



Welcome to City of Boston Value HMO

For 40 years, the health plan your coworkers trust

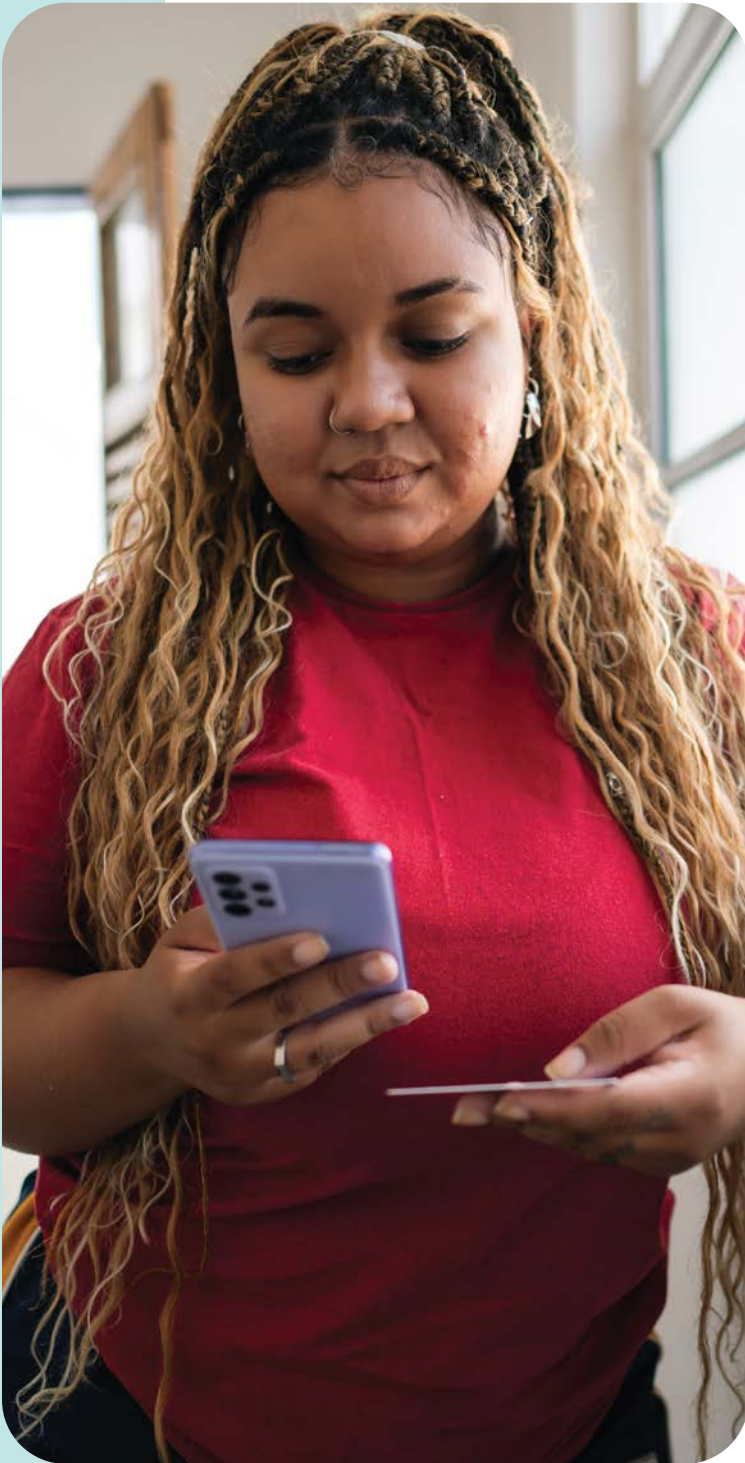


Mass General Brigham
Health Plan

CITY of **BOSTON**



Your health plan for
every day's moments.



Whether it's the moment you start a new exercise program, meet your new baby, or get an unexpected diagnosis, we're here for you.

Get support when you need it

Would you like help finding a provider or understanding if this is the right plan for you? We have a dedicated City of Boston Customer Service team that is happy to help. Contact them at [866-567-9175](tel:866-567-9175) (TTY: 711) or email MGBHPCS@mgb.org. We're available Monday through Friday, from 8 a.m. to 6 p.m. ET and Thursdays from 8 a.m. to 8 p.m. ET.

