

Changes to the
Mass General Brigham One Care
2026 Member Handbook, otherwise known as the Evidence of Coverage

March 20, 2026

Dear Member,

This is important information on changes in your Mass General Brigham One Care coverage.

We previously sent you the Member Handbook which provides information about your coverage as an enrollee in our plan. This notice is to let you know there were errors in your Member Handbook. Below you will find information describing and correcting the errors. Please keep this information for your reference. The completed, corrected Member Handbook can be found on our website at <https://MGBadvantage.org/OneCare>.

Changes to your Member Handbook

Where you can find the error in your 2026 Member Handbook	Original Information	Corrected Information	What does this mean for you?
Page 14, Chapter 1, Section J1. Your Member ID Card	Backside of ID Card: 24/7 Nurse Advice Line: 833-551-3255	Backside of ID Card: 24/7 Nurse Advice Line: 833-511-3255	You must use the updated number to directly call the Nurse Advice Line.
Page 50, Chapter 3, Section J2. Urgently needed care	Call our Nurse Advice Line at 1-833-551-3255.	Call our Nurse Advice Line at 1-833-511-3255.	You must use the updated number to directly call the Nurse Advice Line.

You are not required to take any action in response to this document, but we recommend you keep this information for future reference. If you have any questions, please call us at 1-888-816-6000 (TTY 711), 8AM to 8PM EST Mon-Sun (Oct 1 – Mar 31) and 8AM to 8PM EST Mon-Fri (Apr 1 – Sep 30). The call is free.

Mass General Brigham One Care is a Dual Special Needs Plan (D-SNP) that contracts with both Medicare and MassHealth (Medicaid) to provide benefits of both programs to enrollees. Enrollment in the plan depends on the plan's contract renewal with Medicare. This plan is a voluntary program that is available to anyone age 21 - 64 who qualifies for MassHealth Standard or CommonHealth and Original Medicare and does not have any other comprehensive health insurance, except Medicare.

Mass General Brigham One Care is a Dual Special Needs Plan (D-SNP) that contracts with both Medicare and MassHealth (Medicaid) to provide benefits of both programs to enrollees. Enrollment in the plan depends on the plan's contract renewal with Medicare.

Multi-language Interpreter Services

English: ATTENTION: Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats, for example large print, braille, or audio, are also available free of charge. Call **1-888-816-6000 (TTY: 711)** or speak to your provider.

Español (Spanish): ATENCIÓN: Tiene a su disposición servicios de asistencia lingüística sin cargo. También hay disponibles, sin cargo, ayudas y servicios auxiliares adecuados para proporcionar información en formatos accesibles, como letra grande, braille o audio. Llame al **1-888-816-6000 (TTY: 711)** hable con su proveedor.

Português (Portuguese): ATENÇÃO: você tem à disposição serviços gratuitos de assistência em diferentes idiomas. Além disso, estão disponíveis gratuitamente assistência e serviços auxiliares adequados para apresentar informações em formatos acessíveis, por exemplo, em letras grandes, braile ou áudio. Ligue para **1-888-816-6000 (TTY: 711)** ou fale com seu prestador.

简体中文 (Chinese Mandarin): 注意：您可享受免费语言协助服务。我们还免费提供适当的辅助工具和服务，用于以无障碍格式（例如大字印刷文本、盲文或音频）提供信息。请拨打 **1-888-816-6000 (TTY: 711)** 或咨询您的医疗服务提供者。

繁體中文 (Chinese Cantonese): 注意：您可以使用免費的語言協助服務。另外，也可免費獲得相應的輔助工具和服务，以諸如大字印刷版、盲文版或語音版等無障礙格式了解資訊。請致電 **1-888-816-6000 (TTY: 711)**（聽語障專線: 711）或聯絡您的服務提供者。

Français (French): ATTENTION: des services d'assistance linguistique gratuits sont à votre disposition. Des aides et des services auxiliaires appropriés pour fournir des informations dans des formats accessibles, par exemple en gros caractères, en braille ou en audio, sont également disponibles gratuitement. Appelez le **1-888-816-6000 (TTY: 711)** ou consultez votre fournisseur.

