

January 1 – December 31, 2022

Evidence of Coverage:

Your MassHealth (Medicaid) Health Benefits and Services and Prescription Drug and Over-the-Counter Drug Coverage as a Member of NaviCare[®] SCO, a Senior Care Options Program

This booklet gives you the details about your MassHealth (Medicaid) health care including over-the-counter drugs, long term care, and/or home and community based services and prescription drug coverage from January 1 – December 31, 2022. It explains how to get coverage for the health care services and prescription drugs you need. **This is an important legal document. Please keep it in a safe place.**

This plan, NaviCare SCO, is offered by Fallon Community Health Plan (Fallon Health). (When this *Evidence of Coverage* says “we,” “us,” or “our,” it means Fallon Community Health Plan (Fallon Health). When it says “plan” or “our plan,” it means NaviCare SCO.)

Please contact our Enrollee Services number at 1-877-700-6996 for additional information. (TTY users should call TRS 711.) Hours are Monday–Friday, 8 a.m.–8 p.m. (Oct. 1–March 31, seven days a week.)

This information is available in a different format, such as large print and audio.

Benefits may change on January 1, 2023.

The formulary, pharmacy network, and/or provider network may change at any time. You will receive notice when necessary.

NaviCare is a voluntary program in association with MassHealth/EOHHS and CMS.

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CHAPTER 1

Getting started as a member

Chapter 1. Getting started as a member

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SECTION 1 Introduction

Section 1.1	You are enrolled in NaviCare SCO, which is a Senior Care Options Program
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Senior Care Options is a partnership between MassHealth (Medicaid) and Medicare that provides a complete package of health care and social services for low-income seniors. No one is required to join Senior Care Options. Enrollment is voluntary.

Medicaid is a joint Federal and state government program that helps with medical costs for certain people with limited incomes and resources. Medicaid coverage varies depending on the state and the type of Medicaid you have.

As a NaviCare member all of your care is coordinated by a primary care team. This team includes a primary care provider (PCP), a nurse case manager, a behavioral health case manager (if needed) and a Navigator who is dedicated to helping you get the care and services you need. A nurse with access to your care plan is available 24/7. Your primary care team reviews your care plan regularly, based on information in a shared record. Team members want to keep you healthy. And because they have up-to-date information about your complete care plan, they can help you make better decisions about your care.

Coverage under this Plan qualifies as Qualifying Health Coverage (QHC) and satisfies the Patient Protection and Affordable Care Act's (ACA) individual shared responsibility requirement. Please visit the Internal Revenue Service (IRS) website at: www.irs.gov/Affordable-Care-Act/Individuals-and-Families for more information.

Section 1.2	What is the <i>Evidence of Coverage</i> booklet about?
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This *Evidence of Coverage* booklet tells you how to get your MassHealth (Medicaid) medical care, long term care, home and community based services and prescription drugs covered through our plan. This booklet explains your rights and responsibilities, what is covered, and what you pay as a member of the plan.

- You are enrolled in MassHealth Standard (Medicaid) and you have chosen to get your health care, prescription drug and OTC drug coverage through our plan, NaviCare SCO.

The word “coverage” and “covered services” refers to the medical care, long term care, home and community based services and the prescription drugs available to you as a member of NaviCare SCO.

It's important for you to learn what the plan's rules are and what services are available to you. We encourage you to set aside some time to look through this *Evidence of Coverage* booklet.

If you are confused or concerned or just have a question, please contact our plan's Enrollee Services (phone numbers are printed on the back cover of this booklet).

Section 1.3 Legal information about the *Evidence of Coverage*

It's part of our contract with you

This *Evidence of Coverage* is part of our contract with you about how NaviCare SCO covers your care. Other parts of this contract include your enrollment form, the *List of Covered Drugs (Formulary)*, and any notices you receive from us about changes to your coverage or conditions that affect your coverage. These notices are sometimes called "riders" or "amendments."

The contract is in effect for months in which you are enrolled in NaviCare SCO between January 1, 2022 and December 31, 2022.

MassHealth (Medicaid) must approve our plan each year

The Commonwealth of Massachusetts/Executive Office of Health and Human Services MassHealth (Medicaid) must approve our plan each year. You can continue to get MassHealth Standard (Medicaid) coverage as a member of our plan only as long as we choose to continue to offer the plan for the year in question and the Commonwealth of Massachusetts/Executive Office of Health and Human Services MassHealth (Medicaid) renews its approval of the plan.

SECTION 2 What makes you eligible to be a plan member?

Section 2.1 Your eligibility requirements

You are eligible for membership in our plan as long as:

- You are 65 or older
- -- *and* -- You live in our geographic service area (Section 2.3 below describes our service area).
- -- *and* -- You have MassHealth Standard (Medicaid)
- -- *and* -- you are a United States citizen or are lawfully present in the United States
- -- *and* -- You live at home or in a long-term care facility (member cannot be an inpatient at a chronic or rehabilitation hospital or reside in an intermediate care facility for the developmentally disabled)
- -- *and* -- You meet the special eligibility requirements described below.
 - not be subject to a six-month deductible period under 130 CMR 520.028: Eligibility for a Deductible;
 - not be a resident of an intermediate care facility for the developmentally disabled;

- not be an inpatient in a chronic or rehabilitation hospital; and
- not be enrolled in or have access to other health insurance, with the exception of Medicare, that meets the basic-benefit level as defined in 130 CMR 501.001.

Please note: If you lose your eligibility but can reasonably be expected to regain eligibility within 2-month(s), then you are still eligible for membership in our plan (Chapter 4, Section 2.1 tells you about coverage and cost sharing during a period of deemed continued eligibility).

Section 2.2 What is MassHealth (Medicaid)?

MassHealth (Medicaid) is a joint Federal and state government program that helps with medical and long-term care costs for certain people who have limited incomes and resources. Each state decides what counts as income and resources, who is eligible, what services are covered, and the cost for services. States also can decide how to run their program as long as they follow the Federal guidelines.

Section 2.3 Here is the plan service area for NaviCare SCO

NaviCare SCO is available only to individuals who live in our plan service area. To remain a member of our plan, you must continue to reside in the plan service area. The service area is described below.

The NaviCare SCO service area includes these counties in Massachusetts:

- | | | |
|--------------|-------------|-------------|
| • Barnstable | • Franklin | • Norfolk |
| • Berkshire | • Hampden | • Plymouth |
| • Bristol | • Hampshire | • Suffolk |
| • Essex | • Middlesex | • Worcester |

If you plan to move out of the service area, please contact Enrollee Services (phone numbers are printed on the back cover of this booklet). If you plan to move to a new state, you should also contact your state's Medicaid office and ask how this move will affect your MassHealth Standard (Medicaid) benefits. Phone numbers for MassHealth (Medicaid) are in Chapter 2, Section 6 of this booklet.

It is also important that you call Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Section 2.4 U.S. Citizen or Lawful Presence

A member of a MassHealth (Medicaid) health plan must be a U.S. citizen or lawfully present in the United States. MassHealth (Medicaid) will notify NaviCare SCO if you are not eligible to remain a member on this basis. NaviCare SCO must disenroll you if you do not meet this requirement.

SECTION 3 What other materials will you get from us?

Section 3.1 Your plan membership card – Use it to get all covered care and prescription drugs

While you are a member of our plan, you must use your membership card for our plan whenever you get any services covered by this plan and for prescription drugs you get at network pharmacies. Here's a sample membership card to show you what yours will look like:



As long as you are a member of our plan, in most cases, **you must not use your MassHealth (Medicaid) card** to get covered medical services. Keep your MassHealth (Medicaid) card in a safe place in case you need it later.

Here's why this is so important: If you get covered services using your MassHealth (Medicaid) card instead of using your NaviCare SCO membership card while you are a plan member, you may have to pay the full cost yourself.

If your plan membership card is damaged, lost, or stolen, call Enrollee Services right away and we will send you a new card. (Phone numbers for Enrollee Services are printed on the back cover of this booklet.)