Access to a provider network with innovative care options

Your coverage starts with your primary care provider (PCP) 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.

The network includes many of the state's leading hospitals

This network is designed to help ensure access to the highest quality care with the greatest value for City of Boston employees and retirees. Many of the region's most respected institutions are part of our network—Massachusetts General Hospital, including Mass General Cancer Center and Mass General Hospital for Children, Brigham and Women's Hospital, Beth Israel Deaconess Medical Center, Lahey Hospital & Medical Center, Mass Eye and Ear, Boston Medical Center, Mass General Brigham - Newton-Wellesley Hospital, Mass General Brigham - Salem Hospital, South Shore Hospital, and many more.

The Value HMO network is designed to help ensure access to the highest quality care with the greatest value for City of Boston employees and retirees.



DoctorSmartSM rewards you with \$25 – \$500 for choosing high-value care

Our DoctorSmart online tools make it easy for you to find doctors, estimate costs for procedures, and even receive \$25 – \$500 cash rewards for having certain services with high-quality, lower-cost providers.

Need urgent care? You have options

You'll have access to urgent care centers and retail walk-in clinics, a 24/7 nurse advice line, and On Demand's virtual urgent care visits for minor illnesses and injuries anywhere, anytime in the U.S. On Demand is NOT for medical emergencies. For medical emergencies, call 911.

IMPORTANT NOTICE: This plan includes a limited provider network called Value HMO. It provides access to a network smaller than Mass General Brigham Health Plan's full commercial HMO provider network. With this plan, members have access to network benefits only from the providers in the Value HMO network. Please consult the provider directory at [MGBHP.org/city-of-boston](https://www.mgbhp.org/city-of-boston) to determine which providers are included in the Value HMO network.

City of Boston Value HMO network

The network includes select providers. It's important to know which hospitals and providers participate before joining. The Value HMO network includes many of the state's leading hospitals. The following is a list of many hospitals that are included.

Baystate Franklin Medical Center

Baystate Medical Center

Baystate Noble Hospital

Baystate Wing Hospital

Berkshire Medical Center, Inc.

Beth Israel Deaconess Hospital - Milton

Beth Israel Deaconess Hospital - Needham

Beth Israel Deaconess Hospital - Plymouth

Beth Israel Deaconess Medical Center

Beth Israel Lahey Health - Addison Gilbert Hospital

Beth Israel Lahey Health - Anna Jaques Hospital

Beth Israel Lahey Health - Beverly Hospital

Beth Israel Lahey Health - New England Baptist Hospital

Beth Israel Lahey Health - Winchester Hospital

Beverly Hospital

Boston Medical Center

Boston Medical Center - Brighton

Boston Medical Center - South

Brigham and Women's Hospital

Brown University Morton Hospital

Brown University Saint Anne's Hospital

Cambridge Health Alliance - Cambridge Hospital

Cambridge Health Alliance - Everett Hospital

Cambridge Health Alliance - Somerville Hospital

Emerson Hospital

Fairview Hospital

Holy Family Hospital - Methuen & Haverhill (owned by Lawrence General Hospital Corp)

Holyoke Medical Center

Lahey Hospital & Medical Center

Lahey Hospital & Medical Center - Peabody

Lawrence General Hospital

Mass General Brigham - Brigham and Women's Faulkner Hospital

Mass General Brigham - Cooley Dickinson Hospital

Mass General Brigham - Martha's Vineyard Hospital

Mass General Brigham - Mass Eye & Ear

Mass General Brigham - Nantucket Cottage Hospital

Mass General Brigham - Newton-Wellesley Hospital

Mass General Brigham - Salem Hospital

Massachusetts General Hospital, including Mass General Cancer Center and MassGeneral Hospital for Children

MetroWest Medical Center - Framingham

MetroWest Medical Center - Natick

Mount Auburn Hospital

New England Baptist Hospital

Signature Healthcare Brockton Hospital

South Shore Hospital

St. Vincent Hospital

How to check if your providers participate in the network

It is very important to check our online provider directory at MGBHP.org/city-of-boston to ensure your doctors, hospitals, and other providers participate in the Value HMO network.

