licensed psychologist who determines the care to be medically necessary; habilitative or rehabilitative care; pharmacy care; psychiatric care; and therapeutic care.

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## Urgent Care

Care for an illness, injury, or condition serious enough that a person would seek immediate care, but not so severe as to require Emergency room care.

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## **Utilization Review**

A set of formal review techniques designed to monitor the use of—or evaluate the clinical necessity, appropriateness, or efficiency of— Covered Health Care Services, procedures, or settings. Such review techniques may include, but are not limited to, ambulatory review, prospective review/Prior Authorization, second opinion, certification, concurrent review, care management, discharge planning or retrospective review.

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## **Utilization Review Organization**

An entity that conducts Utilization Review under contract with or on behalf of a carrier but does not include a carrier performing Utilization Review for its own health Benefit plans. A behavioral health manager is considered a Utilization Review organization.

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## **Workers Compensation**

Insurance coverage maintained by employers under federal law to cover employees' injuries and illnesses under certain conditions.



## Customer Service

Whenever you have a question or concern about your Membership or Benefits, our highly trained Customer Service Representatives are available to help you.

Just call **866-414-5533** (TTY 711) and a representative will assist you. Our hours of operation are Monday–Friday 8 a.m.–6 p.m., and Thursday 8 a.m.–8 p.m.

**Underwritten by Mass General Brigham Health Plan, Inc.**

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