MassHealth
Enrollment Guide

Your Choices Starting **JANUARY 2027**

LEARN
about health plans

COMPARE
health plans

ENROLL
in a health plan

COMMONWEALTH OF MASSACHUSETTS | Executive Office of Health and Human Services

In an emergency, you can go to any hospital.

You do not need to worry about which health plan you have.

We are here to help.

We speak your language.

If you need help from an interpreter or translator, please call the MassHealth Customer Service Center.

Questions?

www.mass.gov/masshealth

MassHealth Customer Service Center
(800) 841-2900

TDD/TYY: 711

Monday–Friday
8 am to 5 pm

Hello and welcome

MassHealth is the Medicaid program in Massachusetts. We have health plans to choose from so you can get the health care you need. Please read this guide to learn about the plans and to choose the one that's best for you.

This guide will help you...

Learn
Learn about the health plans available in your area and how to choose a provider.

Compare
Compare health plans in your area and choose the one that's right for you.

Enroll
Enroll in a health plan or change to a different health plan.

Is this guide for you?

Certain members in the MassHealth program will need to enroll in a health plan. Use this guide if you

- Are younger than 65
- Do not have other insurance *(including Medicare)*
- Live in the community *(for example, not in a nursing facility)*, and
- Are in MassHealth Standard, CommonHealth, CarePlus, or Family Assistance.

Members described below are not eligible for the health plan options described in this guide.

Do not use this guide if you

- If you are 65 or older
- Have other insurance *(including Medicare)*
- Do not live in the community *(for example, you live in a nursing facility)*
- Are enrolled in Senior Care Options (SCO), Program of All-Inclusive Care for the Elderly (PACE), or One Care
- Are a member who is eligible only for
  - » *MassHealth Limited*
  - » *Children's Medical Security Plan (CMSP), or*
  - » *Health Safety Net (HSN).*

How to Use this Guide: 3 Steps to a Health Plan

Step 1: Service areas

First, find your **service area**. Go to page 36. Look up your town—to the right of your town, you will find the name of your service area. (See pages 36 to 41.)

A **service area** is a group of cities and towns that a health plan serves.

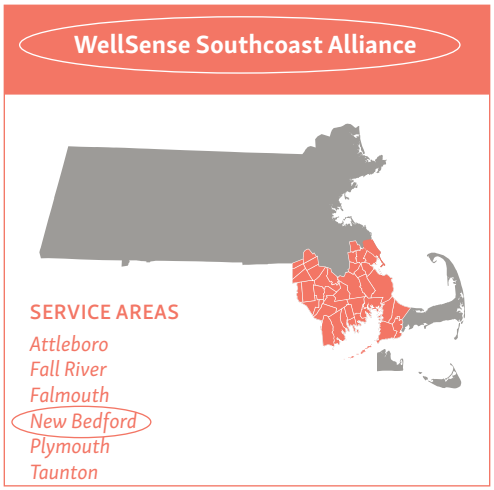
For example, if your town is Fairhaven, your service area is New Bedford. Once you know your service area, go to step 2.

Your Town	*Service Area*
Fairhaven	*New Bedford*
Fall River	*Fall River*
Falmouth	*Falmouth*

Step 2: Health plans in your service area

Next, look at pages 7 through 29 and find the plans in your service area. Each plan has a list and map of its service areas.

For example, if you live in Fairhaven and see that your service area is "New Bedford," you would look at plans that list "New Bedford" under "service area."



Step 3: Choose your health plan

After you compare the health plans in your service area, use the **Enrollment Form** that was sent with this booklet to enroll.

If you have questions or need help choosing a health plan, call us at **(800) 841-2900,** TDD/TTY: 711.

You may also go to our website at www.masshealthchoices.com to learn about plans and to choose one.

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Learn About Health Plan Options

Accountable Care Organizations (ACOs)

ACOs are groups of doctors, hospitals, and other health care providers who give coordinated, high-quality care to MassHealth members. This way, MassHealth members get the right care at the right time.

There are two types of ACOs you can enroll in: **Accountable Care Partnership Plans** or **Primary Care ACOs**. In both, ACOs are led by providers, not just administrators. ***Primary Care Providers (PCPs)*** are at the center of your care. Providers work with you directly and know your needs. They will have a bigger part in working with you to make decisions about care in an ACO than in other types of health plans.

On the following pages, we describe the two different types of ACOs as well as the managed care organization (MCO) and the Primary Care Clinician (PCC) Plan. You can choose any of the plans in your service area.

Accountable Care Partnership Plans (ACPPs)

In this type of ACO, PCPs work with just one health plan. The provider network includes PCPs, specialists, behavioral health providers, and hospitals. PCPs plan and coordinate care to meet your health care needs.

In this kind of ACO, you

- Must live in the service areas covered by the ACO
- Must use the ACO's provider network
- Choose a PCP in the ACO, or one will be assigned to you
- Can change your PCP within the ACO at any time
- Will have a ***Plan Selection Period*** and a ***Fixed Enrollment Period*** every year (*See page 4 for definitions*).

Key Terms

Network

A group of doctors, hospitals, and other health care providers that a health plan contracts with to provide medical care to you.

Primary Care Provider (PCP)

A health care provider you choose to give you routine care and refer you to a specialist when necessary. PCPs provide many health care services, such as

- Yearly checkups
- Vaccinations
- Health screenings
- Sick visits

(See page 4 for more information.)

Primary Care ACOs

In this type of ACO, PCPs have joined together into an ACO to be responsible for your care. The ACO contracts directly with MassHealth to coordinate the full range of services for its enrollees. Primary Care ACOs work with the MassHealth provider network of specialists and hospitals and may have certain providers in their "referral circle." This circle gives you direct access to other providers. The Massachusetts Behavioral Health Partnership (MBHP) provides behavioral health services.

In this kind of plan, you

- Must choose a PCP in the ACO's group of providers when you enroll
- Can change your PCP at any time within the ACO
- Will have a Plan Selection Period and a Fixed Enrollment Period every year.

Managed Care Organization (MCO)

The MCO health plan is run by an insurance company. This plan provides care through its own provider network which includes PCPs, specialists, behavioral health providers, and hospitals. Care coordinators are employed by the MCO.

In this kind of plan, you

- Must use the MCO provider network
- Choose a PCP in the MCO, or one will be assigned to you
- Can change your PCP within the MCO at any time
- Will have a Plan Selection Period and a Fixed Enrollment Period every year.

PCPs who are part of an ACO will not be available as PCPs in an MCO.

Health Related Social Needs Services

If you are in an Accountable Care Organization (ACO), you may be able to get help with food and housing through the MassHealth's Health Related Social Needs (HRSN) Services program. For example, you could get help with purchasing fruits and vegetables or searching for housing. Each ACO offers different HRSN services, so please contact your ACO for more information.

Primary Care Clinician (PCC) Plan

In the PCC Plan, primary care providers are called primary care clinicians (PCCs). The MassHealth network of PCCs, specialists, and hospitals delivers services. The Massachusetts Behavioral Health Partnership (MBHP) provides behavioral health services.

In the PCC Plan, you

- Must choose a PCC from the MassHealth list when you enroll
- Can change your PCC at any time
- Can change from the PCC Plan to an ACO or MCO at any time.
- PCPs in an ACO are not available as PCCs in the PCC Plan.

Key Terms

Plan Selection Period

The time of year when you CAN change your health plan.

(See page 31 for more information.)

Fixed Enrollment Period

The time of year when you CANNOT change your health plan, except for certain reasons.

(See page 31 for more information.)

Choosing a Primary Care Provider

It is important to choose a primary care provider (PCP) for you or your family.

Your PCP helps you get the care you need. PCPs provide a wide range of health care services, such as

- Yearly checkups
- Vaccinations
- Sick visits
- Health screenings.

Getting to Know Your PCP

Your PCP gets to know you and your health history, habits, and goals. Your PCP

- Provides treatment
- Helps you manage health issues like asthma, obesity, diabetes, and high blood pressure
- Refers you to a specialist when needed.

Changing Your PCP

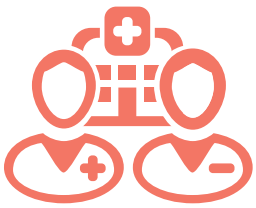
You can change from one PCP to another within your health plan at any time and for any reason.

Accountable Care Partnership Plans and Managed Care Organization

If you are in an Accountable Care Partnership Plan or Managed Care Organization, call your plan. The phone number is on the back of your card.

Primary Care ACO and PCC Plan

If you are in a Primary Care ACO or the PCC plan, call MassHealth at **(800) 841-2900**, TDD/TYY: 711.



Which Providers Can You See?

Your choice of PCP and your network of providers depends on which health plan you choose. Below is a description of the providers you can see based on your health plan choices. PCPs that are in the networks of ACOs (*Accountable Care Partnership Plans* and *Primary Care ACOs*) are usually not available in MCOs or in the PCC Plan. These PCPs are usually only available in their ACOs.

Accountable Care Partnership Plans

PCPs

You have to choose a PCP within the **Accountable Care Partnership Plan's network.**

Medical Services and Behavioral Health Services

You will receive medical AND behavioral health services from the **Accountable Care Partnership Plan's network.**

There are 15 Accountable Care Partnership Plans. See pages 7–21.

Managed Care Organization

PCPs

You have to choose a PCP within the **MCO's network.**

Medical Services and Behavioral Health Services

You will receive medical AND behavioral health services from providers in the **MCO's network.**

There is one MCO. See page 26.

Primary Care ACOs

PCPs

You have to choose a PCP within the **Primary Care ACO's group of providers.**

Medical Services

You will receive medical services from providers in the **MassHealth network.**

Behavioral Health Services

You will receive your behavioral health services from the **Massachusetts Behavioral Health Partnership (MBHP) network.**

There are two Primary Care ACOs. See pages 24–25.

Primary Care Clinician Plan

PCCs

You have to choose a PCC within the **PCC Plan network.**

Medical Services

You will receive medical services from providers in the **MassHealth network.**

Behavioral Health Services

You will receive your behavioral health services from the **Massachusetts Behavioral Health Partnership (MBHP) network.**

There is one Primary Care Clinician Plan. See page 29.

Compare Health Plans

There are many health plans to choose from. Each health plan has a different list of doctors, behavioral health providers, and hospitals. The following pages summarize each of the health plans available to help you choose the one that is right for you.

Go online to www.MassHealthChoices.com to use our tool to search for providers and to compare plans.

Finding a Health Plan in Your Service Area

Each of the health plans covers a set of service areas. You may choose a health plan only if it is in your service area.

A service area is a group of cities and towns that a health plan serves.

Compare Online

Choosing a plan and a primary care provider is simple when you use our online tool. www.MassHealthChoices.com allows you to search a complete list of primary care providers and compare health plans side by side based on what is important to you or your family.

