



Getting started with your Mass General Brigham ACO plan

Effective Date:

Mass General Brigham Health Plan includes
Mass General Brigham Health Plan, Inc. and
Mass General Brigham Health Insurance Company.



Scan this QR code to view this member guide online. Or visit massgeneralbrighamhealthplan.org/aco/memberguide



Escanee este código QR para ver esta guía para miembros en línea. O visite massgeneralbrighamhealthplan.org/es/aco/memberguide

Translation services

English

ATTENTION: The enclosed materials are important and should be translated immediately. Do you need help understanding it in your language? Free translation help is available. Call 1-800-462-5449 (TTY:711).

Español (Spanish)

ATENCIÓN: Los materiales adjuntos son importantes y deben traducirse de inmediato. ¿Necesita ayuda para entenderlo en su idioma? Hay servicios de traducción sin costo a su disposición. Llame al 1-800-462-5449 (TTY:711).

Português (Portuguese)

ATENÇÃO: Os materiais em anexo são importantes e devem ser traduzidos imediatamente. Precisa de ajuda para o compreender no seu idioma? Está disponível a assistência de tradução gratuita. Ligue para 1-800-462-5449 (TTY:711).

Italiano (Italian)

ATTENZIONE: il materiale allegato è importante e deve essere tradotto immediatamente. Hai bisogno di aiuto per comprenderlo nella tua lingua? È disponibile un aiuto gratuito per la traduzione. Chiama a 1-800-462-5449 (TTY:711)

Kreyòl Ayisyen (Haitian/French Creole)

ATANSYON: Materyèl ou jwenn la yo enpòtan epi yo dwe tradui imedyatman. Èske ou bezwen èd pou w konprann yo nan lang pa ou? Gen èd gratis ki disponib pou tradiksyon. Rele 1-800-462-5449 (TTY:711).

繁體中文 (Chinese)

注意：所附材料十分重要，应立即翻译。您需要使用您的语言来帮助理解吗？提供免费翻译帮助。请致电 1-800-462-5449 (TTY:711)。

Русский (Russian)

ВНИМАНИЕ! Прилагаемые материалы важны и подлежат немедленному переводу. Вам нужна помощь в понимании текста на Вашем языке? Вы можете воспользоваться бесплатной помощью переводчика. Звать 1-800-462-5449 (TTY:711).

Tiếng Việt (Vietnamese)

LƯU Ý: Các tài liệu đính kèm rất quan trọng và cần được dịch thuật ngay lập tức. Bạn có cần trợ giúp để hiểu bằng ngôn ngữ của bạn không? Có trợ giúp dịch thuật miễn phí. Vui lòng gọi số 1-800-462-5449 (TTY:711).

ខ្មែរ (Khmer/Cambodian)

សម្គាល់: សម្ភារដែលភ្ជាប់មកជាមួយនេះគឺជាសម្ភារសំខាន់ និងគួរត្រូវបានបកប្រែភ្លាមៗ។ តើអ្នកត្រូវការជំនួយដើម្បីស្វែងយល់អំពីវាជាភាសារបស់អ្នកឬទេ? មានផ្តល់ជូនជំនួយបកប្រែដោយឥតគិតថ្លៃ។ ទូរសព្ទទៅលេខ 1-800-462-5449 (TTY:711)។

ພາສາລາວ (Laotian)

ກະລຸນາຮັບຊາບ: ເອກະສານທີ່ຂັດຕິດມາພ້ອມນີ້ມີຄວາມສຳຄັນ ແລະຄວນແບ່ງໃຫ້ບຸກຄົນທີ່ກ່ຽວຂ້ອງທັນທີ. ທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອເພື່ອໃຫ້ເຂົ້າໃຈພາສາຂອງທ່ານຫຼືບໍ່? ມີບໍລິການແບ່ງພາສາໂດຍບໍ່ເສຍຄ່າພ້ອມໃຫ້ທ່ານ. ກະລຸນາໂທ 1-800-462-5449 (TTY:711).

Ελληνικά (Greek)

ΠΡΟΣΟΧΗ: Τα συνημμένα υλικά είναι σημαντικά και θα πρέπει να μεταφραστούν αμέσως. Χρειάζεστε βοήθεια για να το κατανοήσετε στη γλώσσα σας; Διατίθεται δωρεάν βοήθεια μετάφρασης. Κλήση 1-800-462-5449 (TTY:711).

العربية (Arabic)

تنبيه: إنّ المواد المرفقة مهمّة ويجب ترجمتها على الفور. فهل تحتاج إلى مساعدة في فهمها بلغتك؟ تتوفر خدمة ترجمة مجانية. اتصل على الرقم 1-800-462-5449 (الهاتف النصي: 711).

