

Welcome to Mass General Brigham Health Plan



Let's get started!

First things first: What's important to you?

Chances are, these are your first three questions:

1

Is my doctor in network?

Our network includes access to world-class doctors, specialists, and hospitals. The provider directory lets you find and compare doctors, hospitals, and more. Easily search and filter your results based on what's important to you, such as gender, language, and location.

2

Is my medication on the drug list?

We partner with Optum Rx® to offer you great pharmacy benefits and a vast nationwide network. To search the drug list and get cost information, visit our pharmacy page.

3

What if I'm currently receiving care—how will that continue?

If you're receiving ongoing care for certain complex health conditions, our team can help transition your care—simply fill out a transition of care form and we'll help ensure the transition of your care.



To find these answers and more helpful resources, visit MGBHP.org/new.

What's covered?

- Routine and preventive care
- Specialty care
- Routine eye exam
- Behavioral health
- Help for common and complex healthcare needs
- Urgent and emergency care, even when you travel
- Pharmacy (Included in most plans. Check your plan documents.)

Let's talk about the basics. Your benefits include the essentials of a comprehensive health plan.



For specific details about this plan's network, covered benefits, and cost sharing, see the ***Schedule of Benefits*** included in your enrollment materials.

Care options for every step of your journey

Your plan is thoughtfully designed to help you get the care you need, where and when you want it.



Primary and specialty care

Your care begins with your primary care provider (PCP). In-person office visits and virtual visits are available.



Urgent care center

Ideal when you need immediate, in-person help for a non-life-threatening condition.



Virtual visit for non-emergency conditions

Included in most plans, On Demand connects you to a U.S.-based doctor 24/7 using live video via smartphone, tablet, or computer.



24/7 Nurse Advice Line

We make it easy to connect with a registered nurse to get nursing advice on any subject.



Behavioral health support

Our network gives access to the care and support you need.



Retail or limited services clinic

For when you're experiencing mild symptoms or need a vaccine.



Care teams

Members with certain chronic conditions can get help with accessing or coordinating care from our team of licensed professionals.



Emergency room

Call 911 or go to the nearest emergency room if you're having an emergency and your life is in danger.



A plan to help you feel your best

Wellness programs

- A program that covers all dimensions of your well-being and encourages you to set goals and choose activities 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.
- One-on-one telephonic health coaching to help you eat better, manage weight, reduce stress, and more.
- Quit for Life nicotine cessation program with 1:1 support from a Certified Tobacco Treatment Specialist. Most plans include quit medications at no cost sharing.

Mind, body, and spirit—
they're all important to a
person's overall well-being.

Discounts and savings

- Fitness reimbursement: Up to \$150 for individual coverage or \$300 for family coverage per calendar year. Amounts may vary (terms and conditions apply).
- Flexible one- to six-month weight-loss program benefit through WW®, Jenny Craig®, or Noom®. Terms and conditions apply.
- Discounted eyewear, powered by EyeMed.
- Up to \$130 reimbursement for childbirth education.
- Reimbursement for breastfeeding classes.
- Partial reimbursements on bike helmets.
- No member cost sharing for first three sick visits and first three behavioral health visits for members aged 18 or younger.*
- Low- or no-cost cost sharing for many over-the-counter (OTC) drugs with a prescription at a participating pharmacy.

Innovative programs to help members optimize their care

Care Complement

Care Complement features give you access to more affordable care options by removing cost sharing for certain services, medications, and therapies. Applies to most plans.**

Recovery coaches

Coaches guide and support members who are recovering from addiction.

* Included in most plans but does not apply to Health Savings Account (HSA)-compliant plans.

** Care Complement is available on your plan if it's in the plan name.



How will I access my plan information?

Here's a peek at your key plan materials and tools that we developed for ease of use.



Schedule of Benefits

An easy-to-read chart of your plan's coverage and cost sharing responsibilities. Once enrolled, you can find it in the member portal.



Member guide and ID card

You'll receive your member ID card and guide after enrollment. You can always get a digital copy at Member.MGBHealthPlan.org.



Member app

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



Member portal

Sign in to the member portal to manage your account and access resources, wellness programs, perks, claims history, accumulations, and important plan documents.



The member portal is active for you on your plan's effective date. Find it at Member.MGBHealthPlan.org.