At www.MassHealthChoices.com you can use the *Learn*, *Compare*, and *Enroll* tabs to

Learn about important MassHealth information

Compare

- Health plan options in your area
- Primary care providers that participate in your health plan options.

Enroll in the plan that best meets your needs

Visit www.MassHealthChoices.com today!

Find your service area...Find your health plan.

To find your service area, go to page 36. Find the town you live in and use its service area to find the health plans available to you on the following pages.

Remember, you can only choose a health plan in your service area.

*If the health plan that you need is not in your area, you may be able to submit a request for a Service Area Exception. For more information, please visit www.masshealthchoices.com/learn/changing-your-health-plan on the MassHealth Choices website or call MassHealth Customer Service at **(800) 841-2900**, TDD/TYY: 711.*

Accountable Care Partnership Plans

Fallon Health offers the following plans:

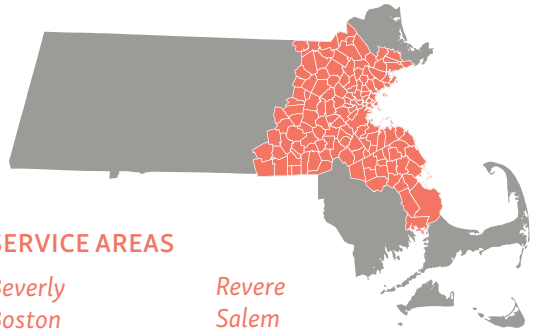
- Fallon Health-Atrius Health Care Collaborative
- Berkshire Fallon Health Collaborative
- Fallon 365 Care

Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call

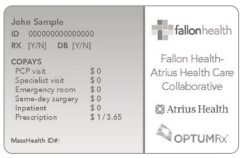
- (888) 777-1207
  Fallon Health-Atrius Health Care Collaborative
- (888) 877-7184
  Berkshire Fallon Health Collaborative
- (888) 877-7182
  Fallon 365 Care.

Fallon Health-Atrius Health Care Collaborative



SERVICE AREAS

Beverly
Boston
Brockton
Framingham
Lawrence
Lowell
Lynn
Malden
Plymouth
Quincy
Revere
Salem
Somerville
Waltham
Wareham
Woburn



Find your town and its service area on page 36.

At Fallon Health-Atrius Health Care Collaborative, our priority is making sure our MassHealth members get the care they need and deserve. We believe in care that empowers people to live better. We are guided by our desire to always do right by all those we serve and support.

Special Programs and Extra Benefits

- Quit to Win—*quit smoking program*
- Oh Baby—*baby wellness*
- Healthwise Knowledgebase—*health encyclopedia*
- Mobile ID card and secure member portal

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

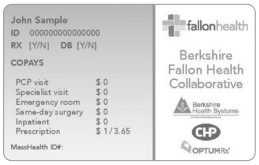
www.fallonhealth.org/atriushealth
Customer Service: (866) 473-0471
Behavioral Health: (888) 777-1207

Accountable Care Partnership Plans

Berkshire Fallon Health Collaborative

SERVICE AREAS

Adams
Pittsfield



Find your town and its service area on page 36.

The Berkshire Fallon Health Collaborative (BFHC) is a partnership between Fallon Health, Berkshire Health Systems, and Community Health Programs. BFHC is committed to providing our members with the right care at the right time, and in the right place.

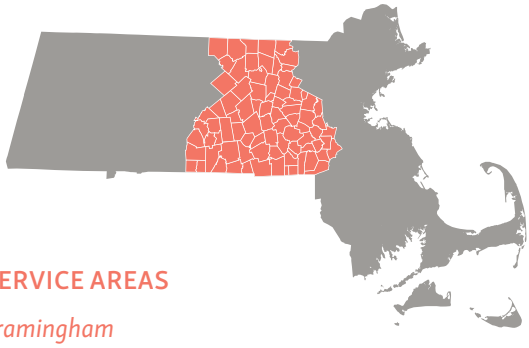
Special Programs and Extra Benefits

- Quit to Win—*quit smoking program*
- Oh Baby—*baby wellness*
- Healthwise Knowledgebase—*health encyclopedia*
- Mobile ID card and secure member portal

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

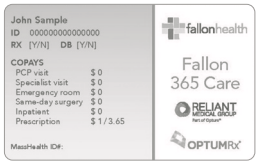
www.fallonhealth.org/berkshires
Customer Service: (855) 203-4660
Behavioral Health: (888) 877-7184

Fallon 365 Care



SERVICE AREAS

Framingham
Gardner-Fitchburg
Southbridge
Worcester



Find your town and its service area on page 36.

With a goal of delivering high-quality care and a history of innovation, Fallon 365 Care is committed to improving the lives of members in our community.

Special Programs and Extra Benefits

- Quit to Win—*quit smoking program*
- Oh Baby—*baby wellness*
- Healthwise Knowledgebase—*health encyclopedia*
- Mobile ID card and secure member portal

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.fallonhealth.org/365care
Customer Service: (855) 508-3390
Behavioral Health: (888) 877-7182

Accountable Care Partnership Plans

Hospitals

Fallon Health includes the following hospitals:

Fallon Health-Atrius Health Care Collaborative

Hospital Name	City
Addison Gilbert Hospital *(Beth Israel Lahey Health)*	*Gloucester*
Anna Jaques Hospital *(Beth Israel Lahey Health)*	*Newburyport*
Berkshire Medical Center *(Berkshire Health Systems)*	*Pittsfield*
Beth Israel Deaconess — Needham	*Needham*
Beth Israel Deaconess — Plymouth	*Plymouth*
Beth Israel Deaconess Medical Center	*Boston*
Beverly Hospital *(Beth Israel Lahey Health)*	*Beverly*
Boston Children's Hospital	*Boston*
Brockton Hospital *(Signature Health Care)*	*Brockton*
Cape Cod Hospital *(Cape Cod Healthcare)*	*Hyannis*
Dana-Farber Cancer Institute	*Boston*
Emerson Hospital	*Concord*
Falmouth Hospital *(Cape Cod Healthcare)*	*Falmouth*
Lahey Hospital and Medical Center	*Burlington*
Lahey Medical Center — Peabody	*Peabody*
Lowell General Hospital — Main Campus	*Lowell*
Lowell General Hospital — Saints Campus	*Lowell*
Mass. Eye and Ear Infirmary	*Boston*
Milton Hospital *(Beth Israel Lahey Health)*	*Milton*
Mount Auburn Hospital *(Beth Israel Lahey Health)*	*Cambridge*
New England Baptist Hospital	*Roxbury Crossing*
Newton-Wellesley Hospital *(Mass General Brigham)*	*Newton*
South Shore Hospital	*Weymouth*
Winchester Hospital *(Beth Israel Lahey Health)*	*Winchester*

Berkshire Fallon Health Collaborative

Hospital Name	City
Baystate Medical Center *(Baystate Health)*	*Springfield*
Berkshire Medical Center *(Berkshire Health Systems)*	*Pittsfield*
Fairview Hospital *(Berkshire Health Systems)*	*Great Barrington*
Franklin Medical Center *(Baystate Health)*	*Greenfield*
North Adams Regional Hospital	*North Adams*
Mass. Eye and Ear Infirmary	*Boston*
Tufts Medical Center	*Boston*

Fallon 365 Care

Hospital Name	City
Athol Hospital *(Heywood Healthcare)*	*Athol*
Framingham Union Hospital	*Framingham*
Heywood Hospital *(Heywood Healthcare)*	*Gardner*
Milford Regional Medical Center *(UMass Memorial)*	*Milford*
Saint Vincent Hospital	*Worcester*
Tufts Medical Center	*Boston*

The hospital lists are subject to change, and the hospitals may have service limits. Please check with your health plan for specific questions about hospitals.

Accountable Care Partnership Plans

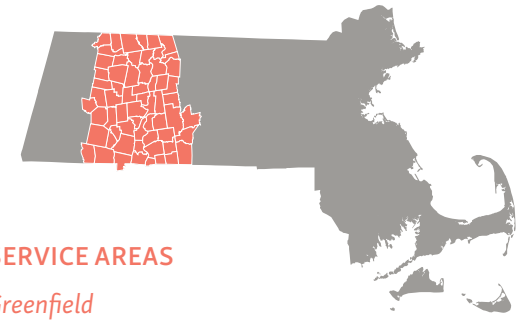
Health New England offers the following plan:

- BeHealthy Partnership Plan

Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call (800) 495-0086.

BeHealthy Partnership Plan



SERVICE AREAS

Greenfield
Holyoke
Northampton
Springfield
Westfield

BeHealthy Partnership
Baystate Health Care Alliance in Partnership with Health New England
Name: JANE DOE
ID: XXXXXXXXXXX
BeHealthy Partnership ID: XXXXXXXXXXXX
Plan: BeHealthy Partnership Plan Name
RxBIN: 610593 RxPCN: MHP RxGrp: HNEMH
For Pharmacy: Call the OptumRx Help Desk at (800) 918-7545
Issue Date: MM/DD/YYYY
Questions? Call us at (413) 788-0123 or (800) 786-9999
For TTY, call 711

Find your town and its service area on page 36.

In the BeHealthy Partnership Plan, you get the support of caring professionals who live and work in your community. Our goal is to be your health care partner, and our focus is on you and your family's overall well-being, making sure that you receive high-quality medical and behavioral health care.

Special Programs and Extra Benefits

- Bee Healthy Babies Program
- Wellness programs and fitness reimbursement
- Free dental kit
- Free kids' bike helmets
- Free booster or car seats

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.behealthypartnership.org
Customer Service: (800) 786-9999
Behavioral Health: (800) 495-0086

Hospitals

Health New England includes the following hospitals:

BeHealthy Partnership Plan

Hospital Name	*City*
Baystate Medical Center *(Baystate)*	*Springfield*
Cooley Dickinson Health Care *(Mass General Brigham)*	*Northampton*
Franklin Medical Center *(Baystate Health)*	*Greenfield*
Heywood Hospital	*Gardner*
Holyoke Medical Center	*Holyoke*
Noble Hospital *(Baystate)*	*Westfield*
Mercy Medical Center *(Trinity Health of New England)*	*Springfield*
Wing Hospital *(Baystate)*	*Palmer*

The hospital list is subject to change, and the hospitals may have service limits. Please check with your health plan for specific questions about hospitals.

Accountable Care Partnership Plans

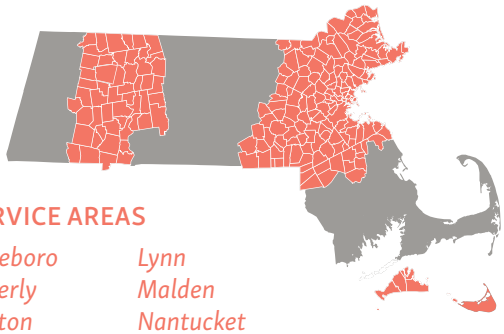
Mass General Brigham offers the following plan:

- Mass General Brigham Health Plan with Mass General Brigham ACO

Behavioral Health

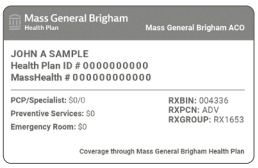
Members can get a full range of mental health and substance use services. Please call (800) 462-5449.

