

A health plan  
that's right for you



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# Welcome to Mass General Brigham Health Plan

A health plan integrated with a world-renowned  
healthcare system

**Complete HMO for Group Insurance Commission Members**

A health plan  
focused on you.  
And with you.  
Every day.



Thank you for your interest in the Complete HMO plan for Group Insurance Commission (GIC) members. We're glad you're here to learn all the reasons Mass General Brigham Health Plan is a great choice for you, your family, and your best health.

All aspects of your care are important to us, and we work to leverage our expertise to simplify your experience and make it easy for you to access the care you need.

No matter what your health challenges or goals, we're here to support every aspect of your health and wellbeing and to give you an exceptional member experience.



### **Right away you'll be treated like a very important customer**

Would you like help finding a provider or understanding if this is the right plan for you? We have a dedicated GIC Customer Service team that is happy to help. Contact them at **866-567-9175 (TTY: 711)** or email **[HealthPlanCustomerService-Members@mgb.org](mailto:HealthPlanCustomerService-Members@mgb.org)**. We're available Monday through Friday, 8 AM to 6 PM and Thursdays, 8 AM to 8 PM.



# Access to a broad provider network and innovative care options

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

As for the provider network, your options give you flexibility and choice. World-class Massachusetts hospitals are in-network—giving you access to some of the nation’s leading academic medical centers and specialty hospitals. Your network includes a vast list of providers outside of the Mass General Brigham system.



Your network includes a vast list of providers outside of the Mass General Brigham system.



## When it comes to behavioral health, you have a full range of network and service options

First, you’ll have access to [Optum](#), one of the nation’s largest behavioral health networks. In addition, [Lyra Health](#) gives you access to a range of mental health services with virtual and in-person options: including self-service tools, mental health coaching, therapy, and medication management—with user-friendly provider matching and a median of 3 days for first available appointment.

lyra English FAQs Log In

### Find the best care for your mental health

Sign up for free to receive personalized options for care, online or in person

Get started

HOW IT WORKS

We'll help you build a personalized plan for your care

1. First, tell us a little about yourself so we can recommend

Lyra's digital-first platform gives you easy access to fast and effective care matched to you.

# Your plan at a glance

Benefit	Cost sharing
Medical deductible	\$500 / \$1,000
Out-of-pocket maximum (includes medical, pharmacy, and behavioral health)	\$5,000/\$10,000
Primary care provider office visit copay	\$10 / \$20 / \$40
Specialist office visit copay	\$30 / \$60 / \$75
Behavioral health office visit	\$10 copay
Emergency room (emergency care covered at any hospital emergency room)	\$100 copay then deductible (copay waived if admitted)
Inpatient acute medical care	\$275 copay then deductible / \$500 copay then deductible / \$1,500 copay then deductible
Outpatient surgery at a freestanding ambulatory surgical center (for non-preventive colonoscopies, endoscopies, and eye surgeries)	\$150 copay then deductible
Outpatient surgery (plus hospital based non-preventive colonoscopies, endoscopies, and eye surgeries)	\$250 copay then deductible
High-tech imaging	\$100 copay/scan then deductible
Telemedicine through On Demand urgent care, PCP, or Specialist	\$10 copay
Telemedicine for mental health care or substance use care	\$10 copay (waived for first 3 visits)

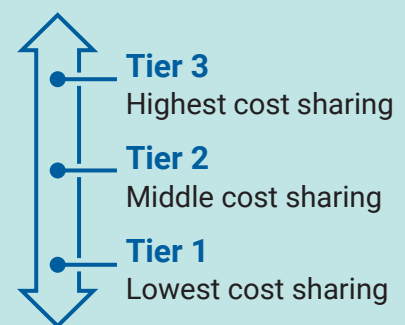
**No matter where you travel in the world, you're always covered for emergency and urgent care.**

## Tiering made simple

There are three tiers of providers in the Group Insurance Commission network. These tiers apply to your cost sharing when you visit a PCP or specialist, or when you get inpatient acute medical care in a hospital. Tiering does not apply to all services.