How to get more from the plan

Once you become a member, we encourage you to take these next steps:

1

Set up your plan to work for you

- Review your member welcome guide and save the ID card(s) you receive by mail.
- Enroll in the member portal.
- Download the app.
- Read your plan documents and learn about all the services included in your plan.

2

Use your plan well

- Present your ID card wherever you receive care.
- Optimize your wellness program.
- Take advantage of your member discounts and savings.

See the latest additions to our plans

Women's health programs

Our women's health programs offer comprehensive resources and support for all stages of life, including menopause, pregnancy, postpartum, or pelvic health.

Mass General Brigham Home Hospital

Patients get acute inpatient-level care in the comfort of their home, with 24/7 remote monitoring and daily visits by doctors, nurses, and paramedics.

Behavioral health support

Lyra Health is a virtual-first behavioral health platform that gives personalized recommendations and fast appointment options. In addition to our Optum network of providers.



Not all plans will include these benefits. Please speak with your employer to confirm.



Let us know if we can help



Get answers fast with live chat

Even before you're a member, you can live chat with us during business hours.



Call or email Customer Service

You're also welcome to call **866-643-8392** or email **MGBHPCS@mgb.org** with any questions.

The Customer Service team is committed to your satisfaction.

Hours: Monday through Friday, 8 a.m. to 6 p.m., and Thursdays, 8 a.m. to 8 p.m.

"The Customer Service team is here for you if you have questions or concerns. The team is committed to your satisfaction, and I'm proud to say that they work very hard to make sure your experience with us is exceptional."

— Jonathan Biron, Director, Customer Service

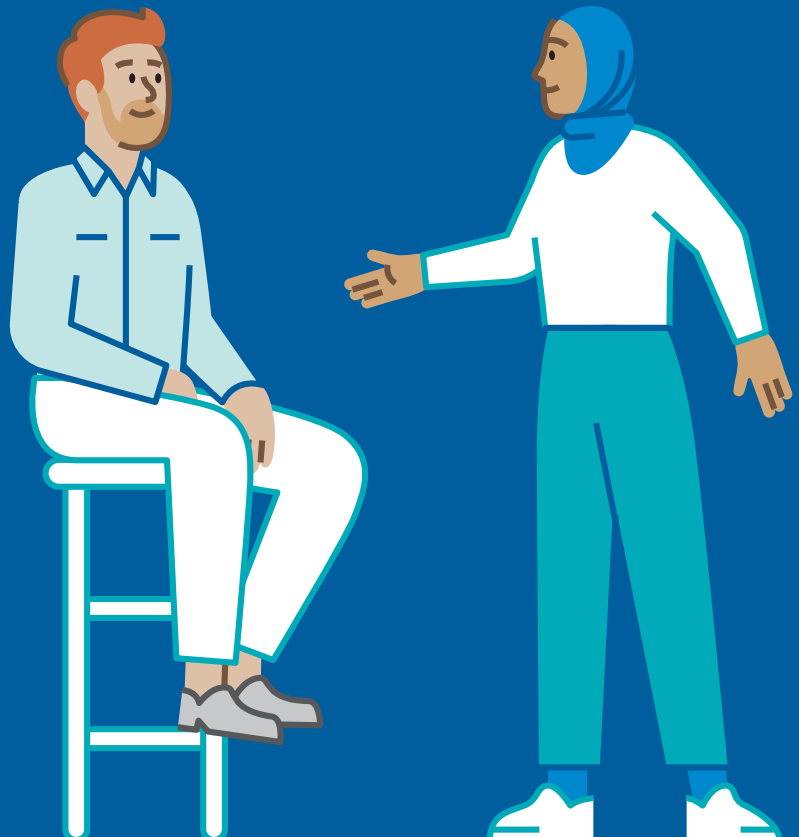
Visit our new members page

Learn more about our plan at **MGBHP.org/new**



- Find a doctor.
- See if your medications are covered.
- Get help with transition of care questions.
- See member benefits and resources.
- Contact Customer Service by phone, email, or live chat.

Thank you for taking the time to learn more about Mass General Brigham Health Plan and the ways we can meet your needs and help you live a healthier life.



Mass General Brigham
Health Plan

MGBHP.org/new

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

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