Mass General Brigham Health Plan with Mass General Brigham ACO



SERVICE AREAS

Attleboro
Beverly
Boston
Brockton
Framingham
Gloucester
Greenfield
Haverhill
Holyoke
Lawrence
Lowell
Lynn
Malden
Nantucket
Northampton
Oak Bluffs
Quincy
Revere
Salem
Somerville
Waltham
Westfield
Woburn



Find your town and its service area on page 36.

Mass General Brigham Health Plan with Mass General Brigham ACO provides you with primary care that treats the whole person, including your behavioral health needs. Your providers will manage your care, meet your needs, and coordinate your benefits through primary care practices. They will also help find social support resources, such as housing and food resources, when needed.

Special Programs and Extra Benefits

- Childcare and safety product discounts
- Fitness membership reimbursement
- Quitting tobacco program
- Diabetes management and education
- Weight loss support

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.massgeneralbrighamhealthplan.org
Customer Service: (800) 462-5449
Behavioral Health: (800) 462-5449

Accountable Care Partnership Plans

Hospitals

Mass General Brigham includes the following hospitals:

Mass General Brigham Health Plan with Mass General Brigham ACO

Hospital Name	City
Addison Gilbert Hospital *(Beth Israel Lahey Health)*	*Gloucester*
Anna Jaques Hospital *(Beth Israel Lahey Health)*	*Newburyport*
Baystate Medical Center	*Springfield*
Beth Israel Deaconess	*Milton*
Beth Israel Deaconess	*Needham*
Beth Israel Deaconess	*Plymouth*
Beth Israel Deaconess Medical Center	*Boston*
Beverly Hospital *(Beth Israel Lahey Health)*	*Beverly*
Boston Children's Hospital	*Boston*
Boston Medical Center	*Boston*
Boston Medical Center-Brighton	*Brighton*
Boston Medical Center-South	*Brockton*
Brigham & Women's Hospital *(Mass General Brigham)*	*Boston*
Brockton Hospital *(Signature Healthcare)*	*Brockton*
Cambridge Hospital *(CHA)*	*Cambridge*
Cape Cod Hospital *(Cape Cod Healthcare)*	*Hyannis*
Clinton Hospital *(UMass Memorial HealthAlliance)*	*Clinton*
Clinton Hospital *(UMass Memorial HealthAlliance)*	*Leominster*
Cooley Dickinson Hospital *(Mass General Brigham)*	*Northampton*
Dana-Farber Cancer Institute	*Boston*
Elliot Hospital *(Elliot Health System)*	*Manchester, NH*

Hospital Name	City
Emerson Hospital	*Concord*
Everett Hospital *(CHA)*	*Everett*
Falmouth Hospital *(Cape Cod Healthcare)*	*Falmouth*
Faulkner Hospital *(Mass General Brigham)*	*Jamaica Plain*
Franklin Medical Center *(Baystate Health)*	*Greenfield*
Harrington Hospital *(UMass Memorial)*	*Southbridge*
Heywood Hospital *(Heywood Healthcare)*	*Gardner*
Lahey Hospital and Medical Center	*Burlington*
Lahey Medical Center —Peabody	*Peabody*
Martha's Vineyard Hospital *(Mass General Brigham)*	*Oak Bluffs*
Mass. Eye and Ear Infirmary	*Boston*
Mass General Hospital *(Mass General Brigham)*	*Boston*
Mercy Medical Center *(Trinity Health of New England)*	*Springfield*
Merrimack Health Haverhill Hospital	*Haverhill*
Merrimack Health Lawrence Hospital	*Lawrence*
Merrimack Health Methuen Hospital	*Methuen*
Milford Regional Medical Center *(UMass Memorial)*	*Milford*
Morton Hospital *(Brown University Health)*	*Taunton*
Mount Auburn Hospital *(Beth Israel Lahey Health)*	*Cambridge*
Nantucket Cottage Hospital *(Mass General Brigham)*	*Nantucket*
New England Baptist Hospital	*Roxbury Crossing*
Newton-Wellesley Hospital *(Mass General Brigham)*	*Newton*
Noble Hospital *(Baystate)*	*Westfield*

Accountable Care Partnership Plans

Hospital Name	*City*
Saint Anne's Hospital *(Brown University Health)*	*Fall River*
Salem Hospital *(Mass General Brigham)*	*Salem*
South Shore Hospital	*Weymouth*
Southern New Hampshire Medical Center	*Nashua, NH*
UMass Memorial — Marlborough Campus	*Marlborough*
UMass Memorial Medical Center — Memorial Campus	*Worcester*
UMass Memorial Medical Center — University Campus	*Worcester*
Winchester Hospital *(Beth Israel Lahey Health)*	*Winchester*
Wing Hospital *(Baystate)*	*Palmer*

The hospital list is subject to change, and the hospitals may have service limits. Please check with your health plan for specific questions about hospitals.

Accountable Care Partnership Plans

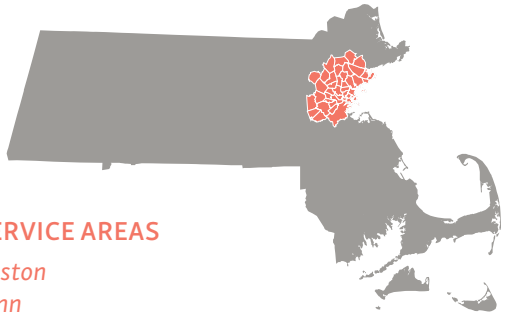
Tufts Health Plan offers the following plans:

- Tufts Health Together with Cambridge Health Alliance (CHA)
- Tufts Health Together with UMass Memorial Health

Behavioral Health Services

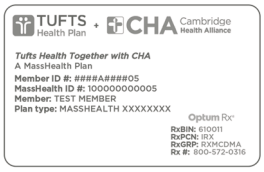
Members can get a full range of mental health and substance use services. For more information, call (888) 257-1985.

Tufts Health Together with CHA



SERVICE AREAS

Boston
Lynn
Malden
Revere
Salem
Somerville
Waltham
Woburn



Find your town and its service area on page 36.

Tufts Health Together with CHA provides person-centered, coordinated health care to help you feel your best. We embrace diversity, speak many languages, respect culture, and believe everyone deserves to be treated with dignity.

Special Programs and Extra Benefits

- Pregnancy programs
- Healthy cooking and nutrition programs
- Fitness reimbursement
- Gift cards for healthy behaviors
- Gift cards towards car seats and booster seats

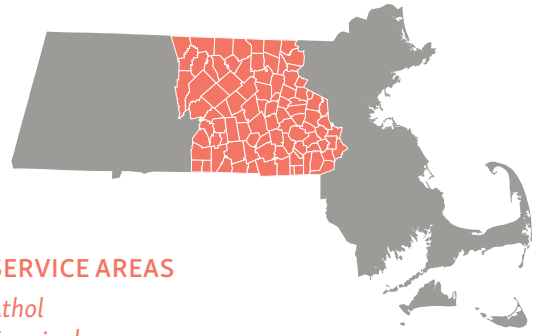
Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.tuftshealthplan.com/welcomecha

Customer Service: (888) 257-1985
Behavioral Health: (888) 257-1985

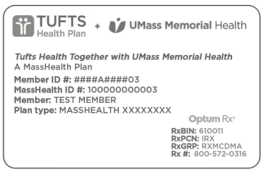
Accountable Care Partnership Plans

Tufts Health Together with UMass Memorial Health



SERVICE AREAS

Athol
Framingham
Gardner-Fitchburg
Southbridge
Worcester



Find your town and its service area on page 36.

The mission of the Tufts Health Together with UMass Memorial Health is to improve the health and wellness of the MassHealth members we serve. We do that by providing our members with patient-centered, high-quality care that addresses their medical, behavioral health, and social needs. We will strive to understand your cultural and language needs and help you achieve your health goals.

Special Programs and Extra Benefits

- Pregnancy programs
- Healthy cooking and nutrition programs
- Fitness reimbursement
- Gift cards for healthy behaviors
- Gift cards towards car seats and booster seats

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.tuftshealthplan.com/welcomeumassmemorialhealth

Customer Service: (888) 257-1985
Behavioral Health: (888) 257-1985

Hospitals

Tufts Health Plan includes the following hospitals:

Tufts Health Together with CHA

Hospital Name	*City*
Beth Israel Deaconess Medical Center	*Boston*
Cambridge Hospital *(CHA)*	*Cambridge*
Everett Hospital *(CHA)*	*Everett*
Mass General Hospital *(Mass General Brigham)* – pediatrics only; out of network for adult services	*Boston*
Mount Auburn Hospital *(Beth Israel Lahey Health)*	*Cambridge*
Newton-Wellesley Hospital *(Mass General Brigham)*	*Newton*

Tufts Health Together with UMass Memorial Health

Hospital Name	*City*
Athol Hospital *(Heywood Healthcare)*	*Athol*
Clinton Hospital *(UMass Memorial HealthAlliance)*	*Clinton*
Clinton Hospital *(UMass Memorial HealthAlliance)*	*Leominster*
Harrington Hospital *(UMass Memorial)*	*Southbridge*
Heywood Hospital *(Heywood Healthcare)*	*Gardner*
UMass Memorial — Marlborough Campus	*Marlborough*
Milford Regional Medical Center *(UMass Memorial)*	*Milford*
UMass Memorial Medical Center — Memorial Campus	*Worcester*
UMass Memorial Medical Center — University Campus	*Worcester*

The hospital lists are subject to change, and the hospitals may have service limits. Please check with your health plan for specific questions about hospitals.

Accountable Care Partnership Plans

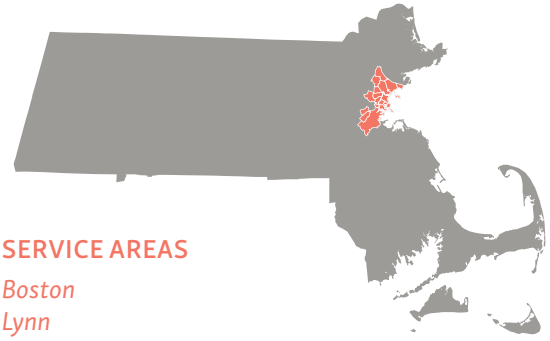
WellSense Health Plan offers the following plans:

- East Boston Neighborhood Health WellSense Alliance
- WellSense Beth Israel Lahey Health (BILH) Performance Network ACO
- WellSense Boston Children's ACO
- WellSense Care Alliance
- WellSense Community Alliance
- WellSense Mercy Alliance
- WellSense Signature Alliance
- WellSense Southcoast Alliance

Behavioral Health Services

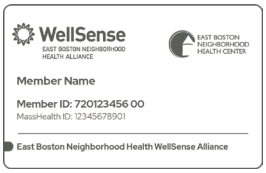
Members can get a full range of mental health and substance use services. For more information, call (888) 566-0010.