Section 3.2 The *Provider and Pharmacy Directory*: Your guide to all providers in the plan's network

The *Provider and Pharmacy Directory* lists our network providers and durable medical equipment suppliers and pharmacies, including MassHealth (Medicaid) participating providers.

What are “network providers”?

Network providers are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment and any plan cost sharing as payment in full. We have arranged for these providers to deliver

covered services to members in our plan. The most recent list of providers and suppliers is available on our website at fallonhealth.org/navicare.

Why do you need to know which providers are part of our network?

It is important to know which providers are part of our network because, with limited exceptions, while you are a member of our plan you must use network providers to get your medical care and services. Your primary care provider (PCP) determines what specialists and hospitals you will use because they have affiliations with only certain specialists and hospitals in our network. Your PCP does not have access to all of the specialists and hospitals in our network. The only exceptions are emergencies, urgently needed services when the network is not available (generally, when you are out of the area), out-of-area dialysis services, and cases in which NaviCare SCO authorizes use of out-of-network providers. See Chapter 3 (*Using the plan's coverage for your medical services*) for more specific information about emergency, out-of-network, and out-of-area coverage.

The *Provider and Pharmacy Directory* lists our network providers, pharmacies and durable medical equipment suppliers. All providers in the *Provider and Pharmacy Directory* accept both Medicare and MassHealth (Medicaid).

If you don't have your copy of the *Provider and Pharmacy Directory*, you can request a copy from Enrollee Services (phone numbers are printed on the back cover of this booklet). You may ask Enrollee Services for more information about our network providers, including their qualifications. You can also see the *Provider and Pharmacy Directory* at fallonhealth.org/navicare, or download it from this website. Both Enrollee Services and the website can give you the most up-to-date information about changes in our network providers.

What are “network pharmacies”?

Network pharmacies are all of the pharmacies that have agreed to fill covered prescriptions for our plan members.

Why do you need to know about network pharmacies?

You can use the *Provider and Pharmacy Directory* to find the network pharmacy you want to use. There are changes to our network of pharmacies for next year. An updated *Provider and Pharmacy Directory* is located on our website at fallonhealth.org/navicare. You may also call Enrollee Services for updated provider information or to ask us to mail you a *Provider and Pharmacy Directory*. **Please review the 2022 *Provider and Pharmacy Directory* to see which pharmacies are in our network.**

If you don't have the *Provider and Pharmacy Directory*, you can get a copy from Enrollee Services (phone numbers are printed on the back cover of this booklet). At any time, you can call Enrollee Services to get up-to-date information about changes in the pharmacy network. You can also find this information on our website at fallonhealth.org/navicare.

Section 3.3 The plan’s *List of Covered Drugs (Formulary)*

The plan has a *List of Covered Drugs (Formulary)*. We call it the “Drug List” for short. It tells which prescription drugs are covered by NaviCare SCO. The drugs on this list are selected by the plan with the help of a team of doctors and pharmacists.

The Drug List also tells you if there are any rules that restrict coverage for your drugs.

NaviCare SCO also covers certain over-the-counter (OTC) drugs approved by MassHealth (Medicaid). These drugs are listed on the Over-the-Counter Drug List (“OTC Drug List”) insert to the formulary.

We will provide you a copy of the Drug List. To get the most complete and current information about which drugs are covered, you can visit the plan’s website (fallonhealth.org/navicare) or call Enrollee Services (phone numbers are printed on the back cover of this booklet).

SECTION 4 Your monthly premium for NaviCare SCO

Section 4.1 How much is your plan premium?

You do not pay a separate monthly plan premium for NaviCare SCO.

Section 4.2 Can we change your monthly plan premium during the year?

No. We are not allowed to begin charging a monthly plan premium during the year. If the monthly plan premium changes for next year, we will tell you in September and the change will take effect on January 1.

SECTION 5 Please keep your plan membership record up to date

Section 5.1 How to help make sure that we have accurate information about you

Your membership record has information from your enrollment form, including your address and telephone number. It shows your specific plan coverage including your Primary Care Provider.

The doctors, hospitals, pharmacists, and other providers in the plan’s network need to have correct information about you. **These network providers use your membership record to know what services and drugs are covered and the cost-sharing amounts for you.** Because of this, it is very important that you help us keep your information up to date.

Let us know about these changes:

- Changes to your name, your address, or your phone number
- Changes in any other health insurance coverage you have (such as from your employer, your spouse's employer, workers' compensation, or Medicaid)
- If you have any liability claims, such as claims from an automobile accident
- If you have been admitted to a nursing home
- If you receive care in an out-of-area or out-of-network hospital or emergency room
- If your designated responsible party (such as a caregiver) changes
- If you are participating in a clinical research study

If any of this information changes, please let us know by calling Enrollee Services (phone numbers are printed on the back cover of this booklet). You can also update your address and phone number by logging into our secure member portal, MyFallon, at fallonhealth.org/myfallon-navicare.

It is also important to contact Social Security if you move or change your mailing address. You can find phone numbers and contact information for Social Security in Chapter 2, Section 5.

Read over the information we send you about any other insurance coverage you have

MassHealth (Medicaid) requires that we collect information from you about any other medical or drug insurance coverage that you have. That's because we must coordinate any other coverage you have with your benefits under our plan. (For more information about how our coverage works when you have other insurance, see Section 7 in this chapter.)

Once each year, we will send you a letter that lists any other medical or drug insurance coverage that we know about. Please read over this information carefully. If it is correct, you don't need to do anything. If the information is incorrect, or if you have other coverage that is not listed, please call Enrollee Services (phone numbers are printed on the back cover of this booklet).

However, you are excluded from enrolling in our plan if you have access to other health insurance, with the exception of Medicare, that meets the basic-benefit level as defined in 130 CMR 501.001.

SECTION 6 We protect the privacy of your personal health information

Section 6.1 We make sure that your health information is protected
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Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

For more information about how we protect your personal health information, please go to Chapter 7, Section 1.4 of this booklet.

SECTION 7 How other insurance works with our plan

Section 7.1 Which plan pays first when you have other insurance?
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When you have other insurance (like employer group health coverage), there are rules that decide whether our plan or your other insurance pays first. The insurance that pays first is called the “primary payer” and pays up to the limits of its coverage. The one that pays second, called the “secondary payer,” only pays if there are costs left uncovered by the primary coverage. The secondary payer may not pay all of the uncovered costs.

These types of coverage usually pay first for services related to each type:

- No-fault insurance (including automobile insurance)
- Liability (including automobile insurance)
- Black lung benefits
- Workers’ compensation

If you have other insurance, tell your doctor, hospital, and pharmacy. If you have questions about who pays first, or you need to update your other insurance information, call Enrollee Services (phone numbers are printed on the back cover of this booklet). You may need to give your plan member ID number to your other insurers (once you have confirmed their identity) so your bills are paid correctly and on time.

CHAPTER 2

*Important phone numbers
and resources*

Chapter 2. Important phone numbers and resources

Chapter 2. Important phone numbers and resources

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SECTION 1 NaviCare SCO contacts
(how to contact us, including how to reach Enrollee Services at the plan)

How to contact our plan’s Enrollee Services

For assistance with claims, billing, or member card questions, please call or write to NaviCare SCO Enrollee Services. We will be happy to help you.

Method	Enrollee Services – Contact Information
CALL	1-877-700-6996 Calls to this number are free. Monday–Friday, 8 a.m.–8 p.m. (Oct. 1–March 31, seven days a week.) Enrollee Services also has free language interpreter services available for non-English speakers.
TTY	TRS 711 Calls to this number are free. Monday–Friday, 8 a.m.–8 p.m. (Oct. 1–March 31, seven days a week.)
FAX	1-508-368-9013
WRITE	Fallon Health NaviCare Enrollee Services 10 Chestnut St. Worcester, MA 01608
WEBSITE	fallonhealth.org/navicare

How to contact us when you are asking for a coverage decision about your medical care

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services. For more information on asking for coverage decisions about your medical care, see Chapter 8 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

You may call us if you have questions about our coverage decision process.