How does it work? Your cost sharing depends on whether you visit a Tier 1 (lowest cost sharing), Tier 2 (middle cost sharing), or Tier 3 (highest cost sharing) provider.

All providers in the same practice will be in the same tier. If a provider practices at multiple locations, the location where you have your appointment will determine your copay.



Visit the provider search tool at [MassGeneralBrighamHealthPlan.org/GIC-members](https://www.massgeneralbrighamhealthplan.org/GIC-members) to determine the tier of your provider.



## Build a wellness program to feel your best

Whether you want to sleep better, eat better, become more active, quit smoking, lose weight, manage stress or anxiety, reduce alcohol or tobacco use, or something else unique to you, our wellness platform by [Virgin Pulse](#) gives you all the tools you need.

- Covers all dimensions of your wellbeing and encourages you to actively set goals
- Includes a personalized Health Profile assessment
- Delivers daily content and challenges based on your interests and level of health
- Provides social connections, tracking tools, and games to keep you coming back and working on healthy habits



### A variety of innovative programs help members optimize their care

#### Your Care Circle

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

#### Recovery coaches

Coaches guide and support members who are recovering from addiction.

#### DSC2U.org

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



# Your coverage includes many ways to keep you healthy and happy

We want you to get the most value out of your plan. Here are some ways to use your plan no matter what your level of health.



Fitness reimbursement: Up to \$150 for individual coverage or \$300 for family coverage per calendar year—now with virtual subscriptions.

Terms and conditions apply.



Discounted eyewear powered by EyeMed



Quit for Life nicotine cessation program with 1x1 support from a tobacco treatment specialist



Up to \$130 reimbursement for childbirth education



Reimbursement for breastfeeding classes



Free one-on-one health coaching available via phone or text

## Great urgent care option tip:

Get easy access to 24/7 virtual urgent care through the member portal or app. On Demand offers convenient, high-quality video visits for minor illnesses and injuries—anytime, anywhere in the U.S.

*On Demand is not for medical emergencies. For medical emergencies, call 911*



# Proudly serving GIC members for over 30 years

We have a long and rich history serving GIC members like you. And we work hard to make sure you get the most out of your plan. As part of the Mass General Brigham system, we are in a unique position to provide you with exceptional care, value, and access to cutting-edge care programs. Once you're a member, we make it easy to access your plan in the following ways:

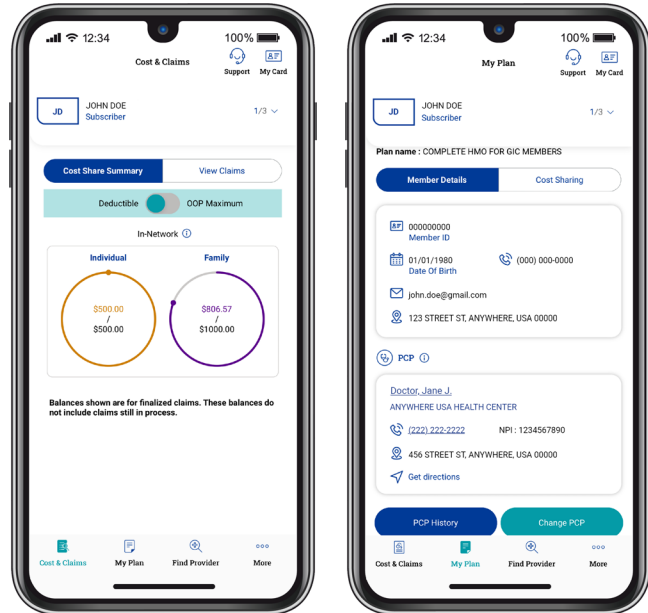
## Your member portal has all your plan's important details

Once you are a member, register and sign in at [Member.MassGeneralBrighamHealthPlan.org](https://Member.MassGeneralBrighamHealthPlan.org), to start managing your account and to access claims history, accumulations, and important plan documents.