East Boston Neighborhood Health WellSense Alliance



SERVICE AREAS

Boston
Lynn
Malden
Revere



Find your town and its service area on page 36.

East Boston Neighborhood Health WellSense Alliance is a partnership between WellSense Health Plan and East Boston Neighborhood Health Center. Together we care for you and your community in every stage of life.

Special Programs and Extra Benefits

- Virtual cooking classes
- Pregnancy programs
- Mail delivery prescriptions
- Mobile ID card and app
- Extra support for chronic conditions

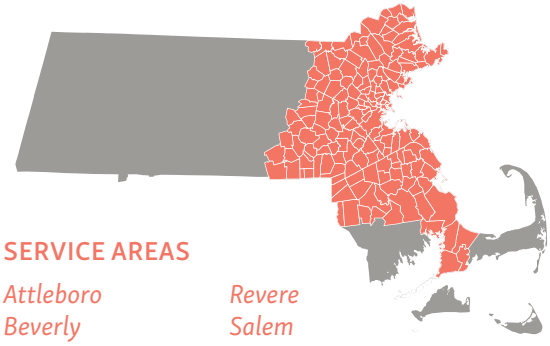
Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.wellsense.org/eastboston

Customer Service: (888) 566-0010
Behavioral Health: (888) 566-0010

Accountable Care Partnership Plans

WellSense BILH Performance Network ACO



SERVICE AREAS

Attleboro
Beverly
Boston
Brockton
Falmouth
Framingham
Gloucester
Haverhill
Lawrence
Lowell
Lynn
Malden
Plymouth
Quincy
Revere
Salem
Somerville
Taunton
Waltham
Wareham
Woburn

Find your town and its service area on page 36.

WellSense BILH Performance Network ACO is a partnership between WellSense Health Plan and Beth Israel Lahey Health Performance Network. Together we are dedicated to providing care that improves your health so that you can live your best life.

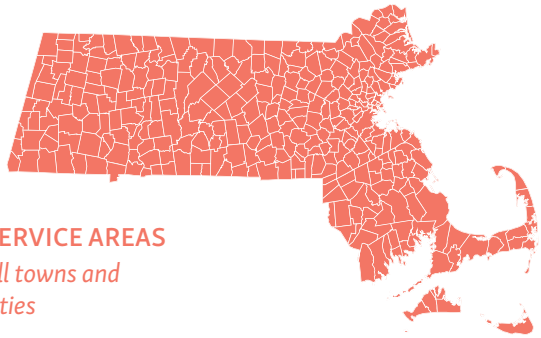
Special Programs and Extra Benefits

- Pregnancy programs
- Mail order prescriptions
- Mobile ID card and app
- Virtual cooking classes
- Extra support for chronic conditions

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

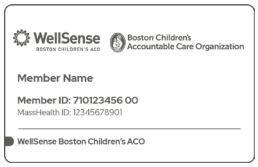
www.wellsense.org/bilh
Customer Service: (888) 566-0010
Behavioral Health: (888) 566-0010

WellSense Boston Children's ACO



SERVICE AREAS

All towns and cities



Find your town and its service area on page 36.

WellSense Boston Children's ACO is a partnership between WellSense Health Plan and Boston Children's Health ACO. We believe in providing the best care possible to all children we serve—putting their healthy future first.

Special Programs and Extra Benefits

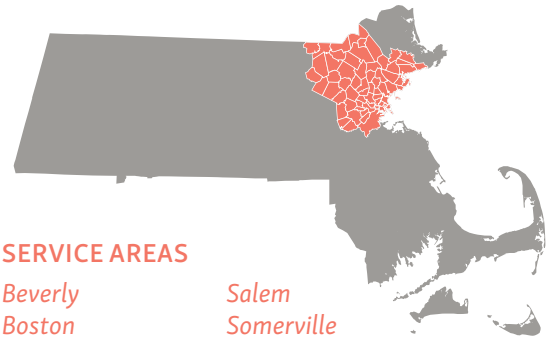
- Nutrition support programs
- Mail order prescriptions
- Virtual cooking classes
- Mobile ID and app

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.wellsense.org/bch
Customer Service: (888) 566-0010
Behavioral Health: (888) 566-0010

Accountable Care Partnership Plans

WellSense Care Alliance



SERVICE AREAS

Beverly
Boston
Lawrence
Lowell
Lynn
Malden
Revere
Salem
Somerville
Waltham
Woburn

Find your town and its service area on page 36.

WellSense Care Alliance is a partnership between WellSense Health Plan, Tufts Medical Center, Lowell Community Health Center, Lowell General, and Melrose Wakefield hospital. We work alongside each other to make sure health care is affordable and accessible for all.

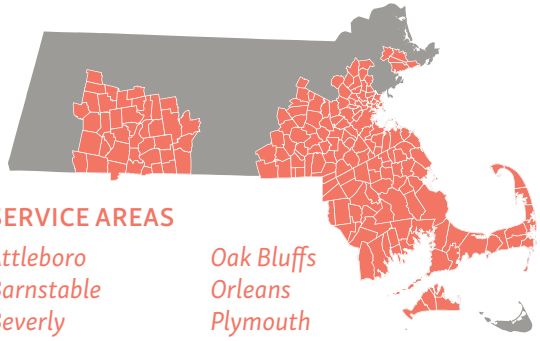
Special Programs and Extra Benefits

- Virtual cooking classes and nutrition support programs
- Mail order prescriptions
- Mobile ID card and app
- Extra support for chronic conditions

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.wellsense.org/carealliance
Customer Service: (888) 566-0010
Behavioral Health: (888) 566-0010

WellSense Community Alliance



SERVICE AREAS

Attleboro
Barnstable
Beverly
Boston
Brockton
Fall River
Falmouth
Framingham
Holyoke
Malden
New Bedford
Northampton
Oak Bluffs
Orleans
Plymouth
Quincy
Revere
Somerville
Springfield
Taunton
Waltham
Wareham
Westfield
Woburn

Find your town and its service area on page 36.

WellSense Community Alliance is a partnership between WellSense Health Plan, Boston Medical Center, community health centers, and other providers throughout the network service areas shown above.

Our goal is to understand your health situation and help you manage it. This means you can count on receiving quality care when you need it most.

Special Programs and Extra Benefits

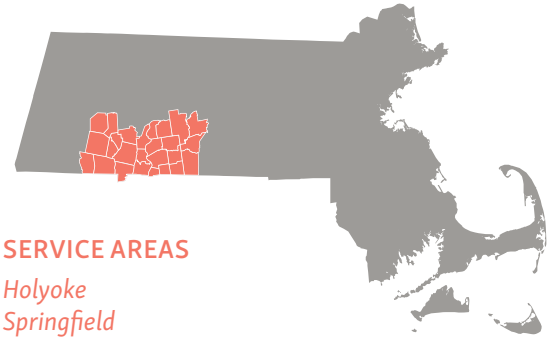
- Virtual cooking classes and nutrition support programs
- Pregnancy programs
- Mail order prescriptions
- Mobile ID card and app
- Extra support for chronic conditions

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.wellsense.org/community
Customer Service: (888) 566-0010
Behavioral Health: (888) 566-0010

Accountable Care Partnership Plans

WellSense Mercy Alliance



SERVICE AREAS

Holyoke
Springfield
Westfield

Find your town and its service area on page 36.

WellSense Mercy Alliance is a partnership between WellSense Health Plan and Mercy Medical Center. We are focused on making the Springfield area healthier by putting you first when it comes to your health. This means we all work together toward a healthy and happy you.

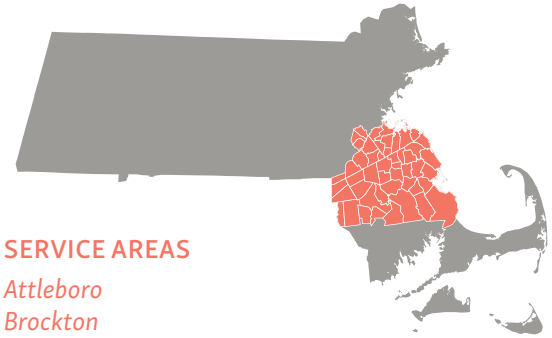
Special Programs and Extra Benefits

- Pregnancy programs
- Mail order prescriptions.
- Mobile ID card and app
- Virtual cooking classes
- Extra support for chronic conditions

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.wellsense.org/mercy
Customer Service: (888) 566-0010
Behavioral Health: (888) 566-0010

WellSense Signature Alliance



SERVICE AREAS

Attleboro
Brockton
Plymouth
Quincy
Taunton

Find your town and its service area on page 36.

WellSense Signature Alliance is a partnership between WellSense Health Plan and Signature Healthcare. We work together to offer you personal care and include you in the conversation along the way. We're here for all of your care needs.

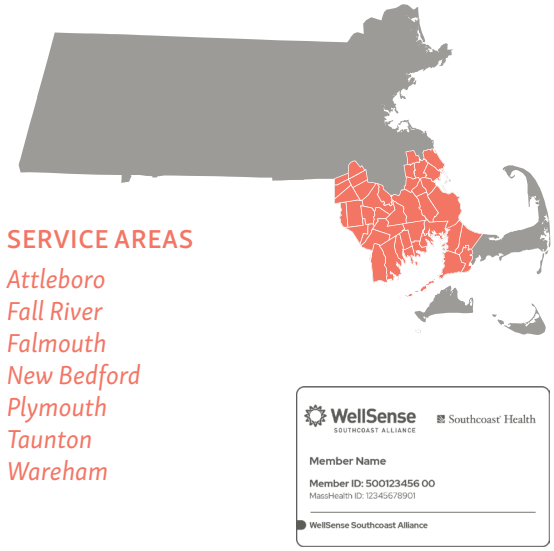
Special Programs and Extra Benefits

- Parenting , family classes, and pregnancy programs
- Mail order prescriptions
- Mobile ID card and app
- Virtual cooking classes
- Extra support for chronic conditions

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.wellsense.org/signature
Customer Service: (888) 566-0010
Behavioral Health: (888) 566-0010

WellSense Southcoast Alliance



SERVICE AREAS

Attleboro
Fall River
Falmouth
New Bedford
Plymouth
Taunton
Wareham

Find your town and its service area on page 36.

WellSense Southcoast Alliance is a partnership between WellSense Health Plan and Southcoast Health. When we all work together, you and your health take center stage. You're involved every step of the way to ensure you get the best care for you.