Français (French)

ATTENTION : Les documents ci-joints sont importants et doivent être traduits immédiatement. Avez-vous besoin d'aide pour les comprendre? Un service de traduction gratuit est disponible. Téléphoner à 1-800-462-5449 (TTY:711)

Deutsch (German)

ACHTUNG: Die beigefügten Materialien sind wichtig und sollten sofort übersetzt werden. Brauchen Sie Hilfe, um es in Ihrer Sprache zu verstehen? Kostenlose Übersetzungshilfe ist verfügbar. Der anruf 1-800-462-5449 (TTY:711).

Polski (Polish)

UWAGA: Załączone materiały są ważne i należy je natychmiast przetłumaczyć. Czy potrzebujesz pomocy w zrozumieniu tego w swoim języku? Dostępna jest bezpłatna pomoc tłumaczeniowa. Zadzwoń 1-800-462-5449 (TTY:711).

한국어 (Korean)

수신: 동봉된 자료는 즉시 번역해야 하는 중요한 정보입니다. 귀하가 사용하는 언어로 이해하는 데 도움이 필요하신가요? 무료 번역 서비스를 이용하실 수 있습니다. 1-800-462-5449 (TTY:711)번으로 전화하세요.

हिंदी (Hindi)

ध्यान दें: संलग्न सामग्रियाँ महत्वपूर्ण हैं और इनका तुरन्त अनुवाद किया जाना चाहिए। क्या आपको इसे अपनी भाषा में समझने में सहायता की आवश्यकता है? निःशुल्क अनुवाद सहायता उपलब्ध है। कॉल करें 1-800-462-5449 (टीटीवाय:711)।

Welcome to Mass General Brigham Health Plan

This plan was designed to support your best health and to make it easy for you to access the care you need. It includes all MassHealth benefits in your benefit plan.

In this plan, your Primary Care Provider (PCP) connects you to all the help you need. This includes primary care, specialty care, urgent care, emergency care, behavioral health care, and pharmacy. We may also help you access social supports and resources if you need them.

Read on to learn about the first 3 steps to get started to make the most of your plan.

We're here when you need us

If you have questions about your health plan coverage or if you need assistance selecting a PCP:

Email: HealthPlanCustomerService-Members@mgb.org

Or call: Mass General Brigham Health Plan Customer Service at **800-462-5449** (TTY users may dial 711).

We are available Monday through Friday from 8 AM to 6 PM and Thursday from 8 AM to 8 PM.

If you have questions about MassHealth in general:

Visit: www.mass.gov/masshealth

Or call: MassHealth Customer Service Center at **800-841-2900** (TTY: 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled.)

If you would like to hear a recording that introduces you to your plan's benefits, call Mass General Brigham Health Plan at **866-780-1648**.

Step one:

Sign in to your member portal to access your plan's important details



Create your member account at
Member.MassGeneralBrighamHealthPlan.org
by using your Member ID number and
email address.


Once you sign in, you can:

- Select or change your primary care provider (PCP)
- Complete your Health Profile to be connected to the right health programs and services. It will also help you start a wellness program built just for you.
- See your plan's important documents like your Member Handbook, Covered Services List, and others. These materials are also available on our public website at **MassGeneralBrighamHealthPlan.org**. You can also get copies of these documents sent to you at no cost by contacting Customer Service using the contact information later in this guide.
- Download, print, or order an ID card
- Get answers to frequently asked questions
- See if a drug is covered
- Submit eligible expenses like a fitness reimbursement and check the status of your claim
- Request paper copies and translations



Download the app to bring your ID card wherever you go

Download the Mass General Brigham Health Plan app to access your ID card anytime, anywhere. This allows you to share your member ID card with doctors so they have the most up-to-date information on file. Your ID card includes important information, including how to contact us if you need help.



Mass General Brigham

Health Plan

Mass General Brigham ACO

JOHN A SAMPLE

Health Plan ID # 0000000000

MassHealth # 000000000000

PCP/Specialist: \$0

Preventive Services: \$0

Emergency Room: \$0

RXBIN: 004336

RXPCN: ADV

RXGROUP: RX1653

Coverage through Mass General Brigham Health Plan

Members

Customer Service:
800-462-5449 (TTY 711)
For behavioral health services
(mental health or substance use)
Optum Behavioral Health Services:
800-462-5449 (TTY 711)
CVS Caremark Prescription Services:
866-546-0662

Call your treating provider within
48 hours of an emergency visit.
Visit member.mgbhealthplan.org,
a secure member portal for detailed
plan and provider information.
MassGeneralBrighamHealthPlan.org

Providers

Claims Info and Provider Manual:
provider.mgbhealthplan.org
Where to submit claims
Mass General Brigham Health Plan:
855-444-4647 | Payer ID: 04293
Behavioral Health: Optum
844-451-3519 | Payer ID: 87726
For more information,
visit mgbhealthplan.org/claims
Pharmacy Help Desk:
CVS Caremark | 800-421-2342

This card does not guarantee coverage.