### Check out our mobile app!

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



## We're here to help

If you have any questions about your Complete HMO plan and if it's right for you, please call us at **866-567-9175 (TTY: 711)** or email [HealthPlanCustomerService-Members@mgb.org](mailto:HealthPlanCustomerService-Members@mgb.org). We are available Monday through Friday from 8:00 AM to 6:00 PM and Thursdays from 8:00 AM to 8:00 PM.



[MassGeneralBrighamHealthPlan.org/GIC-members](https://MassGeneralBrighamHealthPlan.org/GIC-members)

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

14663-0523-02

Easy access to high-quality, virtual urgent care 24/7 right from your tablet, smart phone, or computer



On Demand makes it easy for you to get high-quality, virtual urgent care for minor illness and injuries without the need for travel or referrals. You can do it 24/7, and right from the comfort of your home, office, or anywhere in the U.S.

### It's convenient, stress-free, and available 24/7

The provider you see during your interactive video visit can diagnose, offer treatment, and even send a prescription to an in-network pharmacy, if necessary.

For members three and older, for issues like:

- Upper respiratory infections/flu/cough/cold
- Sinus symptoms
- Eye irritation/conjunctivitis
- Allergies
- Rashes
- Urinary symptoms (painful urination, yeast infections—adults only)
- Other minor injuries and minor illness

### How does it work?

Access the secure On Demand website or app via:

**[Member.MassGeneralBrighamHealthPlan.org](https://Member.MassGeneralBrighamHealthPlan.org)**

For your first visit, you'll need to create an account with your member ID number. Registration is quick and 100% secure. Once you're registered, you'll be able to see the next available provider.

On Demand is NOT for medical emergencies. For medical emergencies, call 911.

## Routine healthcare services delivered by network providers at no cost sharing



The listed preventive services, as required by the Affordable Care Act (ACA), reflect routine health care that includes screenings, check-ups, and patient counseling to prevent illnesses, disease, or other health problems. You do not have to pay for these covered services when delivered by a network provider. Additional services may be added.

Please refer to [MassGeneralBrighamHealthPlan.org](https://www.massgeneralbrigham.org/healthplan) for the most up-to-date listing.

### Adults and Children

- Alcohol and substance misuse screening and counseling
- Alcohol and drug use assessment
- Cholesterol screening
- Depression screening
- Hepatitis B screening
- Hepatitis C screening
- HIV screening and counseling
- Immunizations and vaccines, including flu shots
- Pre-exposure prophylaxis (or PrEP) for members who are at very high risk of getting HIV to prevent HIV infection
- Sexually transmitted disease (STD) prevention, screening, and counseling (including gonorrhea, chlamydia, and syphilis)
- Tobacco use screening and counseling
- Tuberculosis infection screening for all patients at higher risk
- Weight management screening and counseling
- Well visits and regular preventive care (medical history and physical examination) including blood pressure screening, height, weight, and body mass index (BMI), screening and counseling for interpersonal and domestic violence

### Adults Only

- Aspirin use counseling at your well visit, for members at risk of heart disease or colon cancer
- Colorectal cancer screenings (including lab testing, sigmoidoscopy, or colonoscopy)
- Diabetic screening
- For members 65 and older: fall-prevention counseling at your well visit and vitamin D supplements through your pharmacy benefit
- Intensive behavioral counseling about diet and physical activity for adults who are overweight and have other risk factors for cardiovascular disease
- Lung cancer screening for adults age 50-80 at risk of developing lung cancer
- Tobacco use nicotine replacement therapy
- Type 2 diabetes screening for adults with high blood pressure