Special Programs and Extra Benefits

- Pregnancy programs and access to our Baby Café
- Mobile health screening van
- Mail order prescriptions
- Mobile ID card and app
- Virtual cooking classes

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.wellsense.org/southcoast
Customer Service: (888) 566-0010
Behavioral Health: (888) 566-0010

Hospitals

WellSense Health Plan includes the following hospitals for all plans. (See page 23 for more WellSense hospitals for specific plans):

Hospital Name	*City*
Addison Gilbert Hospital *(Beth Israel Lahey Health)*	*Gloucester*
Anna Jaques Hospital *(Beth Israel Lahey Health)*	*Newburyport*
Athol Hospital *(Heywood Healthcare)*	*Athol*
Baystate Medical Center	*Springfield*
Berkshire Medical Center *(Berkshire Health Systems)*	*Pittsfield*
Beth Israel Deaconess — Needham	*Needham*
Beth Israel Deaconess — Plymouth	*Plymouth*
Beth Israel Deaconess Medical Center	*Boston*
Beverly Hospital *(Beth Israel Lahey Health)*	*Beverly*
Boston Children's Hospital	*Boston*
Boston Medical Center	*Boston*
Boston Medical Center-Brighton	*Brighton*
Boston Medical Center-South	*Brockton*
Brockton Hospital *(Signature Healthcare)*	*Brockton*
Cambridge Hospital (CHA)	*Cambridge*
Cape Cod Hospital *(Cape Cod Healthcare)*	*Hyannis*
Charlton Hospital *(Southcoast)*	*Fall River*
Clinton Hospital *(UMass Memorial HealthAlliance)*	*Clinton*
Clinton Hospital *(UMass Memorial HealthAlliance)*	*Leominster*
Cooley Dickinson Hospital *(Mass General Brigham)*	*Northampton*
Dana-Farber Cancer Institute	*Boston*
Everett Hospital *(CHA)*	*Everett*

Accountable Care Partnership Plans

Hospital Name	*City*
Fairview Hospital *(Berkshire Health Systems)*	*Great Barrington*
Falmouth Hospital *(Cape Cod Healthcare)*	*Falmouth*
Framingham Union Hospital	*Framingham*
Franklin Medical Center *(Baystate Health)*	*Greenfield*
Harrington Hospital (UMass Memorial)	*Southbridge*
Hasbro Children's Hospital at Rhode Island Hospital	*Providence, RI*
Kent Hospital *(Care New England)*	*Warwick, RI*
Lahey Hospital and Medical Center	*Burlington*
Lahey Medical Center — Peabody	*Peabody*
Lowell General Hospital — Main Campus	*Lowell*
Lowell General Hospital — Saints Campus	*Lowell*
Mass Eye and Ear Infirmary	*Boston*
MelroseWakefield Hospital *(Tufts Medicine)*	*Melrose*
Merrimack Health Haverhill Hospital	*Haverhill*
Merrimack Health Lawrence Hospital	*Lawrence*
Merrimack Health Methuen Hospital	*Methuen*
Milford Regional Medical Center *(UMass Memorial)*	*Milford*
Milton Hospital *(Beth Israel Lahey Health)*	*Milton*
Miriam Hospital	*Providence, RI*
Morton Hospital *(Brown University Health)*	*Taunton*
Mount Auburn Hospital *(Beth Israel Lahey Health)*	*Cambridge*
New England Baptist Hospital	*Roxbury Crossing*
Newton-Wellesley Hospital *(Mass General Brigham)*	*Newton*

Hospital Name	*City*
Noble Hospital (Baystate)	*Westfield*
North Adams Regional Hospital	*North Adams*
Rhode Island Hospital	*Providence, RI*
Saint Anne's Hospital *(Brown University Health)*	*Fall River*
Saint Vincent Hospital	*Worcester*
Shriners Hospital for Children	*Boston*
South Shore Hospital	*Weymouth*
Southern New Hampshire Medical Center	*Nashua, NH*
Southwestern Vermont Medical Center	*Bennington, VT*
St. Luke's Hospital *(Southcoast)*	*New Bedford*
Sturdy Memorial Hospital	*Attleboro*
Tobey Hospital *(Southcoast)*	*Wareham*
Trinity Health of New England *(Mercy Medical Center)*	*Springfield*
Tufts Medical Center	*Boston*
UMass Memorial — Marlborough Campus	*Marlborough*
UMass Memorial Medical Center — Memorial Campus	*Worcester*
UMass Memorial Medical Center — University Campus	*Worcester*
Winchester Hospital *(Beth Israel Lahey Health)*	*Winchester*
Wing Hospital *(Baystate)*	*Palmer*
Women & Infants Hospital *(Care New England)*	*Providence, RI*

The hospital list is subject to change, and the hospitals may have service limits. Please check with your health plan for specific questions about hospitals.

Accountable Care Partnership Plans

Hospitals

WellSense Community Alliance, East Boston Neighborhood Health, and WellSense Boston Children's plans also include the hospitals listed below:

Hospital Name	*City*
Brigham & Women's Hospital *(Mass General Brigham)*	*Boston*
Faulkner Hospital *(Mass General Brigham)*	*Jamaica Plain*
Martha's Vineyard Hospital *(Mass General Brigham)*	*Oak Bluffs*
Mass General Hospital *(Mass General Brigham)*	*Boston*
Nantucket Cottage Hospital *(Mass General Brigham)*	*Nantucket*
Newton-Wellesley Hospital *(Mass General Brigham)*	*Newton*
Salem Hospital *(Mass General Brigham)*	*Salem*

The hospital list is subject to change, and the hospitals may have service limits. Please check with your health plan for specific questions about hospitals.

Primary Care ACOs

Community Care Cooperative offers the following plan:

- Community Care Cooperative (C3)

To enroll in a Primary Care ACO, you will need to also select a PCP in that ACO's group of providers. PCPs may not be available in all service areas.

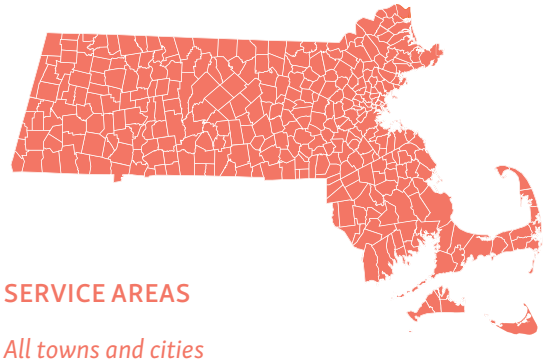
Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at (800) 495-0086 or visit www.masspartnership.com.

Hospitals

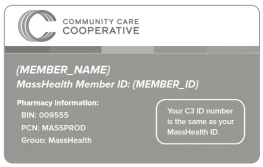
Community Care Cooperative's Primary Care ACO uses the MassHealth hospitals. Please go to masshealth.ehs.state.ma.us/providerdirectory/ for a list of hospitals.

Community Care Cooperative (C3)



SERVICE AREAS

All towns and cities



Find your town and its service area on page 36.

At C3, we work to help your PCP stay better informed and involved in your care. We are creating new programs and systems to get you the right care at the right time.

Special Programs and Extra Benefits

- Special programs at your local health center may include:
  - Farmer's markets
  - Primary care services in your home
  - Health and wellness programs, including cooking classes, nutrition counseling, chronic disease management groups, and more
- Customer Service answered by real people during business hours
- Car seat program for those who qualify

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.c3aco.org
Customer Service: (866) 676-9226
Behavioral Health: (800) 495-0086

Primary Care ACOs

Bookmark Medical offers the following plan:

- Bookmark Care Network

To enroll in a Primary Care ACO, you will need to also select a PCP in that ACO's group of doctors. PCPs may not be available in all service areas.

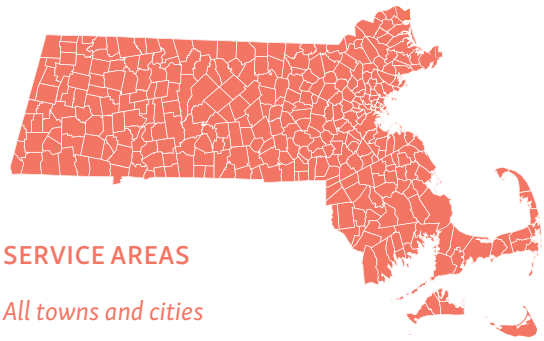
Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at (800) 495-0086 or visit www.masspartnership.com.

Hospitals

Bookmark Care Network's Primary Care ACO Plan uses the MassHealth hospitals. Please go to masshealth.ehs.state.ma.us/providerdirectory/ for a list of hospitals.

Bookmark Care Network



SERVICE AREAS

All towns and cities

Find your town and its service area on page 36.

Special Programs and Extra Benefits

Bookmark Care Network is a health plan that cares about your total wellbeing. We believe in a personal approach to your health care. Our goal is to give you easy access to health care, programs, services, and extra benefits to support you on your path to wellness.

Special Programs and Extra Benefits

- Free education programs
- Free car seats and booster seats
- Gift cards for finishing health care activities

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.bookmarkcarenetwork.com/massachusetts
Customer Service: (855) 860-4949
Behavioral Health: (800) 495-0086

Managed Care Organization

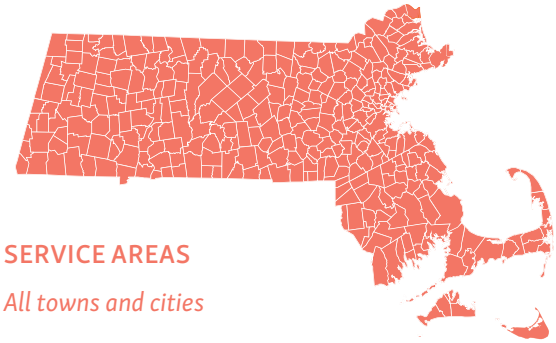
WellSense Health Plan offers the following plan:

- WellSense Essential MCO

Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call (888) 566-0010.

WellSense Essential MCO



SERVICE AREAS

All towns and cities

Find your town and its service area on page 36.

Healthy is easier when you have a community to back you up. That's why WellSense Essential MCO gets to know you and your family's needs. We connect you to care and local resources, supporting you on your road to healthy.

