

**What to do if you have a problem or concern (also called a “grievance” or “complaint”)**

You can file a grievance by phone, email, fax, or post. If you need help filing a concern, Customer Service is available to help you.

Call the Mass General Brigham Health Plan Medicare Customer Care Center at **855-833-3668**  
**TTY users call: 711**

October 1 – March 31, call seven days a week, 8 am–8 pm Eastern Time.

April 1 – September 30, Monday – Friday, 8 am–8 pm Eastern time.

Our address is:

MASS GENERAL BRIGHAM HEALTH PLAN  
CUSTOMER SERVICE  
399 REVOLUTION DRIVE SUITE 850, SOMERVILLE, MA 02145

Our Fax: **617-526-1980**

Our Email: [AppealsGrievance@allwayshealth.org](mailto:AppealsGrievance@allwayshealth.org)

We are available to help you. Even if you have a complaint about our treatment of you, we are obligated to honor your right to complain. Therefore, you should always reach out to customer service for help. But in some situations, you may also want help or guidance from someone who is not connected with us. Below are two entities that can assist you.

**State Health Insurance Assistance Program (SHIP)**

Each state has a government program with trained counselors in every state. In Massachusetts, the SHIP is called SHINE. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do. The services of SHIP counselors are free.

- You can call SHINE at 1-800-243-4636 or 1 -800 439-2370 for TTY users
- You can also visit their website ([www.mass.gov](http://www.mass.gov) and then search for SHINE)

**Medicare**

You can also contact Medicare to get help. To contact Medicare:

- You can call 1-800-MEDICARE (1-800-633-4227), 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.
- You can also visit the Medicare website ([www.medicare.gov](http://www.medicare.gov)).

For more detailed information, please see Chapter 9 of your Evidence of Coverage.

## **How to get help when you are asking for a coverage decision or making an appeal**

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or Part D prescription drugs. An appeal is a formal way of asking us to review and change a coverage decision we have made.

Here are resources if you decide to ask for any kind of coverage decision or appeal a decision:

- **You can call, email or write us at Customer Service.**

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Email: [AppealsGrievance@allwayshealth.org](mailto:AppealsGrievance@allwayshealth.org)

- **You can get free help** from your State Health Insurance Assistance Program. In Massachusetts this is called “SHINE”
- **You can also ask your doctor if they will make the request for you.** For more information on how this works, contact us at Customer Service.
- **You can ask someone to act on your behalf.** If you want a friend, relative, or other person to be your representative, call Customer Service and ask for the “Appointment of Representative” form and how this works.
- **You also have the right to hire a lawyer.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, **you are not required to hire a lawyer** to ask for any kind of coverage decision or appeal a decision

For more information on asking for coverage decisions or appeals about your medical care or Part D prescription drugs, see Chapter 9 of your Evidence of Coverage