Kreyòl Ayisyen (Haitian/French Creole): ATANSYON: Gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksèsib yo disponib gratis tou, pa egzanp an gwo karaktè, bray oswa odyo. Rele nan **1-888-816-6000 (TTY: 711)** oswa pale avèk founisè w la.

Tiếng Việt (Vietnamese): CHÚ Ý: Dịch vụ hỗ trợ ngôn ngữ miễn phí được cung cấp cho quý vị. Các dịch vụ và thiết bị hỗ trợ bổ sung thích hợp để cung cấp thông tin ở các định dạng dễ tiếp cận, ví dụ như chữ in lớn, chữ nổi hoặc âm thanh, cũng được cung cấp miễn phí. Hãy gọi **1-888-816-6000 (TTY: 711)** hoặc nói chuyện với nhà cung cấp của quý vị.

تنبيه: خدمات المساعدة اللغوية المجانية متاحة لك مجانًا. كما تتوفر مجانًا الوسائل والخدمات المساعدة (Arabic) العربية المناسبة لتوفير المعلومات بتنسيقات يسهل استخدامها، مثل الطباعة بحروف الكبيرة أو طريقة برايل أو الصوت. اتصل على الرقم

أو تحدث إلى مقدم الرعاية الصحية المتابع لك. (TTY: 711) 1-888-816-6000

Русский (Russian): ВНИМАНИЕ! Вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах, например, крупным шрифтом, шрифтом Брайля или в аудиоформате, также доступны бесплатно. Позвоните по телефону **1-888-816-6000 (TTY: 711)** или обратитесь к своему поставщику услуг.

हिंदी (Hindi): ध्यान दें: आपके लिए निःशुल्क भाषा सहायता सेवाएँ उपलब्ध हैं। सुलभ फॉर्मेट्स में जानकारी उपलब्ध कराने के लिए उपयुक्त सहायक उपकरण और सेवाएं, उदाहरण के लिए बड़े प्रिंट, ब्रेल या ऑडियो, भी निःशुल्क उपलब्ध हैं। **1-888-816-6000 (TTY: 711)** पर कॉल करें या अपने प्रदाता से बात करें।

한국어 (Korean): 수신: 무료 언어 지원 서비스를 이용하실 수 있습니다. 큰 활자, 점자 또는 오디오와 같이 접근 가능한 형식으로 정보를 제공하기 위한 적절한 보조 도구 및 서비스도 무료로 이용할 수 있습니다. **1-888-816-6000 (TTY: 711)** 번으로 전화하거나 서비스 제공자와 상의하십시오.

Italiano (Italian): ATTENZIONE: Sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente adeguati servizi e supporti ausiliari per fornire informazioni in formati accessibili, ad esempio caratteri grandi, braille o audio. Chiama il numero **1-888-816-6000 (TTY: 711)** o parla con il tuo fornitore.

Ελληνικά (Greek): ΠΡΟΣΟΧΗ: Διατίθενται για εσάς δωρεάν υπηρεσίες γλωσσικής υποστήριξης. Διατίθενται επίσης δωρεάν κατάλληλα βοηθήματα και υπηρεσίες που παρέχουν πληροφορίες σε προσβάσιμες μορφές, για παράδειγμα μεγάλη γραμματοσειρά, μπράιγ ή ήχο. Καλέστε το **1-888-816-6000 (TTY: 711)** ή μιλήστε με τον πάροχό σας.

ខ្មែរ (Khmer/Cambodian) សម្គាល់៖ មានផ្តល់ជូនដល់អ្នក នូវ សេវា ជំនួយ ផ្នែកភាសា ដោយ ឥតគិតថ្លៃ។ ជំនួយ បន្ថែម និងសេវាបន្ថែមដែលមានលក្ខណៈសមស្រប ដើម្បីផ្តល់ ព័ត៌មាន នៅក្នុងទម្រង់ ដែលអាច ប្រើប្រាស់បាន ដូចជា ការព្រីនអក្សរធំ អក្សរស្លាប ឬ សំឡេង ក៏មានផ្តល់ជូន ដោយ ឥតគិតថ្លៃដែរ។ នូវសេវាទៅលេខ **1-888-816-6000 (TTY: 711)** ឬ និយាយ ទៅកាន់អ្នក ផ្តល់សេវា កម្ពុជា របស់អ្នក។