Special Programs and Extra Benefits

- Lifestyle and wellness programs
- Pregnancy programs
- Mobile ID card and app
- Virtual cooking classes
- Extra support for chronic conditions

Contact the plan for a full list of special programs and extra benefits. Certain rules may apply.

www.wellsense.org/mco

Customer Service: (888) 566-0010
Behavioral Health: (888) 566-0010

Managed Care Organization

Hospitals

The WellSense Essential MCO includes the following hospitals:

Hospital Name	City
Addison Gilbert Hospital *(Beth Israel Lahey Health)*	*Gloucester*
Anna Jaques Hospital *(Beth Israel Lahey Health)*	*Newburyport*
Baystate Medical Center *(Baystate)*	*Springfield*
Berkshire Medical Center	*Pittsfield*
Beth Israel Deaconess	*Needham*
Beth Israel Deaconess	*Plymouth*
Beth Israel Deaconess Medical Center	*Boston*
Beverly Hospital *(Beth Israel Lahey Health)*	*Beverly*
Boston Children's Hospital	*Boston*
Boston Medical Center	*Boston*
Boston Medical Center-Brighton	*Brighton*
Boston Medical Center-South	*Brockton*
Brigham & Women's Hospital *(Mass General Brigham)*	*Boston*
Brockton Hospital *(Signature Healthcare)*	*Brockton*
Cambridge Hospital (CHA)	*Cambridge*
Cape Cod Hospital *(Cape Cod Healthcare)*	*Hyannis*
Charlton Hospital *(Southcoast)*	*Fall River*
Clinton Hospital *(UMass Memorial HealthAlliance)*	*Clinton*
Clinton Hospital *(UMass Memorial HealthAlliance)*	*Leominster*
Cooley Dickinson Health Care *(Mass General Brigham)*	*Northampton*
Dana-Farber Cancer Institute	*Boston*
Everett Hospital (CHA)	*Everett*
Fairview Hospital *(Berkshire Health Systems)*	*Falmouth*
Falmouth Hospital *(Cape Cod Healthcare)*	*Falmouth*

Hospital Name	City
Faulkner Hospital *(Mass General Brigham)*	*Jamaica Plain*
Framingham Union Hospital *(MetroWest Medical Center)*	*Framingham*
Franklin Medical Center *(Baystate)*	*Greenfield*
Harrington Hospital (UMass Memorial)	*Southbridge*
Hasbro Children's Hospital at Rhode Island Hospital	*Providence, RI*
Lahey Hospital and Medical Center	*Burlington*
Lahey Medical Center-Peabody	*Peabody*
Lowell General Hospital - Main Campus	*Lowell*
Lowell General Hospital - Saints Campus	*Lowell*
Martha's Vineyard Hospital *(Mass General Brigham)*	*Oak Bluffs*
Mass General Hospital *(Mass General Brigham)*	*Boston*
Mass. Eye and Ear Infirmary	*Boston*
MelroseWakefield Hospital *(Tufts Medicine)*	*Melrose*
Merrimack Health Haverhill Hospital	*Haverhill*
Merrimack Health Lawrence Hospital	*Lawrence*
Merrimack Health Methuen Hospital	*Methuen*
Milford Regional Medical Center *(UMass Memorial)*	*Milford*
Milton Hospital *(Beth Israel Lahey Health)*	*Milton*
Miriam Hospital	*Providence, RI*
Morton Hospital *(Brown University Health)*	*Taunton*
Mount Auburn Hospital *(Beth Israel Lahey Health)*	*Cambridge*
Nantucket Cottage Hospital *(Mass General Brigham)*	*Nantucket*
New England Baptist Hospital	*Boston*

Managed Care Organization

Hospital Name	*City*
Newton-Wellesley Hospital *(Mass General Brigham)*	*Newton*
Noble Hospital *(Baystate)*	*Westfield*
North Adams Regional Hospital	*North Adams*
Rhode Island Hospital	*Providence, RI*
Saint Anne's Hospital *(Brown University Health)*	*Fall River*
Saint Vincent Hospital	*Worcester*
Salem Hospital *(Mass General Brigham)*	*Salem*
Shriners Hospital for Children	*Boston*
South Shore Hospital	*Weymouth*
Southwestern Vermont Medical Center	*Bennington, VT*
St. Luke's Hospital *(Southcoast)*	*New Bedford*
Sturdy Memorial	*Attleboro*
Tobey Hospital *(Southcoast)*	*Wareham*
Trinity Health of New England — Mercy Medical Center	*Springfield*
Tufts Medical Center	*Boston*
UMass Memorial Medical Center — Marlborough Campus	*Marlborough*
UMass Memorial Medical Center — Memorial Campus	*Worcester*
UMass Memorial Medical Center — University Campus	*Worcester*
Winchester Hospital *(Beth Israel Lahey Health)*	*Winchester*
Wing Hospital *(Baystate)*	*Palmer*

The hospital list is subject to change, and the hospitals may have service limits. Please check with your health plan for specific questions about hospitals.

Primary Care Clinician Plan

MassHealth offers the following plan:

- Primary Care Clinician (PCC) Plan

To enroll in the Primary Care Clinician (PCC) Plan, you will need to select a primary care clinician in the PCC Plan's network. PCCs may not be available in all service areas.

- PCC Plan members can enroll in an ACO or MCO at any time.

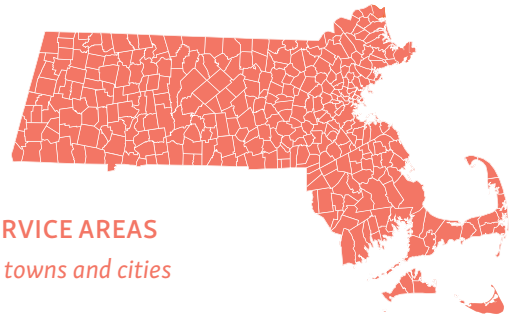
Behavioral Health Services

Members can get a full range of mental health and substance use services. For more information, call the Massachusetts Behavioral Health Partnership at (800) 495-0086 or visit www.masspartnership.com.

Hospitals

The PCC Plan uses the MassHealth network of hospitals. Please go to masshealth.ehs.state.ma.us/providerdirectory/ for a list of hospitals.

Primary Care Clinician (PCC) Plan



SERVICE AREAS

All towns and cities

Find your town and its service area on page 36.

The PCC Plan is a managed care health plan for MassHealth members throughout Massachusetts. The PCC Plan providers include doctors, nurse practitioners, hospitals, pharmacies, and other health care providers. As a PCC Plan member, you can get behavioral health services from the Massachusetts Behavioral Health Partnership (MBHP).

Special Programs and Extra Benefits

- Women and children educational materials
- Disease management material

Contact the plan for a full list of special programs and benefits. Certain rules may apply.

www.mass.gov/masshealthpccplan

Customer Service: (800) 841-2900, TDD/TYY: 711

Enroll in or Change a Health Plan

Enrolling in a Health Plan

Choose a health plan offered in your area that best fits you or your family's health care needs. If you do not choose a health plan, MassHealth will choose one for you.

Ready to enroll? It's easy!

Enroll Online (RECOMMENDED)

The fastest way to enroll in a health plan is online.

www.MassHealthChoices.com

Enroll by Phone

Our customer service representatives can enroll you into a health plan over the phone.

(800) 841-2900
TDD/TTY: 711
Monday–Friday
8 am to 5 pm

Enroll by Mail or Fax

Fill out a MassHealth Health Plan Enrollment Form. Mail the completed form to:

Health Insurance Processing Center
ATTN: Enrollment
PO Box 4405
Taunton, MA 02780

Fax: (617) 988-8903

Changing Your Health Plan

As a MassHealth member enrolled in a health plan, you can change your health plan for any reason only during your Plan Selection Period. Once you are in your Fixed Enrollment Period, you will be able to change your health plan only for certain reasons.

The following members can change health plans at any time for any reason.

- Children who are in the care or custody of the Department of Children and Families (DCF)
- Youth who are in the care or custody of the Department of Youth Services (DYS)
- Newborns and children who are younger than one year old
- Members enrolled in the Primary Care Clinician (PCC) Plan

Plan Selection Period

If you are enrolled in an MCO or ACO, you will have a 90-day Plan Selection Period every year. MassHealth will notify you about your Plan Selection Period. During that period, you can change health plans for any reason.

If you are enrolled in the PCC Plan, you can change to an ACO or an MCO at any time.

If you decide to change your health plan, be sure to check www.MassHealthChoices.com for health plan options available in your area.

Fixed Enrollment Period

If you are in an ACO or MCO when your Plan Selection Period ends, you will be in your Fixed Enrollment Period. During your Fixed Enrollment Period, you will be able to change your health plan only for certain reasons. (See the next page.)

PLAN SELECTION PERIOD VS. FIXED ENROLLMENT PERIOD

Plan Selection Period

During this time, you CAN change your health plan.

Fixed Enrollment Period

During this time, you CANNOT change your health plan.

Except for certain reasons (See page 32.)

Fixed Enrollment Period Exceptions

When you are in your Fixed Enrollment Period, you may only change your health plan for one of these reasons.

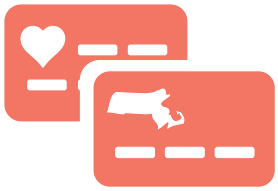
- You move out of the MCO, Accountable Care Partnership Plan, or Primary Care ACO service area.
- The MCO, Accountable Care Partnership Plan, or Primary Care ACO does not, because of moral or religious objections, cover the service you request.
- You need related services to be performed at the same time. Not all related services are available within the network, and your primary care provider or another provider determines that receiving the services separately would subject you to unnecessary risk.
- You receive poor quality care, lack access to services covered, or lack access to providers experienced in dealing with your health care needs.
- The MCO or Accountable Care Partnership Plan is no longer contracted with MassHealth to cover your service area, or your PCP who participates in your Primary Care ACO is not available in your service area.
- You demonstrate to MassHealth that the MCO, Accountable Care Partnership Plan, or Primary Care ACO has not provided access to providers that meet your health care needs over time, even after you request assistance.
- You are homeless *(and MassHealth's records also indicate that you are homeless)*, and the MCO, Accountable Care Partnership Plan, or Primary Care ACO cannot accommodate your needs geographically.
- You demonstrate to MassHealth that the MCO, Accountable Care Partnership Plan, or Primary Care ACO violated a material provision of its contract with MassHealth.
- MassHealth imposes a penalty on the MCO, Accountable Care Partnership Plan, or Primary Care ACO that specifically allows you to disenroll from your MCO, Accountable Care Partnership Plan, or Primary Care ACO without cause.
- You demonstrate to MassHealth that the MCO, Accountable Care Partnership Plan, or Primary Care ACO is not meeting your language, communication, or other accessibility preferences or needs.
- You demonstrate to MassHealth that your key network providers, including PCPs, specialists, or behavioral health providers, leave the MCO, Accountable Care Partnership Plan, or Primary Care ACO network.
- You live in the Oak Bluffs or Nantucket service areas.

If MassHealth denies your request to transfer to another health plan during your Fixed Enrollment Period, you can ask for a fair hearing (appeal). Learn more about asking for a fair hearing on page 35.

Using Your Member ID Cards

After you enroll in a health plan, MassHealth will send you a letter confirming your enrollment. The health plan you selected will send you a welcome packet in the mail with important details about your health plan and a health plan member ID card.