Method	Coverage Decisions for Medical Care – Contact Information
CALL	1-877-700-6996 Calls to this number are free. Monday–Friday, 8 a.m.–8 p.m.
TTY	TRS 711 Calls to this number are free. Monday–Friday, 8 a.m.–5 p.m.
FAX	1-508-368-9700 for regular coverage decisions. 1-508-368-9133 for “fast” coverage decisions.
WRITE	Fallon Health NaviCare Enrollee Services 10 Chestnut St. Worcester, MA 01608
WEBSITE	fallonhealth.org/navicare

Chapter 2. Important phone numbers and resources**How to contact us when you are making an appeal about your medical care**

An appeal is a formal way of asking us to review and change a coverage decision we have made. For more information on making an appeal about your medical care, see Chapter 8 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Method	Appeals for Medical Care – Contact Information
CALL	1-800-333-2535, ext. 69950 Calls to this number are free. Monday–Friday, 8 a.m.–6 p.m. “Fast” appeals can be made and are processed 24 hours a day, seven days a week by leaving a voice message at this number.
TTY	TRS 711 Calls to this number are free. Monday–Friday, 8 a.m.–6 p.m. “Fast” appeals can be made and are processed 24 hours a day, seven days a week by leaving a voice message at this number.
FAX	1-508-755-7393
WRITE	Fallon Health Member Appeals and Grievances 10 Chestnut St. Worcester, MA 01608
WEBSITE	fallonhealth.org/navicare

Chapter 2. Important phone numbers and resources**How to contact us when you are making a complaint about your medical care or prescription drugs**

You can make a complaint about us or one of our network providers, including a complaint about the quality of your care. This type of complaint does not involve coverage or payment disputes. (If your problem is about the plan's coverage or payment, you should look at the section above about making an appeal.) For more information on making a complaint about your medical care, see Chapter 8 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Method	Complaints about Medical Care or prescription drugs – Contact Information
CALL	1-800-333-2535, ext. 69950 Calls to this number are free. Monday–Friday, 8 a.m.–6 p.m. (Oct. 1–March 31, seven days a week.) “Fast” complaints can be made and are processed 24 hours a day, seven days a week by leaving a voice message at this number.
TTY	TRS 711 Calls to this number are free. Monday–Friday, 8 a.m.–6 p.m. (Oct. 1–March 31, seven days a week.) “Fast” complaints can be made and are processed 24 hours a day, seven days a week by leaving a voice message at this number.
FAX	1-508-755-7393
WRITE	Fallon Health Member Appeals and Grievances 10 Chestnut St. Worcester, MA 01608

Chapter 2. Important phone numbers and resources**How to contact us when you are asking for a coverage decision about your prescription drugs**

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your prescription drugs covered under the benefit included in your plan. For more information on asking for coverage decisions about your prescription drugs, see Chapter 8 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Method	Coverage Decisions for Prescription Drugs – Contact Information
CALL	1-844-657-0494 Calls to this number are free. If you need assistance, someone is available 24 hours a day, seven days a week.
TTY	TTY 711 Calls to this number are free. If you need assistance, someone is available 24 hours a day, seven days a week.
FAX	1-844-403-1028
WRITE	OptumRx Prior Authorization Department P.O. Box 25183 Santa Ana, CA 92799
WEBSITE	fallonhealth.org/navicare

Chapter 2. Important phone numbers and resources**How to contact us when you are making an appeal about your prescription drugs**

An appeal is a formal way of asking us to review and change a coverage decision we have made. For more information on making an appeal about your prescription drugs, see Chapter 8 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Method	Appeals for Prescription Drugs – Contact Information
CALL	1-800-333-2535, ext. 69950 Calls to this number are free. Monday–Friday, 8 a.m.–8 p.m. “Fast” appeals can be made and are processed 24 hours a day, seven days a week by leaving a voice message at this number.
TTY	TRS 711 Calls to this number are free. Monday–Friday, 8 a.m.–8 p.m. “Fast” appeals can be made and are processed 24 hours a day, seven days a week by leaving a voice message at this number.
FAX	1-508-755-7393
WRITE	Fallon Health Member Appeals and Grievances 10 Chestnut St. Worcester, MA 01608
WEBSITE	fallonhealth.org/navicare

Where to send a request asking us to the cost for medical care or a drug you have received

For more information on situations in which you may need to ask us for reimbursement or to pay a bill you have received from a provider, see Chapter 6 (*Asking us to pay a bill you have received for covered medical services or drugs*).

Please note: If you send us a payment request and we deny any part of your request, you can appeal our decision. See Chapter 8 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) for more information.

Method	Payment Requests for Pharmacy Claims (what you get at the pharmacy) – Contact Information
WRITE	OptumRx Claims Department P.O. Box 650334 Dallas, TX 75265-0334
WEBSITE	optumrx.com

Method	Payment Requests for Medical Claims (what you get at your provider’s office) – Contact Information
CALL	1-877-700-6996 Calls to this number are free. Monday–Friday, 8 a.m.–8 p.m. (Oct. 1–March 31, seven days a week.)
TTY	TRS 711 Calls to this number are free. Monday–Friday, 8 a.m.–8 p.m. (Oct. 1–March 31, seven days a week.)
WRITE	Fallon Health Member Reimbursement, Claims Department P.O. Box 211308 Eagan, MN 55121-2908
WEBSITE	fallonhealth.org/navicare

SECTION 2 Medicare

(how to get help and information directly from the Federal Medicare program)

Medicare is the Federal health insurance program for people 65 years of age or older, some people under age 65 with disabilities, and people with End-Stage Renal Disease (permanent kidney failure requiring dialysis or a kidney transplant).

The Federal agency in charge of Medicare is the Centers for Medicare & Medicaid Services (sometimes called “CMS”). This agency contracts with Medicare Advantage organizations including us.

Method	Medicare – Contact Information
CALL	1-800-MEDICARE, or 1-800-633-4227 Calls to this number are free. 24 hours a day, 7 days a week.
TTY	1-877-486-2048 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free.
WEBSITE	<u>www.medicare.gov</u> This is the official government website for Medicare. It gives you up-to-date information about Medicare and current Medicare issues. It also has information about hospitals, nursing homes, physicians, home health agencies, and dialysis facilities. It includes booklets you can print directly from your computer. You can also find Medicare contacts in your state. The Medicare website also has detailed information about your Medicare eligibility and enrollment options with the following tools: <ul style="list-style-type: none">• Medicare Eligibility Tool: Provides Medicare eligibility status information.• Medicare Plan Finder: Provides personalized information about available Medicare prescription drug plans, Medicare health plans, and Medigap (Medicare Supplement Insurance) policies in your area. These tools provide an <i>estimate</i> of what your out-of-pocket costs might be in different Medicare plans.

SECTION 3 State Health Insurance Assistance Program (free help, information, and answers to your questions about health insurance)

The State Health Insurance Assistance Program (SHIP) is a government program with trained counselors in every state. In Massachusetts, the SHIP is called the Serving the Health Insurance Needs of Everyone (SHINE) Program.

The SHINE Program is independent (not connected with any insurance company or health plan). It is a state program that gets money from the Federal government to give free local health insurance counseling.

The SHINE Program counselors can help you with your health insurance questions or problems. They can help you understand your health insurance rights, help you make complaints about your medical care or treatment, and help you straighten out problems with your health insurance bills. The SHINE Program counselors can also help you understand your health insurance plan choices and answer questions about switching plans.