Deutsch (German): ACHTUNG: Kostenlose Sprachunterstützung steht Ihnen zur Verfügung. Geeignete Hilfsmittel und Dienstleistungen zur Bereitstellung von Informationen in

zugänglichen Formaten, z. B. Großdruck, Blindenschrift oder Audio, sind ebenfalls kostenlos erhältlich. Rufen Sie **1-888-816-6000 (TTY: 711)** an oder sprechen Sie mit Ihrem Anbieter.

Polski (Polish): UWAGA: Dostępne są bezpłatne usługi pomocy językowej. Odpowiednie pomoce i usługi w celu dostarczenia informacji w dostępnych formatach, na przykład dużym drukiem, alfabetem Braille’a lub audio, są również dostępne bezpłatnie. Zadzwoń pod numer **1-888-816-6000 (TTY: 711)** lub porozmawiaj ze swoim świadczeniodawcą.

Soomaali (Somali): FIIRO GAAR AH: Waxaad heli kartaa adeeg bilaash ah oo la xiriira taageerada luuqadda. Sidoo kale waxaa bilaash lagu heli karaa taageerada iyo adeegyo habboon oo bilaash ah kuwaasoo la xiriira helitaanka qaababka xogta macluumaadka, tusaale ahaan sida daabacaadda waaweyn, nooca daabacaadda ee loogu talo-galey indhoolayaasha, ama maqalka. Fadlan soo wac lanbarkal **1-888-816-6000 (TTY: 711)** ama la hadal bixiyaha qaabbilsan adeegga daryeelkaaga.

ગુજરાતી (Gujarati): ધ્યાન આપો: તમારા માટે નિ:શુલ્ક ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. મોટી પ્રિન્ટ, બ્રેઇલ અથવા ઓડિઓ જેવા સુલભ ફોર્મેટમાં માહિતી પૂરી પાડવા માટે યોગ્ય સહાયક સહાય અને સેવાઓ પણ નિ:શુલ્ક ઉપલબ્ધ છે.

1-888-816-6000 (TTY: 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

Tagalog (Tagalog): ATENSYON: Available ang mga libreng serbisyong tulong sa wika para sa iyo. Available din ang mga libreng naaangkop na auxiliary na tulong at serbisyo upang makapagbigay ng impormasyon sa mga naa-access na format, halimbawa malalaking print, braille, o audio. Tumawag sa **1-888-816-6000 (TTY: 711)** makipag-usap sa iyong tagapagbigay ng serbisyo.

ພາສາລາວ (Laotian): ກະລຸນາຮັບຊາບ: ມີ ບໍ ລິ ການ ພາ ສາ ແບບບໍ່ ເສຍ ຄ່າ ໃຫ້ ແກ່ ທ່ານ. ເຄື່ອງຊ່ວຍເຫຼືອ ແລະ ບໍ ລິ ການເສີມ ທີ່ ເໝາະ ສົມ ໃນການ ໃຫ້ ຂໍ້ ມູນ ໃນ ຮູບ ແບບ ເຂົ້າ ເຖິງ ໄດ້ ເຊັ່ນ: ຕົວອັກສອນ ຂະ ໜາດ ໃຫຍ່, ຕົວ ໜັງ ສື ນູນ ຫຼື ສຽງ ກໍ່ມີ ໃຫ້ແບບ ບໍ່ ເສຍ ຄ່າເຊັ່ນກັນ. ໂທ ຫາ ເບີ **1-888-816-6000 (TTY: 711)** ຫຼື ລົມ ກັບ ຜູ້ ໃຫ້ ບໍ ລິ ການ ຂອງ ທ່ານ.

日本語 (Japanese): 注意：無料の言語サポートサービスをご利用いただけます。大きい活字、点字、音声など、アクセスしやすい形で情報を提供するための適切な補助器具やサービスも無料でご利用いただけます。**1-888-816-6000 (TTY: 711)** までお電話いただくか、ご利用のプロバイダーにお問い合わせください。