ID-05 (01/23)

Step two:

Connect with your primary care provider to get all the care you need

It's important to have a relationship with a primary care provider (PCP) who knows you and can coordinate any care you need. Always contact your PCP first when you need to be connected to medical and behavioral health care. Your PCP can also assist you with locating available social support resources you may need. Your PCP can provide or arrange the following:

- Preventive care, including checkups and vaccinations
- Treatment when you get sick
- Care when you are unexpectedly ill or injured
- Help managing some chronic conditions
- Health counseling and information
- Referrals to see specialists when you need specialty care



Connect with your PCP for routine care or other services you may need

If you would like to find a nearby, contracted provider, visit Member.MassGeneralBrighamHealthPlan.org. Once you sign in, click on **Find doctors & care** at the top. There you can search the directory to select or change your primary care provider. You can also find behavioral health support and telemedicine options.



Do you have a special health or social care need?

We're here to help. Get started with a Health Profile assessment at Member.MassGeneralBrighamHealthPlan.org. The Health Profile is private, confidential, and only takes a few minutes to complete. After you complete the profile, we may contact you so we can connect you to the right health programs and services.

When you need care from a specialist or hospital

Talk to your PCP first to see if you need to be referred to a specialist or hospital. When your PCP and specialists have close working relationships, it helps deliver an effective care plan that is best for you.

Step three:

Be aware of your urgent health care options

1 **Call your PCP's office, even when they are closed.**

They will always have a nurse or doctor on call. This is the best option as they have access to your medical record and often have availability for appointments, walk-in hours, X-rays, and urgent care.

2 **Call our 24/7 Nurse Advice Line at [833-372-5644](tel:833-372-5644)**

Medical professionals are available to answer your question at any time, day or night.

3 **Know your local urgent care center locations**

An urgent condition is one that requires immediate care but is not life-threatening. Examples include bleeding/cuts, sprains, rashes, or high fever. Urgent care centers are often open 7 days a week, with weekend and evening hours. To learn which ones are near you, check our ***Find doctors & care*** search tool at Member.MassGeneralBrighamHealthPlan.org.

4 **If it is a life-threatening emergency, call 911 or go to the nearest emergency room.**

Looking for a wellness program built around your health and interests? It's here and it's free.

Want help with your goals for better nutrition, fitness, stress management, healthy weight, better sleep, and more? Your plan includes a wellness program built to make it fun to work toward your health and wellbeing goals.

Get started with a Health Profile assessment that leads to a personalized report.

The Health Profile is private, confidential, and only takes a few minutes to complete. Once done, you get daily content and personalized programs from Virgin Pulse that match your health, goals, and interests. Daily challenges help you make small changes that add up to big results. Start your wellness journey at Member.MassGeneralBrighamHealthPlan.org.

Consider some great benefits that come with your plan

Your plan is designed to help you be as healthy as you can be. Here are some of the benefits available to you:

- Tobacco cessation program, including telephone coaching
- Nicotine replacement including gum and "the patch"
- Select diabetic testing supplies
- Health coaching via phone and text
- 24/7 Nurse Advice Line ([833-372-5644](tel:833-372-5644))
- Up to \$50 annual reimbursement toward a gym membership
- 50% reimbursement for bike helmets up to \$15
- Coverage for vitamins and supplements, with a prescription at a participating pharmacy
- Up to \$130 reimbursement for certain childbirth education classes

Your pharmacy coverage and ways to save

Your plan includes thousands of in-network pharmacies, which includes most major chains like CVS Pharmacy®, Walgreens® and Rite Aid®, as well as grocery store pharmacies and many independent pharmacies across the United States. Some ways you can save:

- Over-the-counter (OTC) drug benefit: You pay nothing, or a lower cost, for many common OTC drugs and products with a prescription from your provider at participating retail pharmacies.
- You also get a savings on a 90-day supply of certain maintenance medications at local participating pharmacies. Just ask your provider for a 90-day supply when it is time for a refill. All pharmacies in your network participate in the MH 90 day program.

Living with a chronic condition? We offer extra care and support.

If you're a patient living with a chronic condition such as asthma or diabetes, we can offer the support and information you need to stay healthy. This information usually includes reminders to get important tests and information about diet, exercise, health screenings, and other topics.

Patients who need a little extra support can talk with a Care Manager. Care Managers can answer questions, provide health information, work with doctors, and help you find additional resources. To ask for help from a Care Manager, email HealthPlanCustomerService-Members@mgb.org or call us at **800-462-5449**.

Find up-to-date information about these important topics on [Member.MassGeneralBrighamHealthPlan.org](https://www.massgeneralbrigham.org/Member).