## Women Only

- Annual GYN exam including screening for urinary incontinence
- Aspirin use for preeclampsia prevention through your pharmacy benefit
- Bacteriuria screening for pregnant women
- Breast cancer chemoprevention counseling for women at higher risk
- Breastfeeding support, breast pump, supplies, and counseling
- Cervical cancer screening including human papilloma virus (HPV) testing
- Diabetes screening for women during and after pregnancy
- FDA-approved contraceptive methods and counseling (contraceptives covered with no member cost sharing include: generics, brand name drugs with no generic alternative, and emergency contraceptives)
- Folic acid supplements for women who may become pregnant, through your pharmacy benefit
- Hepatitis B screening for pregnant women
- Osteoporosis screening for women 60 and older and for younger women with increased risk of fracture
- Rh incompatibility screening for all pregnant women and follow-up testing for women at higher risk
- Screening mammogram, ultrasound or MRI for breast cancer screening. Counseling and BRCA genetic testing
- Sterilization procedures

## Men Only

- Abdominal aortic aneurysm: one-time screening for men of specified ages who have ever smoked (age 65 to 75)

## Children Only

- Behavioral assessments throughout childhood (includes depression screening)
  - Developmental screening and surveillance throughout childhood
  - Fluoride varnish for children ages 6 months to 18 years
  - Hearing screening for children up to 21\*
  - Hematocrit or hemoglobin screening for children
  - Iron supplements for children ages 6 to 12 months at risk for anemia (over the counter with prescription) and high blood pressure
  - Lead screening for children at risk of exposure
  - Oral fluoride supplements for children without fluoride in their water (over the counter with prescription)
  - Oral health risk assessment for young children
  - Vision screening for all children\*\*
- \* This service is not the same as a hearing exam.  
\*\* This service is not the same as a routine or comprehensive eye exam.

## Newborn Screening and Tests

- Congenital hypothyroidism screening for newborns
- Gonorrhea preventive medication for the eye of all newborns
- Hearing screening
- Hemoglobinopathies or sickle cell screening for newborns
- Phenylketonuria (PKU) screening

## Take charge of your mental health



Mental health is a key part of your overall well-being—and we're here to help. Below you'll find useful resources, support, programs, coaching, information, and more.

### Lyra mental health support

- Lyra's full range of remote, in-person and self-guided mental health services are available on an easy-to-navigate platform. Access Lyra's services by logging in to the member portal at [Member.MassGeneralBrighamHealthPlan.org](https://Member.MassGeneralBrighamHealthPlan.org).
- Get personalized recommendations for the care that's right for you.
- Schedule virtual or in-person appointments online with therapists, health coaches, or others, often within 1-3 days.
- Access support for the whole family, including children and adolescents.

### Behavioral health resources by Optum

Optum behavioral health benefits are available to you and your covered family members.

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

### Connect with support to manage your care remotely

If you need support when it comes to managing your behavioral health care, you can reach out to the licensed care managers on the Optum Telephonic Behavioral Health Care Management team.

They will conduct an assessment to help remotely coordinate your individual care needs.

Connect with the team at [care.coordination@optum.com](mailto:care.coordination@optum.com) or by calling the number on the back of your ID card and asking about behavioral health care management.

## More ways to support your health and wellbeing

### Talk with a recovery coach

Recovery isn't something to face alone. Our recovery coaches understand the hurt caused by stigma and shame and can thoughtfully act as guides, mentors, and advocates. Recovery coaching is available to all plan members.

### Talk with a health coach about your wellness goals

If you're looking for some personal support to help you achieve your wellness goals, our Health Coaches are here to help. For no additional cost, you can talk to a health coach about any health and wellness topic that's on your mind, like how to eat more vegetables, quit tobacco, or integrate walking into your daily routine. Just email us at [HealthPlanHealthandWellness@mgb.org](mailto:HealthPlanHealthandWellness@mgb.org) or call the Customer Service number on the back of your member ID card and ask to talk to a Health Coach.

### Get help addressing your complex care needs

The Your Care Circle (YCC) program is designed to help members with complex, overlapping care needs manage their physical and behavioral health at no additional cost. A team of behavioral health care managers and registered nurses will work with you to develop an appropriate care plan to address your health challenges, coordinate communication among your providers, and ensure your best health. The YCC program also includes Peer Recovery Coaches who have lived experience with substance use disorder and can guide and support members before, during, after, and instead of treatment. You can self-refer to this program when you email [HealthPlanYourCareCircle@mgb.org](mailto:HealthPlanYourCareCircle@mgb.org) or call the number on the back of your member ID card and ask about the Your Care Circle care management program.