Method	The SHINE Program (Massachusetts' SHIP) – Contact Information
CALL	1-800-243-4636
TTY	1-877-610-0241 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	SHINE Program Executive Office of Elder Affairs One Ashburton Place Boston, MA 02108
WEBSITE	www.mass.gov/health-insurance-counseling

SECTION 4 Social Security

Social Security is responsible for determining eligibility and handling enrollment for Medicare. U.S. citizens and lawful permanent residents who are 65 or older, or who have a disability or End-Stage Renal Disease and meet certain conditions, are eligible for Medicare. If you are already getting Social Security checks, enrollment into Medicare is automatic. If you are not getting Social Security checks, you have to enroll in Medicare. To apply for Medicare, you can call Social Security or visit your local Social Security office.

Social Security is also responsible for determining who has to pay an extra amount for their Part D drug coverage because they have a higher income. If you got a letter from Social Security telling you that you have to pay the extra amount and have questions about the amount or if your income went down because of a life-changing event, you can call Social Security to ask for reconsideration.

If you move or change your mailing address, it is important that you contact Social Security to let them know.

Method	Social Security – Contact Information
CALL	1-800-772-1213 Calls to this number are free. Available 7:00 am to 7:00 pm, Monday through Friday. You can use Social Security’s automated telephone services to get recorded information and conduct some business 24 hours a day.
TTY	1-800-325-0778 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are free. Available 7:00 am to 7:00 pm, Monday through Friday.
WEBSITE	www.ssa.gov

SECTION 5 MassHealth (Medicaid)
 (a joint Federal and state program that helps with medical costs for some people with limited income and resources)

MassHealth (Medicaid) is a joint Federal and state government program that helps with medical costs for certain people with limited incomes and resources.

If you have questions about the assistance you get from MassHealth (Medicaid), contact MassHealth. You can also get information about MassHealth (Medicaid) from Area Agencies on Aging. For more information on how to contact Area Agencies on Aging see Section 8 of this chapter.

Method	MassHealth (Massachusetts' Medicaid program) – Contact Information	
CALL	MassHealth Customer Service Center 1-800-841-2900 Monday–Friday, 8 a.m.–5 p.m.	
TTY	1-800-497-4648 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.	
WRITE	MassHealth Enrollment Center 45 Spruce St. Chelsea, MA 02150	MassHealth Enrollment Center 88 Industry Ave., Suite D Springfield, MA 01104
	MassHealth Enrollment Center 21 Spring St., Suite 4 Taunton, MA 02780	MassHealth Enrollment Center 367 East St. Tewksbury, MA 01876
	MassHealth Enrollment Center 529 Main St. Charlestown, MA 02129	Health Insurance Processing Center P.O. Box 4405 Taunton, MA 02780
WEBSITE	www.mass.gov/masshealth	

Chapter 2. Important phone numbers and resources

MassOptions is a free resource that connects elders, individuals with disabilities and their caregivers with information on plan choices that can best meet their needs.

Method	MassOptions – Contact Information
CALL	1-844-422-6277 Monday–Friday, 9 a.m.–5 p.m.
TTY	TRS 711
WEBSITE	www.massoptions.org

My Ombudsman helps people enrolled in MassHealth (Medicaid). *My Ombudsman* is an independent organization that helps individuals, including their families and caregivers, address concerns or questions that may impact their experience with a MassHealth health plan or their ability to access their health plan benefits and services. *My Ombudsman* works with the member, MassHealth, and each MassHealth health plan to help resolve concerns to ensure that members receive their benefits and exercise their rights within their health plan.

Method	<i>My Ombudsman</i> – Contact Information
CALL	1-855-781-9898 Monday–Friday, 9 a.m.–4 p.m.
TTY	TRS 711
WRITE	My Ombudsman 11 Dartmouth St., Suite 301 Malden, MA 02148
WEBSITE	www.myombudsman.org

SECTION 6 How to contact the Railroad Retirement Board

The Railroad Retirement Board is an independent Federal agency that administers comprehensive benefit programs for the nation’s railroad workers and their families. If you have questions regarding your benefits from the Railroad Retirement Board, contact the agency.

If you receive your Medicare through the Railroad Retirement Board, it is important that you let them know if you move or change your mailing address.

Method	Railroad Retirement Board – Contact Information
CALL	1-877-772-5772 Calls to this number are free. If you press “0,” you may speak with an RRB representative from 9:00 am to 3:30 pm, Monday, Tuesday, Thursday, and Friday, and from 9:00 am to 12:00 pm on Wednesday. If you press “1”, you may access the automated RRB HelpLine and recorded information 24 hours a day, including weekends and holidays.
TTY	1-312-751-4701 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking. Calls to this number are <i>not</i> free.
WEBSITE	rrb.gov/

SECTION 7 Do you have “group insurance” or other health insurance from an employer?

If you (or your spouse) get benefits from your (or your spouse’s) employer or retiree group as part of this plan, you may call the employer/union benefits administrator or Enrollee Services if you have any questions. You can ask about your (or your spouse’s) employer or retiree health benefits or premiums. (Phone numbers for Enrollee Services are printed on the back cover of this booklet.)

If you have other prescription drug coverage through your (or your spouse’s) employer or retiree group, please contact **that group’s benefits administrator**. The benefits administrator can help you determine how your current prescription drug coverage will work with our plan.

SECTION 8 You can get assistance from Area Agencies on Aging

Area Agencies on Aging (AAAs) are organizations that provide assistance and services to seniors. Services vary among agencies, and may include home care, home-delivered meals, transportation, housing information and assistance, case management, and adult day health care. AAAs provide information and referrals related to caregiving, aging-related medical conditions, legal services, support groups, and other services available to seniors.

BayPath Elder Services, Inc.

33 Boston Post Road West, Marlborough, MA 01752

- Call: 1-508-573-7200. TTY users call TRS 711.
- www.baypath.org

Age Strong Commission

1 City Hall Square, Room 271, Boston, MA 02201

- Call: 1-617-635-4366. TTY users call 1-617-635-4599.
- www.cityofboston.gov/elderly

Boston Senior Home Care

Lincoln Plaza, 89 South St., Suite 501, Boston, MA 02111

- Call: 1-617-451-6400. TTY users 1-617-451-6404.
- www.bostonseniorhomecare.info

Bristol Elder Services, Inc.

1 Father DeValles Blvd., Unit 8, Fall River, MA 02723

- Call: 1-508-675-2101. TTY users call 1-508-646-9704.
- www.bristolelder.org

Central Boston Elder Services, Inc.

2315 Washington St., Boston, MA 02119

- Call: 1-617-277-7416. TTY users call 1-844-495-7400.
- www.centralboston.org

Central Massachusetts Agency on Aging

- 330 Southwest Cutoff, Suite 203, Worcester, MA 01604
- Call: 1-800-244-3032. TTY users call TRS 711.
- www.seniorconnection.org

Coastline Elderly Services, Inc.

1646 Purchase St., New Bedford, MA 02740

- Call: 1-866-274-1643. TDD users call 1-508-994-4265.
- www.coastlineelderly.org

Elder Services of Berkshire County, Inc.

Main Office: 877 South Street, Suite 4E, Pittsfield, MA 01201

- Call: 1-413-499-0524. TTY users call 1-413-499-9764.
- www.esbci.org

Chapter 2. Important phone numbers and resources

Elder Services of Cape Cod and the Islands, Inc.

Main Office: 68 Route 134, South Dennis, MA 02660

- Call: 1-800-244-4630. TTY users call 1-508-394-8691.
- www.escci.org

Elder Services of Merrimack Valley, Inc.

280 Merrimack St., Suite 400, Lawrence, MA 01843

- Call: 1-800-892-0890. TTY users call 1-800-924-4222.
- www.esmv.org

Elder Services of Worcester Area, Inc.

67 Millbrook St., Worcester, MA 01606

- Call: 1-800-243-5111. TTY users call 1-774-312-7291.
- www.eswa.org

Ethos

555 Amory St., Jamaica Plain, MA 02130

- Call: 1-617-522-6700. TDD users call 1-617-524-2687.
- www.ethocare.org

Greater Lynn Senior Services, Inc.