Non-discrimination notice

Mass General Brigham Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Mass General Brigham Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

What Mass General Brigham Health Plan provides

Free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact:

MASS GENERAL BRIGHAM HEALTH PLAN
CUSTOMER SERVICE
399 REVOLUTION DRIVE, SUITE 810
SOMERVILLE, MA 02145

Phone: **800-462-5449** (TTY 711)

Email: **HealthPlanCustomerService-Members@mgb.org**

If you believe that Mass General Brigham Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

MASS GENERAL BRIGHAM HEALTH PLAN
CUSTOMER SERVICE
399 REVOLUTION DRIVE, SUITE 810
SOMERVILLE, MA 02145

Phone: **800-462-5449** (TTY 711)

Fax: **617-526-1980**

Email: **HealthPlanAppealsGrievance@mgb.org**

How to file a grievance

You can file a grievance in person, or by mail, fax, or email. If you need help filing a grievance, Customer Service is available to help you. Please see contact information above.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at **ocrportal.hhs.gov/ocr/portal/lobby.jsf**, or by mail or phone at:

U.S. DEPARTMENT OF HEALTH & HUMAN SERVICES
200 INDEPENDENCE AVE SW
HHH BLDG ROOM 509F
WASHINGTON DC 20201

Phone: **1-800-368-1019** (TDD: **1-800-537-7697**)

Complaint forms are available by visiting:

hhs.gov/ocr/office/file/index.html.

Important information for Mass General Brigham ACO members

Log in to Member.MassGeneralBrighamHealthPlan.org to find information that can help you understand your rights and get the most from your plan.

Member Rights and Responsibilities: Your basic rights and responsibilities as a Mass General Brigham ACO member.

Benefit coverage and obtaining care: How to use your benefits and what's covered and not covered, including how to:

- Get care when you are outside of the Mass General Brigham ACO service area and any benefit restrictions
- Get help with translation
- Submit a reimbursement request claim
- Find information about providers in the Mass General Brigham ACO network
- Find a Primary Care Provider (PCP) in the Mass General Brigham ACO network
- Get a referral or pre-approval from your PCP when you need specialty care, behavioral health care, and hospital services
- Seek care after hours and how to get emergency care
- Understand the way Mass General Brigham ACO evaluates new technology for inclusion as a covered benefit

Notice of privacy practices and confidentiality: Describes how we collect, protect, use, and disclose your health information.

Post-mastectomy benefits: What you're entitled to if you have a mastectomy.

Appeal and grievance process: How to appeal a denial or submit a complaint.

Preventive care guidelines for children and adults: When you and your child should have preventive care, and what's covered.

Changes to pharmacy benefits: Any updates to your pharmacy benefits are listed here monthly.

Incentives statement: Mass General Brigham ACO does not specifically reward providers or any organization reviewing our coverage decisions. Coverage decisions are based on the appropriateness of care, service, and coverage. Nor does Mass General Brigham ACO give rewards to utilization management decision makers to try to get decisions that result in underutilization.

Utilization management: How to learn more about coverage requests, approvals, and denials.

Advance Directives/Health Care Proxy: How to choose a representative to speak for you in case you can't make your own medical decisions.

Mass General Brigham ACO quality improvement programs: Learn about our annual plan for ongoing improvements to clinical care, customer service, and patient safety.

Transitioning from pediatric care: How to find a PCP for a child who is turning 18.

Care management and disease management services: Mass General Brigham Health Plan offers free care management services to help members living with a chronic condition like diabetes or asthma and for members who are pregnant. Learn how to refer yourself or a loved one.

Health Coaching and Tobacco Cessation: Mass General Brigham Health Plan offers you telephonic health coaching at no additional charge. Our health coaches help you set and meet your own personal wellness goals. They can help you stick to your provider's recommendations, eat healthier, increase physical activity, manage stress, and quit using tobacco.

To speak with a health coach, call the customer service number on the back of your Mass General Brigham Health Plan Member ID card or email HealthPlanHealthandWellness@mgb.org.



Call Customer Service at **800-462-5449**

- If you have questions about these materials.
- If you would like help finding or changing your PCP.
- If you would like these materials mailed to you free of charge.
- If you would like to hear a recording about key features of this plan.

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 personal 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 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 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 unsecured 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 Customer Service at the number on the back of your ID card, 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 use, HIV status, sexually transmitted diseases, pregnancy, or termination of pregnancy.



Mass General Brigham
Health Plan

We're here to help

Our Customer Service team is here to assist you.

Call: **800-462-5449** (TTY: 711)

We are available Monday through Friday from 8 AM to 6 PM and Thursday from 8 AM to 8 PM.

Or email:

HealthPlanCustomerService-Members@mgb.org

MassGeneralBrighamHealthPlan.org/new