Always carry both your health plan and MassHealth member ID cards with you so you have them when you need care. Be sure to show both member ID cards whenever you get health care or fill a prescription.



Health Plan ID
&
MassHealth ID

If your health plan member ID card is ever damaged, lost, or stolen, call the health plan's member service department for a replacement card.

If your MassHealth member ID card is ever damaged, lost, or stolen, call the MassHealth Customer Service Center at **(800) 841-2900,** TDD/TTY: 711, for a replacement card.

Carry Both ID Cards

Everyone in your family who is enrolled will have a health plan and MassHealth member ID card.

Be sure to show both member ID cards whenever you get health care or fill a prescription.

More Information

Your Rights

- You can ask for a copy of your health records at any time.
- Your health care providers will keep your health information and records private.
- Your health care providers will give you easy-to-understand information about treatment options.
- Your providers will make you part of all decisions about your health care.
- You can refuse health care treatment at any time and for any reason.
- You can file a grievance or appeal if you think your health plan or MassHealth denied you a ***medically necessary*** service or treatment.

Your Responsibilities

Who should I call?	MassHealth	Health Plan
Change of address	✔	✔
New Phone number	✔	✔
New baby or adoption	✔	

Key Term

Medically Necessary Services or Supplies

Health care services or supplies needed to prevent, diagnose, or treat an illness, injury, condition, disease, or its symptoms and that meet accepted standards of medicine.

If you get a bill

MassHealth members should not get a bill for a covered service.

If you are enrolled in an Accountable Care Partnership Plan or an MCO and you get a bill for a covered service, please contact your provider, give them your MassHealth ID number and your health plan ID number, and tell them to call your health plan.

If you are enrolled in the Primary Care ACO or the PCC Plan and you get a bill for a covered service, please contact your provider, give them your MassHealth ID number, and tell them to call MassHealth Customer Service at **(800) 841-2900,** TDD/TTY: 711

Your MassHealth member ID and health plan member ID numbers can be found on your MassHealth member ID and health plan member ID cards. See page 33 of this guide for information about your member ID cards.

Grievances, Appeals, and Fair Hearings

Grievances

Your health plan is committed to making sure that you get the best health care experience. If you are not happy with a service or have a question or complaint, call your health plan's customer service. Their phone number is on the back of your health plan ID card.

You can also contact the MassHealth Customer Service Center at **(800) 841-2900**, TDD/TTY: 711.

Appeals and Fair Hearings

If you disagree with a decision made by your health plan or health plan providers, you can file an appeal or request a MassHealth Fair Hearing. Your health plan's member handbook has more detailed information about appeals and Fair Hearings.

If you have questions about the process, call your health plan's customer service department. Their phone number is on the back of your health plan member ID card. You can also contact the MassHealth Customer Service Center at **(800) 841-2900,** TDD/TTY: 711.

Service Areas

Each health plan covers specific *service areas*. Service areas are groups of cities and towns. **Remember, you can choose a health plan only in your service area.**

Your Town	*Service Area*
Abington	*Brockton*
Accord	*Quincy*
Acton	*Lowell*
Acushnet	*New Bedford*
Adams	*Adams*
Agawam	*Westfield*
Alford	*Pittsfield*
Allston	*Boston*
Amesbury	*Haverhill*
Amherst	*Northampton*
Andover	*Lawrence*
Aquinnah	*Oak Bluffs*
Arlington	*Somerville*
Arlington Heights	*Somerville*
Ashburnham	*Gardner-Fitchburg*
Ashby	*Gardner-Fitchburg*
Ashfield	*Greenfield*
Ashland	*Framingham*
Ashley Falls	*Pittsfield*
Assonet	*Fall River*
Athol	*Athol*
Attleboro	*Attleboro*
Auburn	*Worcester*
Auburndale	*Waltham*
Avon	*Brockton*
Ayer	*Gardner-Fitchburg*
Babson Park	*Waltham*
Baldwinville	*Athol*
Barnstable	*Barnstable*
Barre	*Athol*
Becket	*Pittsfield*
Bedford	*Woburn*
Belchertown	*Holyoke*
Bellingham	*Framingham*
Belmont	*Waltham*
Berkley	*Taunton*
Berkshire	*Pittsfield*
Berlin	*Gardner-Fitchburg*
Bernardston	*Greenfield*
Beverly	*Beverly*

Your Town	*Service Area*
Billerica	*Lowell*
Blackstone	*Framingham*
Blandford	*Westfield*
Bolton	*Gardner-Fitchburg*
Bondsville	*Springfield*
Boston	*Boston*
Bourne	*Falmouth*
Boxboro	*Framingham*
Boxford	*Haverhill*
Boylston	*Worcester*
Braintree	*Quincy*
Brant Rock	*Plymouth*
Brewster	*Orleans*
Bridgewater	*Brockton*
Brighton	*Boston*
Brimfield	*Southbridge*
Brockton	*Brockton*
Brookfield	*Southbridge*
Brookline	*Boston*
Brookline Village	*Boston*
Bryantville	*Plymouth*
Buckland	*Greenfield*
Burlington	*Woburn*
Buzzards Bay	*Falmouth*
Byfield	*Haverhill*
Cambridge	*Somerville*
Canton	*Brockton*
Carlisle	*Lowell*
Carver	*Plymouth*
Cataumet	*Falmouth*
Centerville	*Barnstable*
Charlemont	*Greenfield*
Charlestown	*Boston*
Charlton	*Southbridge*
Charlton City	*Southbridge*
Charlton Depot	*Southbridge*
Chartley	*Attleboro*
Chatham	*Orleans*
Chelmsford	*Lowell*
Chelsea	*Revere*

Your Town	*Service Area*
Cheshire	*Adams*
Chester	*Westfield*
Chesterfield	*Northampton*
Chestnut Hill	*Boston*
Chicopee	*Springfield*
Chilmark	*Oak Bluffs*
Clarksburg	*Adams*
Clinton	*Gardner-Fitchburg*
Cohasset	*Quincy*
Colrain	*Greenfield*
Concord	*Lowell*
Conway	*Greenfield*
Cotuit	*Barnstable*
Cummaquid	*Barnstable*
Cummington	*Northampton*
Cuttyhunk	*New Bedford*
Dalton	*Pittsfield*
Danvers	*Salem*
Dartmouth	*New Bedford*
Dedham	*Quincy*
Deerfield	*Greenfield*
Dennis	*Orleans*
Dennis Port	*Orleans*
Devens	*Gardner-Fitchburg*
Dighton	*Taunton*
Dorchester	*Boston*
Douglas	*Framingham*
Dover	*Framingham*
Dracut	*Lowell*
Drury	*Adams*
Dudley	*Southbridge*
Dunstable	*Lowell*
Duxbury	*Plymouth*
East Boston	*Revere*
East Bridgewater	*Brockton*
East Brookfield	*Southbridge*
East Dennis	*Orleans*
East Douglas	*Framingham*
East Falmouth	*Falmouth*
East Freetown	*Fall River*
East Longmeadow	*Springfield*
East Mansfield	*Attleboro*
East Orleans	*Orleans*
East Otis	*Pittsfield*

Your Town	*Service Area*
East Princeton	*Gardner-Fitchburg*
East Sandwich	*Falmouth*
East Templeton	*Athol*
East Walpole	*Framingham*
East Wareham	*Wareham*
Eastham	*Orleans*
Easthampton	*Northampton*
Easton	*Brockton*
Edgartown	*Oak Bluffs*
Egremont	*Pittsfield*
Elmwood	*Brockton*
Erving	*Greenfield*
Essex	*Gloucester*
Everett	*Malden*
Fairhaven	*New Bedford*
Fall River	*Fall River*
Falmouth	*Falmouth*
Feeding Hills	*Westfield*
Fiskdale	*Southbridge*
Fitchburg	*Gardner-Fitchburg*
Florida	*Adams*
Forestdale	*Falmouth*
Foxboro	*Attleboro*
Framingham	*Framingham*
Franklin	*Framingham*
Freetown	*Fall River*
Gardner	*Gardner-Fitchburg*
Georgetown	*Haverhill*
Gilbertville	*Athol*
Gill	*Greenfield*
Glendale	*Pittsfield*
Gloucester	*Gloucester*
Goshen	*Northampton*
Gosnold	*New Bedford*
Grafton	*Framingham*
Granby	*Holyoke*
Granville	*Westfield*
Great Barrington	*Pittsfield*
Green Harbor	*Plymouth*
Greenbush	*Quincy*
Greenfield	*Greenfield*
Groton	*Gardner-Fitchburg*
Groveland	*Haverhill*
Hadley	*Northampton*

Your Town	*Service Area*
Halifax	*Plymouth*
Hamilton	*Beverly*
Hampden	*Springfield*
Hancock	*Adams*
Hanover	*Plymouth*
Hanson	*Plymouth*
Hardwick	*Athol*
Harvard	*Gardner-Fitchburg*
Harwich	*Orleans*
Harwich Port	*Orleans*
Hatfield	*Northampton*
Hathorne	*Salem*
Haverhill	*Haverhill*
Hawley	*Greenfield*
Haydenville	*Northampton*
Heath	*Greenfield*
Hingham	*Quincy*
Hinsdale	*Pittsfield*
Holbrook	*Brockton*
Holden	*Worcester*
Holland	*Southbridge*
Holliston	*Framingham*
Holyoke	*Holyoke*
Hopedale	*Framingham*
Hopkinton	*Framingham*
Housatonic	*Pittsfield*
Hubbardston	*Gardner-Fitchburg*
Hudson	*Framingham*
Hull	*Quincy*
Humarock	*Plymouth*
Huntington	*Westfield*
Hyannis	*Barnstable*
Hyannis Port	*Barnstable*
Hyde Park	*Boston*
Ipswich	*Gloucester*
Jamaica Plain	*Boston*
Jefferson	*Worcester*
Kingston	*Plymouth*
Lake Pleasant	*Greenfield*
Lakeville	*Taunton*
Lancaster	*Gardner-Fitchburg*
Lanesboro	*Adams*
Lawrence	*Lawrence*
Lee	*Pittsfield*