8 Silsbee St., Lynn, MA 01901

- Call: 1-800-594-5164. TTY users call 1-844-580-1926.
- www.glss.net

Greater Springfield Senior Services, Inc.

66 Industry Ave., Suite 9, Springfield, MA 01104

- Call: 1-800-649-3641. TTY users call 1-413-272-0399.
- www.gsssi.org

Health and Social Services Consortium, Inc. (HESSCO)

One Merchant St., Sharon, MA 02067

- Call: 1-800-462-5221 (V/TTY).
- www.hessco.org

Highland Valley Elder Services, Inc.

320 Riverside Drive, Suite B, Florence, MA 01062

- Call: 1-413-586-2000 TTY users call TRS 711.
- www.highlandvalley.org

LifePath, Inc.

101 Munson Street, Suite 201, Greenfield, MA 01301

- Call: 1-800-732-4636. TDD users call 1-413-772-6566.
- www.lifepathma.org

Minuteman Senior Services

26 Crosby Drive, Bedford, MA 01730

- Call: 1-888-222-6171. TTY users call 1-800-439-2370.
- www.minutemansenior.org

Chapter 2. Important phone numbers and resources

Montachusett Home Care Corporation

680 Mechanic St., Leominster, MA 01453

- Call: 1-800-734-7312. TTY users call 978-514-8841.
- www.montachusetthomecare.org

Mystic Valley Elder Services, Inc.

300 Commercial St., #19, Malden, MA 02148

- Call: 1-781-324-7705. TTY users call 1-781-321-8880.
- www.mves.org

North Shore Elder Services, Inc.

300 Rosewood Dr., Suite 200, Danvers, MA 01923

- Call: 1-978-750-4540. TTY users call 1-978-624-2244.
- www.nselder.org

Old Colony Elder Services

144 Main St., Brockton, MA 02301

- Call: 1-508-584-1561. TTY users call 1-508-587-0280.
- www.ocesma.org

Old Colony Planning Council

70 School St., Brockton, MA 02301

- Call: 1-508-583-1833. TTY users call TRS 711.
- www.ocpcrpa.org

SeniorCare Inc.

Main Office: 49 Blackburn Center, Gloucester, MA 01930

- Call: 1-866-927-1050. TTY users call 1-978-282-1836.
- www.seniorcareinc.org

Somerville/Cambridge Elder Services, Inc.

61 Medford St., Somerville, MA 02143

- Call: 1-617-628-2601. TDD users call 1-617-628-1705.
- www.eldercare.org

South Shore Elder Services, Inc.

1515 Washington St., Braintree, MA 02184

- Call: 1-781-848-3910. TDD users call 1-781-356-1992.
- www.sselder.org

Springwell

307 Waverley Oaks Rd., Suite 205, Waltham, MA 02452

- Call: 1-617-926-4100. TTY users call 1-617-923-1562.
- www.springwell.com

Tri-Valley, Inc.

10 Mill St., Dudley, MA 01571

- Call: 1-800-286-6640. TDD users call 1-508-949-6654.
- www.trivalleyinc.org

Chapter 2. Important phone numbers and resources

WestMass ElderCare, Inc.

4 Valley Mill Road, Holyoke, MA 01040

- Call: 1-800-462-2301. TTY users call 1-800-875-0287.
- www.wmeldercare.org

CHAPTER 3

Using the plan's coverage for your medical and other covered services

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Chapter 3. Using the plan's coverage for your medical and other covered services

SECTION 1 Things to know about getting your medical care and other services covered as a member of our plan

This chapter explains what you need to know about using the plan to get your medical care and other services covered. It gives definitions of terms and explains the rules you will need to follow to get the medical treatments, services, and other medical care that are covered by the plan.

For the details on what medical care and other services are covered by our plan use the benefits chart in the next chapter, Chapter 4 (*Medical Benefits Chart, what is covered*).

Section 1.1 What are “network providers” and “covered services”?

Here are some definitions that can help you understand how you get the care and services that are covered for you as a member of our plan:

- **“Providers”** are doctors and other health care professionals licensed by the state to provide medical services and care. The term “providers” also includes hospitals and other health care facilities.
- **“Network providers”** are the doctors and other health care professionals, medical groups, hospitals, and other health care facilities that have an agreement with us to accept our payment as payment in full. We have arranged for these providers to deliver covered services to members in our plan. The providers in our network bill us directly for care they give you. When you see a network provider, you pay nothing for covered services.
- **“Covered services”** include all the medical care, health care services, supplies, and equipment that are covered by our plan. Your covered services for medical care are listed in the benefits chart in Chapter 4.

Section 1.2 Basic rules for getting your medical care and other services covered by the plan

As a MassHealth (Medicaid) health plan, NaviCare SCO must cover all services covered by MassHealth (Medicaid) and may offer other services.

NaviCare SCO will generally cover your medical care as long as:

- **The care you receive is included in the plan's Medical Benefits Chart** (this chart is in Chapter 4 of this booklet).
- **The care you receive is considered medically necessary.** “Medically necessary” means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Chapter 3. Using the plan's coverage for your medical and other covered services

- **You have a network primary care provider (a PCP) who is providing and overseeing your care.** As a member of our plan, you must choose a network PCP (for more information about this, see Section 2.1 in this chapter).
 - In most situations, your network PCP must give you approval in advance before you can use other providers in the plan's network, such as specialists, hospitals, skilled nursing facilities, or home health care agencies. This is called giving you a "referral." For more information about this, see Section 2.3 of this chapter.
 - Referrals from your PCP are not required for emergency care or urgently needed services. There are also some other kinds of care you can get without having approval in advance from your PCP (for more information about this, see Section 2.2 of this chapter).
- **You must receive your care from a network provider** (for more information about this, see Section 2 in this chapter). In most cases, care you receive from an out-of-network provider (a provider who is not part of our plan's network) will not be covered. *Here are three exceptions:*
 - The plan covers emergency care or urgently needed services that you get from an out-of-network provider. For more information about this, and to see what emergency or urgently needed services means, see Section 3 in this chapter.
 - If you need medical care that MassHealth (Medicaid) requires our plan to cover and the providers in our network cannot provide this care, you can get this care from an out-of-network provider. Authorization must be obtained from the plan prior to seeking care from an out-of-network provider. In this situation, we will cover these services as if you got the care from a network provider. For information about getting approval to see an out-of-network doctor, see Section 2.4 in this chapter.
 - The plan covers kidney dialysis services that you get at a certified dialysis facility when you are temporarily outside the plan's service area.

SECTION 2 Use providers in the plan's network to get your medical care and other services

Section 2.1	You must choose a Primary Care Provider (PCP) to provide and oversee your care
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When you become a member of our plan, you must choose a plan provider to be your Primary Care Provider (PCP).

What is a "PCP" and what does the PCP do for you?

Your PCP is a provider who meets state requirements and is trained to give you basic medical care. As we explain below, you will get your routine or basic care from your PCP. Your PCP will also coordinate the rest of the covered services you get as a plan member. For example, in order to see a specialist, you usually need to get your PCP's approval first (this is called getting a

Chapter 3. Using the plan's coverage for your medical and other covered services

“referral” to a specialist). **There are only a few types of covered services you may get on your own without contacting your PCP first for a referral.** These services are listed in Section 2.2, below.

Your PCP determines what specialists and hospitals you will use because they have affiliations with only certain specialists and hospitals in our network. Your PCP does not have access to all of the specialists and hospitals in our network.

Your PCP will provide most of your care and will help you arrange or coordinate the rest of the covered services you get as member of our plan. This includes:

- your X-rays
- laboratory tests
- therapies
- care from doctors who are specialists
- outpatient hospital services
- hospital admissions
- follow-up care

“Coordinating” your services includes checking or consulting with other plan providers about your care and how it is going. If you need certain types of covered services or supplies, you must get approval in advance from your PCP (such as giving you a referral to see a specialist). In some cases, your PCP will need to get prior authorization (prior approval) from us.