### Start your very own personalized wellness plan with Virgin Pulse

- Virgin Pulse can provide you with a unique, personalized experience that maps to your goals and encourages you every step of the way. Challenges help you track your journey and get encouragement and support. Get started by filling out the health assessment in the member portal at [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org).
- Start a health journey that connects to your personal fitness tracker.
- Engage with wellness challenges that help you eat better, become more active, improve sleep, quit smoking, lose weight, cope with grief, reduce alcohol or tobacco use, and more.
- Join an online community to connect with others on similar wellness journeys.

### Join our virtual wellness workshops

Our free webinar series is focused on promoting health and wellness for the community. These workshops are open for anyone to join, not just the Plan members. You can watch past recordings of workshops on topics like recovering from burnout, healthy eating, mindful parenting, and more at our Youtube channel. Search for Mass General Brigham Health Plan at [youtube.com](https://www.youtube.com).



To get full details about your plan, log in to [Member.MassGeneralBrighamHealthPlan.org](http://Member.MassGeneralBrighamHealthPlan.org) or call the customer service number on the back of your member ID card.



## This plan includes a tiered provider network



Your Complete HMO plan has three levels of copays depending on the tier of your provider. This gives you flexibility and choice when choosing where to receive your care.

### Here's how tiers work:

- Tiering only applies to office visit copays when you see a PCP, specialist, or when receiving inpatient acute medical care at a hospital.
- You pay less in cost sharing when you visit a Tier 1 provider, more when you visit a Tier 2 provider, and the most when you visit a Tier 3 provider.
- It's important to check the tier of the provider and/or hospital where you go for care to understand what your member cost sharing will be.

	Tier 1 copay	Tier 2 copay	Tier 3 copay
<b>Cost sharing</b>	\$	\$\$	\$\$\$
<b>PCPs</b>	\$10 per office visit	\$20 per office visit	\$40 per office visit
<b>Specialists</b>	\$30 per office visit	\$60 per office visit	\$75 per office visit
<b>Inpatient acute medical care</b>	\$275 copayment, then subject to deductible	\$500 copayment, then subject to deductible	\$1,500 copayment, then subject to deductible

*Cost sharing will be based on the tier of your provider, not all services are tiered.*

### Find a provider and check their tier

Our Find a provider tool includes the most up-to-date information about the Group Insurance Commission (GIC) tiering. If you're not a member yet, you can visit [MassGeneralBrighamHealthPlan.org/GIC-members](https://MassGeneralBrighamHealthPlan.org/GIC-members) to search for providers. Members can access the search in the member portal at [Member.MassGeneralBrighamHealthPlan.org](https://Member.MassGeneralBrighamHealthPlan.org).

### Helpful tip:

All providers in the same practice will be in the same tier. If a provider practices at multiple locations, the location where you have your appointment will determine your copay.

## How are providers assigned to tiers?

We based the tiering on quality and cost-efficiency standards in collaboration with the GIC. Cost-efficient PCPs and specialists were identified based on their hospital affiliation and placed in the appropriate tier as described above. For PCPs and Specialists unaffiliated with a hospital, they default to Tier 2 and therefore apply the middle level of member cost sharing.

### Money-saving tip:

Virtual visits with PCPs, Specialists, and On Demand have a \$10 copay. Behavioral health virtual visits have a \$10 copay.