Your Town	*Service Area*
Leeds	*Northampton*
Leicester	*Worcester*
Lenox	*Pittsfield*
Lenox Dale	*Pittsfield*
Leominster	*Gardner-Fitchburg*
Leverett	*Greenfield*
Lexington	*Woburn*
Leyden	*Greenfield*
Lincoln	*Lowell*
Linwood	*Framingham*
Littleton	*Lowell*
Longmeadow	*Springfield*
Lowell	*Lowell*
Ludlow	*Springfield*
Lunenburg	*Gardner-Fitchburg*
Lynn	*Lynn*
Lynnfield	*Lynn*
Malden	*Malden*
Manchaug	*Framingham*
Manchester-by-the-Sea	*Beverly*
Manomet	*Plymouth*
Mansfield	*Attleboro*
Marblehead	*Salem*
Marion	*New Bedford*
Marlborough	*Framingham*
Marshfield	*Plymouth*
Marshfield Hills	*Plymouth*
Marstons Mills	*Barnstable*
Mashpee	*Falmouth*
Mattapan	*Boston*
Mattapoisett	*New Bedford*
Maynard	*Framingham*
Medfield	*Framingham*
Medford	*Malden*
Medway	*Framingham*
Melrose	*Malden*
Mendon	*Framingham*
Menemsha	*Oak Bluffs*
Merrimac	*Haverhill*
Methuen	*Lawrence*
Middleboro	*Taunton*
Middlefield	*Northampton*
Middleton	*Salem*
Milford	*Framingham*

Your Town	*Service Area*
Mill River	*Pittsfield*
Millbury	*Worcester*
Millis	*Framingham*
Millville	*Framingham*
Milton	*Quincy*
Milton Village	*Quincy*
Minot	*Quincy*
Monponsett	*Plymouth*
Monroe	*Adams*
Monroe Bridge	*Adams*
Monson	*Springfield*
Montague	*Greenfield*
Monterey	*Pittsfield*
Montgomery	*Westfield*
Monument Beach	*Falmouth*
Mount Hermon	*Greenfield*
Mount Washington	*Pittsfield*
Nahant	*Lynn*
Nantucket	*Nantucket*
Natick	*Framingham*
Needham	*Waltham*
New Ashford	*Adams*
New Bedford	*New Bedford*
New Braintree	*Worcester*
New Marlborough	*Pittsfield*
New Salem	*Athol*
Newbury	*Haverhill*
Newburyport	*Haverhill*
Newton	*Waltham*
Norfolk	*Framingham*
North Adams	*Adams*
North Amherst	*Northampton*
North Andover	*Lawrence*
North Attleboro	*Attleboro*
North Billerica	*Lowell*
North Brookfield	*Southbridge*
North Carver	*Plymouth*
North Chatham	*Orleans*
North Chelmsford	*Lowell*
North Dartmouth	*New Bedford*
North Dighton	*Taunton*
North Eastham	*Orleans*
North Easton	*Brockton*
North Egremont	*Pittsfield*

Your Town	*Service Area*
North Falmouth	*Falmouth*
North Grafton	*Framingham*
North Hatfield	*Northampton*
North Marshfield	*Plymouth*
North Oxford	*Southbridge*
North Pembroke	*Plymouth*
North Reading	*Woburn*
North Scituate	*Quincy*
North Truro	*Orleans*
North Uxbridge	*Framingham*
Northampton	*Northampton*
Northborough	*Framingham*
Northbridge	*Framingham*
Northfield	*Greenfield*
Norton	*Attleboro*
Norwell	*Quincy*
Norwood	*Quincy*
Nutting Lake	*Lowell*
Oak Bluffs	*Oak Bluffs*
Oakdale	*Framingham*
Oakham	*Worcester*
Onset	*Wareham*
Orange	*Athol*
Orleans	*Orleans*
Osterville	*Barnstable*
Otis	*Pittsfield*
Oxford	*Southbridge*
Palmer	*Springfield*
Paxton	*Worcester*
Peabody	*Salem*
Pelham	*Northampton*
Pembroke	*Plymouth*
Pepperell	*Gardner-Fitchburg*
Peru	*Pittsfield*
Petersham	*Athol*
Phillipston	*Athol*
Pinehurst	*Lowell*
Pittsfield	*Pittsfield*
Plainfield	*Northampton*
Plainville	*Attleboro*
Plymouth	*Plymouth*
Plympton	*Plymouth*
Pocasset	*Falmouth*
Prides Crossing	*Beverly*

Your Town	*Service Area*
Princeton	*Gardner-Fitchburg*
Provincetown	*Orleans*
Quincy	*Quincy*
Randolph	*Quincy*
Raynham	*Taunton*
Raynham Center	*Taunton*
Reading	*Woburn*
Readville	*Boston*
Rehoboth	*Taunton*
Revere	*Revere*
Richmond	*Pittsfield*
Rochdale	*Worcester*
Rochester	*New Bedford*
Rockland	*Brockton*
Rockport	*Gloucester*
Roslindale	*Boston*
Rowe	*Greenfield*
Rowley	*Haverhill*
Roxbury	*Boston*
Royalston	*Athol*
Russell	*Westfield*
Rutland	*Worcester*
Sagamore	*Falmouth*
Sagamore Beach	*Falmouth*
Salem	*Salem*
Salisbury	*Haverhill*
Sandisfield	*Pittsfield*
Sandwich	*Falmouth*
Saugus	*Lynn*
Savoy	*Adams*
Scituate	*Quincy*
Seekonk	*Taunton*
Sharon	*Brockton*
Shattuckville	*Greenfield*
Sheffield	*Pittsfield*
Shelburne	*Greenfield*
Shelburne Falls	*Greenfield*
Sheldonville	*Attleboro*
Sherborn	*Framingham*
Shirley	*Gardner-Fitchburg*
Shrewsbury	*Worcester*
Shutesbury	*Greenfield*
Siasconset	*Nantucket*
Somerset	*Fall River*

Your Town	*Service Area*
Somerville	*Somerville*
South Barre	*Athol*
South Carver	*Plymouth*
South Chatham	*Orleans*
South Dartmouth	*New Bedford*
South Deerfield	*Greenfield*
South Dennis	*Orleans*
South Easton	*Brockton*
South Egremont	*Pittsfield*
South Grafton	*Framingham*
South Hadley	*Holyoke*
South Hamilton	*Beverly*
South Harwich	*Orleans*
South Lancaster	*Gardner-Fitchburg*
South Lee	*Pittsfield*
South Orleans	*Orleans*
South Walpole	*Framingham*
South Wellfleet	*Orleans*
South Yarmouth	*Barnstable*
Southampton	*Holyoke*
Southborough	*Framingham*
Southbridge	*Southbridge*
Southfield	*Pittsfield*
Southwick	*Westfield*
Spencer	*Southbridge*
Springfield	*Springfield*
Sterling	*Gardner-Fitchburg*
Still River	*Gardner-Fitchburg*
Stockbridge	*Pittsfield*
Stoneham	*Woburn*
Stoughton	*Brockton*
Stow	*Framingham*
Sturbridge	*Southbridge*
Sudbury	*Framingham*
Sunderland	*Greenfield*
Sutton	*Framingham*
Swampscott	*Lynn*
Swansea	*Fall River*
Taunton	*Taunton*
Templeton	*Athol*
Tewksbury	*Lowell*
Thorndike	*Springfield*
Three Rivers	*Springfield*
Tisbury	*Oak Bluffs*

Your Town	*Service Area*
Tolland	*Westfield*
Topsfield	*Beverly*
Townsend	*Gardner-Fitchburg*
Truro	*Orleans*
Turners Falls	*Greenfield*
Tyngsboro	*Lowell*
Tyringham	*Pittsfield*
Upton	*Framingham*
Uxbridge	*Framingham*
Vill. of Nagog Woods	*Lowell*
Vineyard Haven	*Oak Bluffs*
Waban	*Waltham*
Wakefield	*Malden*
Wales	*Southbridge*
Walpole	*Framingham*
Waltham	*Waltham*
Ware	*Springfield*
Wareham	*Wareham*
Warren	*Southbridge*
Warwick	*Athol*
Washington	*Pittsfield*
Watertown	*Waltham*
Waverley	*Waltham*
Wayland	*Framingham*
Webster	*Southbridge*
Wellesley	*Waltham*
Wellfleet	*Orleans*
Wendell	*Greenfield*
Wendell Depot	*Greenfield*
Wenham	*Beverly*
West Barnstable	*Barnstable*
West Boxford	*Haverhill*
West Boylston	*Worcester*
West Bridgewater	*Brockton*
West Brookfield	*Southbridge*
West Chatham	*Orleans*
West Chesterfield	*Northampton*
West Dennis	*Orleans*
West Falmouth	*Falmouth*
West Groton	*Gardner-Fitchburg*
West Harwich	*Orleans*
West Hatfield	*Northampton*
West Hyannisport	*Barnstable*
West Medford	*Malden*

Your Town	*Service Area*
West Newbury	*Haverhill*
West Roxbury	*Boston*
West Springfield	*Westfield*
West Stockbridge	*Pittsfield*
West Tisbury	*Oak Bluffs*
West Upton	*Framingham*
West Wareham	*Wareham*
West Warren	*Southbridge*
West Yarmouth	*Barnstable*
Westborough	*Framingham*
Westfield	*Westfield*
Westford	*Lowell*
Westhampton	*Northampton*
Westminster	*Gardner-Fitchburg*
Weston	*Waltham*
Westport	*Fall River*
Westport Point	*Fall River*
Westwood	*Quincy*
Weymouth	*Quincy*
Whately	*Northampton*
Wheelwright	*Athol*
White Horse Beach	*Plymouth*
Whitinsville	*Framingham*
Whitman	*Brockton*
Wilbraham	*Springfield*
Wilkinsonville	*Framingham*
Williamsburg	*Northampton*
Williamstown	*Adams*
Wilmington	*Woburn*
Winchendon	*Gardner-Fitchburg*
Winchendon Springs	*Gardner-Fitchburg*
Winchester	*Woburn*
Windsor	*Adams*
Winthrop	*Revere*
Woburn	*Woburn*
Woods Hole	*Falmouth*
Woodville	*Framingham*
Worcester	*Worcester*
Woronoco	*Westfield*
Worthington	*Northampton*
Wrentham	*Framingham*
Yarmouth	*Barnstable*
Yarmouth Port	*Barnstable*

Need Help?

MyServices

MyServices is an online tool where you can access helpful information, including eligibility status, enrollment status, and alerts about important events and actions you need to take. **MyServices** also allows you to review certain MassHealth notices and voter registration information online. For more information, go to myservices.mass.gov.

My Ombudsman

If you have questions or need help getting benefits or services from MassHealth or your health plan, you can call My Ombudsman. My Ombudsman is a program that is separate from MassHealth and your health plan. The program can

- Give you information about your health plan benefits and rights,
- Help you with any concerns, and
- Help explain how to file a grievance (complaint) or an appeal (a review of a decision).

For more information about My Ombudsman:

- Visit their website at www.myombudsman.org
- Call (855) 781-9898 or videophone (VP) at (339) 224-6831
- Email them at info@myombudsman.org.

Please visit the My Ombudsman website or contact them directly for updated information about location and walk-in hours.

Questions?

We are here to help.

MassHealth Customer Service Center
(800) 841-2900

TDD/TTY: 711

For information about the MassHealth program, visit

www.mass.gov/masshealth

Learn, Compare, and Enroll online

Find a doctor, compare plans, and enroll online at

www.MassHealthChoices.com

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