Since your PCP will provide and coordinate your medical care, you should have all of your past medical records sent to your PCP's office. Chapter 7 tells you how we will protect the privacy of your medical records and personal health information.

Once you are enrolled in NaviCare SCO, your Primary Care Team, together with you and anyone else you choose to have involved (such as a family member), will construct an Individualized Plan of Care (IPC), also known as your care plan, designed just for you.

Your PCP is responsible for:

- Contributing to your IPC at time of program enrollment and ongoing
- Providing overall clinical direction
- Providing primary medical services including acute and preventive care
- Referring you to specialty providers as medically appropriate
- Documenting and complying with advanced directives about your wishes for future treatment and health care decisions

Your PCP works with your NaviCare Primary Care Team

Your Primary Care Team (PCT), which may include but is not limited to your primary care provider (PCP), Navigator, nurse case manager, geriatric support services coordinator, or behavioral health case manager, will work with you to develop your IPC and to ensure you receive the care you need. A nurse with access to your care plan is available 24/7.

Chapter 3. Using the plan's coverage for your medical and other covered services

Your primary care provider is responsible for coordinating all your medical care and for ordering additional medical specialists, if necessary.

Your IPC includes all of the supportive services and benefits that your PCT has authorized for you to receive as a member of NaviCare SCO.

To ensure that you are receiving the most appropriate care at all times, your PCT reviews, approves, and authorizes changes to your IPC, whether adding, changing, or discontinuing services. Your PCT reassesses your needs at least every 6 months, and more frequently if necessary.

How do you choose your PCP?

You may search for a PCP by looking in the *Provider and Pharmacy Directory*, visiting fallonhealth.org/navicare, or by calling Enrollee Services for assistance. If there is a particular specialist or hospital that you want to use, check first to be sure that your PCP makes referrals to that specialist or uses that hospital. Once you have chosen a PCP, you must notify Enrollee Services of your choice either by phone (number is printed on the back cover of this booklet) or by going online to fallonhealth.org/navicare (click on “Benefits and services” and log in to *myFallon*). If you don't select a PCP, we will choose one for you.

Changing your PCP

You may change your PCP for any reason, at any time. Also, it's possible that your PCP might leave our plan's network of providers and you would have to find a new PCP. In addition, if you change your PCP, the change in your PCP may result in being limited to specific specialists or hospitals to which that PCP refers, see Section 2.3 below for more information.

To change your PCP, follow the same steps as choosing a PCP, above. If you call, be sure to tell Enrollee Services if you are seeing specialists or getting other covered services that needed your PCP's approval (such as home health services and certain durable medical equipment). Enrollee Services will check to be sure the PCP you want to switch to is accepting new patients. Enrollee Services will change your membership record to show the name of your new PCP, and tell you when the change to your new PCP will take effect. We will also send you a letter confirming the change.

Chapter 3. Using the plan's coverage for your medical and other covered services**Section 2.2 What kinds of medical care and other services can you get without getting approval in advance from your PCP?**

You can get the services listed below without getting approval in advance from your PCP.

- Routine women's health care, which includes breast exams, screening mammograms (x-rays of the breast), Pap tests, and pelvic exams as long as you get them from a network provider
- Flu shots, COVID-19 vaccinations, and pneumonia vaccinations as long as you get them from a network provider
- Emergency services from network providers or from out-of-network providers
- Urgently needed services from network providers or from out-of-network providers when network providers are temporarily unavailable or inaccessible, e.g., when you are temporarily outside of the plan's service area
- Kidney dialysis services that you get at a certified dialysis facility when you are temporarily outside the plan's service area. (If possible, please call Enrollee Services before you leave the service area so we can help arrange for you to have maintenance dialysis while you are away. Phone numbers for Enrollee Services are printed on the back cover of this booklet.)
- Acupuncture services with a plan provider through the 20th visit. For acupuncture services to be covered beyond 20 visits, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.
- Chiropractic services with a plan provider.
- Dental care provided by a plan network dentist.
- Outpatient physical therapy with a plan provider through the 60th visit. For physical therapy to be covered beyond 60 visits, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.
- Outpatient occupational therapy with a plan provider through the 60th visit. For occupational therapy to be covered beyond 60 visits, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.
- Outpatient speech language therapy with a plan provider through the 35th visit. For speech language therapy to be covered beyond the first 35 visits, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.
- Covered preventive services as long as you get them from a plan provider.
- WW[®].
- Fallon Health's Additional Tobacco and Smoking Cessation Program.
- SilverSneakers[®].

Chapter 3. Using the plan's coverage for your medical and other covered services

- Nursing hotline.
- One supplemental routine eye exam every year as long as you get it from a plan provider.

Section 2.3 How to get care from specialists and other network providers

A specialist is a doctor who provides health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:

- Oncologists care for patients with cancer
- Cardiologists care for patients with heart conditions
- Orthopedists care for patients with certain bone, joint, or muscle conditions

For some types of referrals, your PCP may need to get approval in advance from our plan (this is called getting “prior authorization”).

It is very important to get a referral (approval in advance) from your PCP before you see a plan specialist or certain other providers (there are a few exceptions, including routine women’s health care that we explained earlier in this section). **If you don’t have a referral (approval in advance) before you get services from a specialist, you may have to pay for these services yourself.**

If a specialist feels you need additional specialty services, the specialist will ask for authorization directly from Fallon Health.

If there are specific specialists you want to use, find out whether your PCP sends patients to these specialists. Each plan PCP has certain plan specialists they use for referrals because they have affiliations with only certain specialists and hospitals in our network. Your PCP does not have access to all of the specialists and hospitals in our network. This means that the PCP you select may determine the specialists you can see. You may generally change your PCP at any time if you want to see a plan specialist that your current PCP can’t refer you to. Please refer to the section above, “Changing your PCP,” where we tell you how to change your PCP. If there are specific hospitals you want to use, you must find out whether the doctors you will be seeing use these hospitals.

What if a specialist or another network provider leaves our plan?

We may make changes to the hospitals, doctors, and specialists (providers) that are part of your plan during the year. There are a number of reasons why your provider might leave your plan, but if your doctor or specialist does leave your plan you have certain rights and protections that are summarized below:

- Even though our network of providers may change during the year, MassHealth (Medicaid) requires that we furnish you with uninterrupted access to qualified doctors and specialists.

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- We will make a good faith effort to provide you with at least 30 days' notice that your provider is leaving our plan so that you have time to select a new provider.
- We will assist you in selecting a new qualified provider to continue managing your health care needs.
- If you are undergoing medical treatment you have the right to request, and we will work with you to ensure, that the medically necessary treatment you are receiving is not interrupted.
- If you believe we have not furnished you with a qualified provider to replace your previous provider or that your care is not being appropriately managed, you have the right to file an appeal of our decision.
- If you find out your doctor or specialist is leaving your plan, please contact us so we can assist you in finding a new provider to manage your care.

If a specialist, clinic, hospital, or other network provider you are using leaves the plan, NaviCare SCO will notify you in writing and you will have to switch to another provider who is part of our plan. Your Navigator can assist you in finding and selecting another provider.

Section 2.4	How to get care from out-of-network providers
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You may get services from out-of-network providers when providers of specialized services are not available in network. For services to be covered from an out-of-network provider, your in-network provider (usually your PCP) must request prior authorization (approval in advance) from NaviCare SCO. The prior authorization request will be reviewed by Fallon Health's Utilization Management Program staff that are trained to understand the specialist's area of expertise and will attempt to ascertain if that service is available within NaviCare SCO's network of specialists. If the service is not available within your plan's network, your request will be approved. There may be certain limitations to the approval, such as just one initial consultation visit or a specified type or amount of services. If the specialist's services are available within your plan's network, the request for services outside the network may be denied as "services available in network." As with any denial, you will have the ability to appeal the determination.