## In-network Massachusetts hospitals and their tiers

### Hospitals - Tier 1

Anna Jaques Hospital  
Athol Memorial Hospital  
Baystate Franklin Medical Center  
Baystate Noble Hospital  
Baystate Wing Hospital  
Beth Israel Deaconess Hospital - Milton  
Beth Israel Deaconess Hospital - Needham  
Beth Israel Deaconess Hospital - Plymouth  
Boston Medical Center  
Brigham and Women's Faulkner Hospital  
Cambridge Health Alliance  
Emerson Hospital  
Fairview Hospital  
Heywood Hospital  
Holyoke Medical Center  
Lawrence General Hospital  
Mass General Brigham - Salem Hospital  
Mercy Medical Center  
MetroWest Medical Center  
Milford Regional Medical Center  
Nashoba Valley Medical Center  
Newton-Wellesley Hospital  
Saint Vincent Hospital  
South Shore Hospital  
Steward Norwood Hospital  
Sturdy Memorial Hospital  
Winchester Hospital

### Hospitals - Tier 2

Baystate Medical Center  
Berkshire Medical Center  
Boston Children's Hospital  
Cape Cod Hospital  
Cooley Dickinson Hospital  
Dana-Farber Cancer Institute  
Falmouth Hospital  
Harrington Memorial Hospital  
HealthAlliance-Clinton Hospital  
(formerly HealthAlliance Hospital)  
Lahey Hospital and Medical Center  
Lowell General Hospital  
Martha's Vineyard Hospital  
Massachusetts Eye and Ear Infirmary  
Melrose-Wakefield Hospital  
(Formally Hallmark Health)  
Morton Hospital - A Steward Family Hospital  
Mount Auburn Hospital  
Nantucket Cottage Hospital  
New England Baptist Hospital  
Northeast Hospital (Beverly Hospital)  
Shriners Hospitals for Children - Boston  
Shriners Hospitals for Children - Springfield  
Signature Healthcare Brockton Hospital  
Southcoast Hospitals Group  
Steward Carney Hospital  
Steward Good Samaritan Medical Center  
Steward Holy Family Hospital  
Steward Saint Anne's Hospital

### Hospitals - Tier 3

Beth Israel Deaconess Medical Center  
Brigham and Women's Hospital  
Marlborough Hospital  
Massachusetts General Hospital  
Steward St. Elizabeth's Medical Center  
Tufts Medical Center  
UMass Memorial Medical Center



### Questions? We're here for you.

Contact our dedicated GIC Customer Service team at **866-567-9175 (TTY: 711)** or email [HealthPlanCustomerService-Members@mgb.org](mailto:HealthPlanCustomerService-Members@mgb.org)

**IMPORTANT NOTICE:** This plan includes a Tiered Provider Network. In this plan, members pay different levels of member cost sharing depending on the tier of the provider delivering a covered service or supply. Please consult the provider directory or visit the provider search tool at [MassGeneralBrighamHealthPlan.org/GIC-members](https://MassGeneralBrighamHealthPlan.org/GIC-members) to determine the tier of providers in the network.

## MassGeneralBrighamHealthPlan.org

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

## Up to \$300 Fitness Benefit

This favorite benefit puts money in your pocket and a kick in your step



### Get reimbursed for being active

Each year, you can get reimbursed up to \$150 (for an individual policy) or up to \$300 (for a family policy) towards membership fees at a qualified fitness facility, program/subscription, or activity.

### Here's how to receive reimbursement:

1. Join a qualifying fitness facility, program/subscription or activity.  
Visit [Member.MassGeneralBrighamHealthPlan.org](https://Member.MassGeneralBrighamHealthPlan.org) to see examples of qualifying fitness facilities, programs/subscription and activities.
2. Be enrolled in Mass General Brigham Health Plan for at least three months.
3. Submit your fitness benefit form by March 31 of the following year. You can only submit one request per calendar year.

### There are two ways to submit your request form:

#### Submit on our member portal or app

The fastest way to submit a fitness benefit reimbursement request is at [Member.MassGeneralBrighamHealthPlan.org](https://Member.MassGeneralBrighamHealthPlan.org) or via our member app, found at [MassGeneralBrighamHealthPlan.org/memberapp](https://MassGeneralBrighamHealthPlan.org/memberapp)

- Complete your form online
- Get confirmation of your submission

*Please allow 15-30 days for processing*

#### Submit by mail or FAX

- You can also get a copy of the reimbursement form and instructions at [Member.MassGeneralBrighamHealthPlan.org](https://Member.MassGeneralBrighamHealthPlan.org)  
Fill out the form and mail it to:  
Mass General Brigham Health Plan  
Attention: Claims/Fitness  
399 Revolution Drive, Suite 810  
Somerville MA 02145
- You can also fax your request form to: 617-526-1902.