There are some providers, including Boston Children's Hospital, Dana-Farber Cancer Institute, and Tufts Medical Center, that are not in the Value HMO network.

We can also help you find new providers!

Call us at **866-567-9175**. We are available Monday through Friday from 8 a.m. to 6 p.m. ET and Thursdays from 8 a.m. to 8 p.m. ET.



Mental health resources to feel your best

Behavioral health resources by Optum offer the support you need.

Here are two ways to access these resources:

- Search our provider directory to find providers who offer treatments including mental health care, outpatient services, day programs, residential programs, autism care and support, substance use and recovery services, and more.
- Browse Optum's [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**

Other innovative programs to help you live your healthiest life



Care management

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](https://www.dsc2u.org)

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

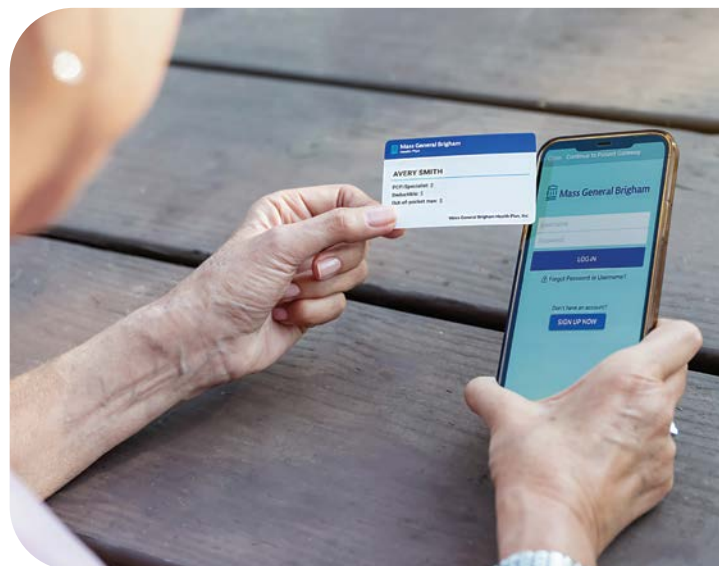
Coverage to keep you healthy and happy

Make the most of your plan, no matter your level of health.

- Fitness reimbursement: Up to \$150 for individual coverage or \$300 for family coverage per calendar year. *Terms and conditions apply.*
 - Covers memberships of qualified fitness facilities and participation in qualified programs/subscriptions and activities
 - Includes the purchase, maintenance, and service of qualified active mobility products
- Weight loss reimbursement: Up to six months of membership fees per calendar year in a qualified weight-loss program for a covered Subscriber or one covered Dependent
- Diabetic eye exam at no member cost sharing
- Discounted eyewear powered by EyeMed
- Quit for Life nicotine cessation program with 1:1 support from a tobacco treatment specialist
- Reimbursement for breastfeeding classes
- Discounts or partial reimbursements on bike helmets
- 1:1 health coaching available via phone or text with no member cost sharing
- Up to \$130 reimbursement for childbirth education

Money-saving pharmacy coverage

- Access to thousands of participating pharmacies nationwide, including CVS Pharmacy®, independent pharmacies, and chains like Walgreens® and Rite Aid®
- 90-day supply of certain maintenance medications through mail order or at local participating pharmacies
- Lower- or no-cost coverage for many over-the-counter (OTC) drugs with a prescription at a participating pharmacy



An exceptional member experience from day one

We work hard to make sure your needs are at the center of all we do. Whenever and however you use the plan, we want your experience to be easy and full of value. Here are some simple ways to access your plan once you are a member:

Your Member Portal has all your plan's important details

Once you are a member, register and sign in at Member.MGBHP.org to start managing your account and to access claims history, accumulations, and important plan documents.

We're here to help

If you have any questions about your Value HMO plan and if it's right for you, please call us at **866-567-9175** (TTY: 711) or email MGBHPCS@mgb.org. We are available Monday through Friday from 8 a.m. to 6 p.m. ET and Thursdays from 8 a.m. to 8 p.m. ET.



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.



MGBHP.org/city-of-boston

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

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