SECTION 3

How to get covered services when you have an emergency or urgent need for care or during a disaster

Section 3.1	Getting care if you have a medical emergency
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What is a "medical emergency" and what should you do if you have one?

A "medical emergency" is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require

Chapter 3. Using the plan's coverage for your medical and other covered services

immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

If you have a medical emergency:

- **Get help as quickly as possible.** Call 911 for help or go to the nearest emergency room or hospital. Call for an ambulance if you need it. You do *not* need to get approval or a referral first from your PCP.
- **As soon as possible, make sure that our plan has been told about your emergency.** We need to follow up on your emergency care. You or someone else should call to tell us about your emergency care, usually within 48 hours. Please call Enrollee Services (phone numbers are printed on the back cover of this booklet) to notify us of your emergency.

What is covered if you have a medical emergency?

You may get covered emergency medical care whenever you need it, anywhere in the United States or its territories. Our plan covers ambulance services in situations where getting to the emergency room in any other way could endanger your health. For more information, see the Medical Benefits Chart in Chapter 4 of this booklet.

Our plan covers worldwide emergency and urgently needed services anywhere in the world. For more information, see the Medical Benefits Chart in Chapter 4 of this booklet. If you have an emergency, we will talk with the doctors who are giving you emergency care to help manage and follow up on your care. The doctors who are giving you emergency care will decide when your condition is stable and the medical emergency is over.

After the emergency is over you are entitled to follow-up care to be sure your condition continues to be stable. Your follow-up care will be covered by our plan. If your emergency care is provided by out-of-network providers, we will try to arrange for network providers to take over your care as soon as your medical condition and the circumstances allow.

What if it wasn't a medical emergency?

Sometimes it can be hard to know if you have a medical emergency. For example, you might go in for emergency care – thinking that your health is in serious danger – and the doctor may say that it wasn't a medical emergency after all. If it turns out that it was not an emergency, as long as you reasonably thought your health was in serious danger, we will cover your care.

However, after the doctor has said that it was *not* an emergency, we will cover additional care *only* if you get the additional care in one of these two ways:

- You go to a network provider to get the additional care.

Chapter 3. Using the plan's coverage for your medical and other covered services

- – *or* – The additional care you get is considered “urgently needed services” and you follow the rules for getting this urgent care (for more information about this, see Section 3.2 below).

Section 3.2 Getting care when you have an urgent need for services**What are “urgently needed services”?**

“Urgently needed services” are non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible. The unforeseen condition could, for example, be an unforeseen flare-up of a known condition that you have.

What if you are in the plan's service area when you have an urgent need for care?

You should always try to obtain urgently needed services from network providers. However, if providers are temporarily unavailable or inaccessible and it is not reasonable to wait to obtain care from your network provider when the network becomes available, we will cover urgently needed services that you get from an out-of-network provider.

To access urgently needed services you should go to the nearest urgent care center that is open. If you are seeking urgent care in our service area, you should look in the *Provider and Pharmacy Directory* for a listing of the urgent care centers in your plan's network.

What if you are outside the plan's service area when you have an urgent need for care?

When you are outside the service area and cannot get care from a network provider, our plan will cover urgently needed services that you get from any provider.

Our plan covers worldwide emergency and urgent care services outside the United States under the following circumstances: medical emergencies and urgently needed services.

Section 3.3 Getting care during a disaster

If the Governor of Massachusetts, the U.S. Secretary of Health and Human Services, or the President of the United States declares a state of disaster or emergency in your geographic area, you are still entitled to care from your plan.

Please visit the following website: fallonhealth.org/navicare for information on how to obtain needed care during a disaster.

Chapter 3. Using the plan's coverage for your medical and other covered services

Generally, if you cannot use a network provider during a disaster, your plan will allow you to obtain care from out-of-network providers at in-network cost sharing. If you cannot use a network pharmacy during a disaster, you may be able to fill your prescription drugs at an out-of-network pharmacy. Please see Chapter 5, Section 2.5 for more information.

SECTION 4 What if you are billed directly for the full cost of your covered services?

Section 4.1 You can ask us to pay for covered services

If you have paid for your covered services, or if you have received a bill for covered medical services, go to Chapter 6 (*Asking us to pay a bill you have received for covered medical services or drugs*) for information about what to do.

Section 4.2 What should you do if services are not covered by our plan?

NaviCare SCO covers all medical services that are medically necessary, these services are listed in the plan's Medical Benefits Chart (this chart is in Chapter 4 of this booklet), and are obtained consistent with plan rules. You are responsible for paying the full cost of services that aren't covered by our plan, either because they are not plan covered services, or they were obtained out-of-network and were not authorized.

If you have any questions about whether we will pay for any medical service or care that you are considering, you have the right to ask us whether we will cover it before you get it. You also have the right to ask for this in writing. If we say we will not cover your services, you have the right to appeal our decision not to cover your care.

Chapter 8 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) has more information about what to do if you want a coverage decision from us or want to appeal a decision we have already made. You may also call Enrollee Services to get more information (phone numbers are printed on the back cover of this booklet).

For covered services that have a benefit limitation, you pay the full cost of any services you get after you have used up your benefit for that type of covered service. You can call Enrollee Services when you want to know how much of your benefit limit you have already used.

Chapter 3. Using the plan's coverage for your medical and other covered services**SECTION 5 Rules for getting care covered in a “religious non-medical health care institution”****Section 5.1 What is a religious non-medical health care institution?**

A religious non-medical health care institution is a facility that provides care for a condition that would ordinarily be treated in a hospital or skilled nursing facility. If getting care in a hospital or a skilled nursing facility is against a member's religious beliefs, we will instead provide coverage for care in a religious non-medical health care institution. You may choose to pursue medical care at any time for any reason. This benefit is provided only for inpatient services (non-medical health care services).

Section 5.2 Receiving Care From a Religious Non-Medical Health Care Institution

To get care from a religious non-medical health care institution, you must sign a legal document that says you are conscientiously opposed to getting medical treatment that is “non-expected.”

- “Non-expected” medical care or treatment is any medical care or treatment that is *voluntary* and *not required* by any federal, state, or local law.
- “Expected” medical treatment is medical care or treatment that you get that is *not* voluntary or *is required* under federal, state, or local law.

To be covered by our plan, the care you get from a religious non-medical health care institution must meet the following conditions:

- The facility providing the care must be certified.
- Our plan's coverage of services you receive is limited to *non-religious* aspects of care.
- If you get services from this institution that are provided to you in a facility, the following conditions apply:
 - You must have a medical condition that would allow you to receive covered services for inpatient hospital care or skilled nursing facility care.
 - – *and* – You must get approval in advance from our plan before you are admitted to the facility or your stay will not be covered.

You are covered for an unlimited number of days.

Chapter 3. Using the plan's coverage for your medical and other covered services

SECTION 6 Rules for ownership of durable medical equipment

Section 6.1 Will you own the durable medical equipment after making a certain number of payments under our plan?

Durable medical equipment (DME) includes items such as oxygen equipment and supplies, wheelchairs, walkers, powered mattress systems, crutches, diabetic supplies, speech generating devices, IV infusion pumps, nebulizers, and hospital beds ordered by a provider for use in the home. The member always owns certain items, such as prosthetics. In this section, we discuss other types of DME that you must rent.

As a member of NaviCare SCO, you usually will acquire ownership of rented DME items after 10 consecutive months while a member of our plan. Under certain limited circumstances we will transfer ownership of the DME item to you. Call Enrollee Services (phone numbers are printed on the back cover of this booklet) to find out about the requirements you must meet and the documentation you need to provide.

SECTION 7 Rules for Oxygen Equipment, Supplies, and Maintenance

Section 7.1 What oxygen benefits are you entitled to?

If you qualify for Medicare oxygen equipment coverage, then for as long as you are enrolled, NaviCare SCO will cover:

- Rental of oxygen equipment
- Delivery of oxygen and oxygen contents
- Tubing and related oxygen accessories for the delivery of oxygen and oxygen contents
- Maintenance and repairs of oxygen equipment

If you leave NaviCare SCO or no longer medically require oxygen equipment, then the oxygen equipment must be returned to the owner.