*You will not get confirmation of your submission.  
Please allow 30-45 days for processing.*



## See the most out of life with more from your Mass General Brigham Health Plan

Your plan includes discounts on vision care and services, with access to one of the nation's largest networks of independent providers and top retail providers such as LensCrafters<sup>®</sup>, Pearle Vision<sup>SM</sup>, and Target Optical<sup>SM</sup>.

The vision discount plan<sup>1</sup> includes:

THIS IS NOT INSURANCE	
Complete pair of glasses purchase <sup>2</sup> : frame, lenses and lens options must be purchased in the same transaction to receive the full discount	
<b>Standard plastic lenses:</b>	
Single vision	\$50
Bifocal	\$70
Trifocal	\$105
<b>Frames:</b>	
Any frame available at provider location	40% off retail price
<b>Lens options:</b>	
UV coating	\$15
Tint (solid and gradient)	\$15
Standard scratch-resistance	\$15
Standard polycarbonate	\$40
Standard progressive (add-on to Bifocal)	\$65
Standard anti-reflective coating	\$45
Other add-ons and services	20% discount
<b>Contact lens materials:</b> (applied to materials only)	
Disposable	0% off retail price
Conventional	15% off retail price
<b>Laser vision correction:</b>	
Lasik or PRK	15% off retail price - or - 5% off promotional price
<b>Frequency:</b>	
Frame	Unlimited
Lenses	Unlimited
Contact lenses	Unlimited

Learn more at [MassGeneralBrighamHealthPlan.org](https://www.massgeneralbrighamhealthplan.org) or call the EyeMed automated service line at 866-723-0391. If you use a TTY/TDD call 711.



LENSCRAFTERS<sup>®</sup>



<sup>1</sup> Discount plan does not apply to members up to age 19 with Mass General Brigham Health Plan coverage that includes the ACA-required Pediatric Vision benefit. Please see your Schedule of Benefits.

<sup>2</sup> Items purchased separately will be discounted 20% off the retail price.

## Notice of Privacy Practices

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

### This notice 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 healthcare Providers for services you get.
- To operate programs, such as evaluating the quality of healthcare services you get, providing care management and disease management services and performing studies to reduce healthcare costs.
- With your healthcare 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 health research.
- 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.

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, Mass General Brigham Health Plan 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, Mass General Brigham Health Plan is prohibited from using or disclosing any genetic information.

Mass General Brigham Health Plan does 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 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 protected health information.
- Get a paper copy of this notice at any time.

These rights may not apply in certain situations.

This notice, effective as of April 17, 2019, 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. If Mass General Brigham Health Plan does 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. Mass General Brigham Health Plan takes your privacy very seriously. If you would like to exercise any of the rights we describe in this notice, 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 at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW Washington, DC 20201  
Toll Free: 877-696-6775

Mass General Brigham Health Plan will not retaliate against you if you file a complaint either with Mass General Brigham Health Plan or the U.S. Secretary of Health and Human Services. For more information, or if you need help understanding this notice, call our Member Service Center at 800-462-5449 or TTY 711, Monday through Friday between 8:00 AM and 6:00 PM (Thursdays from 8:00 AM to 8:00 PM)

## Confidentiality

Mass General Brigham Health Plan takes seriously our obligation to protect your personal and health information. 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 such as the cafeteria, on elevators or when outside of the office.
- 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, 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 our 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.
- Mass General Brigham Health Plan only collects information about you that we need to have in order to provide you with the services you have agreed to receive by enrolling in Mass General Brigham Health Plan or as otherwise required by law.

In accordance with state law, Mass General Brigham Health Plan takes special precautions to protect any information concerning mental health or substance abuse, HIV status, sexually transmitted diseases, pregnancy or termination of pregnancy.