Section 7.2 What happens if you leave your plan and return to Original Medicare?

If you return to Original Medicare, then you start a new 36-month cycle which renews every five years. For example, if you had paid rentals for oxygen equipment for 36 months prior to joining NaviCare SCO, join NaviCare SCO for 12 months, and then return to Original Medicare, you will pay full cost sharing for oxygen equipment coverage.

Chapter 3. Using the plan's coverage for your medical and other covered services

Similarly, if you made payments for 36 months while enrolled in NaviCare SCO and then return to Original Medicare, you will pay full cost sharing for oxygen equipment coverage.

CHAPTER 4

Medical Benefits Chart (what is covered)

Chapter 4. Medical Benefits Chart (what is covered)

Chapter 4. Medical Benefits Chart (what is covered)

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SECTION 1 Understanding covered services

This chapter focuses on what services are covered. It includes a Medical Benefits Chart that lists your covered services as a member of NaviCare SCO. Later in this chapter, you can find information about medical services that are not covered. It also explains limits on certain services. You may also refer to the dental addenda for details on dental coverage.

Section 1.1 You pay nothing for your covered services

Because you get assistance from MassHealth (Medicaid), you pay nothing for your covered services as long as you follow the plans' rules for getting your care. (See Chapter 3 for more information about the plans' rules for getting your care.)

SECTION 2 Use the *Medical Benefits Chart* to find out what is covered for you

Section 2.1 Your medical benefits as a member of the plan

The Medical Benefits Chart on the following pages lists the services NaviCare SCO covers. The services listed in the Medical Benefits Chart are covered only when the following coverage requirements are met:

- Your MassHealth (Medicaid) covered services must be provided according to the coverage guidelines established by MassHealth (Medicaid).
- Your services (including medical care, services, supplies, and equipment) *must* be medically necessary. “Medically necessary” means that the services, supplies, or drugs are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.
- You receive your care from a network provider. In most cases, care you receive from an out-of-network provider will not be covered. Chapter 3 provides more information about requirements for using network providers and the situations when we will cover services from an out-of-network provider.
- You have a primary care provider (a PCP) who is providing and overseeing your care. In most situations, your PCP must give you approval in advance before you can see other providers in the plan's network. This is called giving you a “referral.” Chapter 3 provides more information about getting a referral and the situations when you do not need a referral.
- Some of the services listed in the Medical Benefits Chart are covered *only* if your doctor or other network provider gets approval in advance (sometimes called “prior authorization”) from us. Covered services that need approval in advance are marked in the Medical Benefits Chart in italics.

Chapter 4. Medical Benefits Chart (what is covered)

- If you are within our plan's 2-month period of deemed continued eligibility, we will continue to provide all plan-covered benefits. However, during this period, we will not pay any Medicare premiums or cost sharing for which the state would otherwise be liable had you not lost your MassHealth (Medicaid) eligibility.

You do not pay anything for the services listed in the Benefits Chart, as long as you meet the coverage requirements described above.



You will see this apple next to the preventive services in the benefits chart.

Medical Benefits Chart

Services that are covered for you	What you must pay when you get these services
<p> Abdominal aortic aneurysm screening</p> <p>A one-time screening ultrasound for people at risk. The plan only covers this screening if you have certain risk factors and if you get a referral for it from your physician, physician assistant, nurse practitioner, or clinical nurse specialist.</p>	<p>There is no coinsurance, copayment, or deductible for members eligible for this preventive screening.</p>
<p>Acupuncture</p> <p><i>For acupuncture beyond the 20th visit to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>MassHealth (Medicaid)-covered services include services to treat outpatient substance use disorder. For more information, see Outpatient substance use disorder in this chart.</p> <p>NaviCare covers the following supplemental acupuncture services: up to 20 visits without prior authorization for any diagnosis including electrical stimulation, infrared and ultrasound services.</p> <p>NaviCare covers the following acupuncture services for chronic low back pain:</p> <p>Up to 12 visits in 90 days are covered under the following circumstances:</p> <p>For the purpose of this benefit, chronic low back pain is defined as:</p> <ul style="list-style-type: none"> • Lasting 12 weeks or longer; • nonspecific, in that it has no identifiable systemic cause (i.e., not associated with metastatic, inflammatory, infectious, etc. disease); • not associated with surgery; and • not associated with pregnancy. <p>An additional eight sessions will be covered for those patients demonstrating an improvement. No more than 20 acupuncture treatments may be administered annually.</p> <p>Treatment must be discontinued if the patient is not improving or is regressing.</p> <p>Provider Requirements:</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered acupuncture and the supplemental acupuncture.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>Physicians (as defined in 1861(r)(1) of the Social Security Act (the Act) may furnish acupuncture in accordance with applicable state requirements.</p> <p>Physician assistants (PAs), nurse practitioners (NPs)/clinical nurse specialists (CNSs) (as identified in 1861(aa)(5) of the Act), and auxiliary personnel may furnish acupuncture if they meet all applicable state requirements and have:</p> <ul style="list-style-type: none"> • a masters or doctoral level degree in acupuncture or Oriental Medicine from a school accredited by the Accreditation Commission on Acupuncture and Oriental Medicine (ACAOM); and, • a current, full, active, and unrestricted license to practice acupuncture in a State, Territory, or Commonwealth (i.e. Puerto Rico) of the United States, or District of Columbia. <p>Auxiliary personnel furnishing acupuncture must be under the appropriate level of supervision of a physician, PA, or NP/CNS required by our regulations at 42 CFR §§ 410.26 and 410.27.</p>	
<p>Adult Day Health</p> <p><i>For adult day health to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>A day program for those who are eligible where an organized program of nursing services and supervision, assistance with activities of daily living (such as eating, toileting, exercising, and taking medications), maintenance-therapy services, therapeutic, recreation, nutrition at a site outside the home, dementia-specific interaction, and transportation to a site outside the home are provided following MassHealth Adult Day Health Program regulations.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered adult day health services.</p>
<p>Adult Foster Care</p> <p><i>For adult foster care to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Services include assistance with activities of daily living (such as bathing, dressing, eating, shopping, laundry, snacks, and meal preparation), other personal care as needed, managing medication, medical transportation, and supervision from a</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered adult foster care services.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>MassHealth-approved adult foster care or group adult foster care provider following MassHealth Adult Foster Care regulations. Medical oversight, teaching and training for the care provider, and care management is provided by the Adult Foster Care provider following MassHealth Adult Foster Care regulations.</p>	
<p>Ambulance services</p> <p><i>For non-emergency ambulance services to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>NaviCare SCO covers ambulance (air and land), taxi and chairvan transport under the MassHealth (Medicaid) benefit.</p> <ul style="list-style-type: none"> • Covered ambulance services include fixed wing, rotary wing, and ground ambulance services, to the nearest appropriate facility that can provide care only if they are furnished to a member whose medical condition is such that other means of transportation could endanger the person's health or if authorized by the plan. • Non-emergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required. <p>Coverage is worldwide.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered ambulance services.</p>
<p>Annual physical exam</p> <p>The covered supplemental annual physical exam includes a detailed medical/family history and a thorough head to toe assessment with hands-on examination of all the body systems to assess overall general health and detect abnormalities or signs that could indicate a disease process that should be addressed.</p>	<p>You pay \$0 for the covered supplemental annual physical exam.</p>
<p> Annual wellness visit</p> <p>You can get an annual wellness visit to develop or update a personalized prevention plan based on your current health and risk factors. This is covered once every 12 months.</p>	<p>There is no coinsurance, copayment, or deductible for the annual wellness visit.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p> Bone mass measurement</p> <p>For qualified individuals (generally, this means people at risk of losing bone mass or at risk of osteoporosis), the following services are covered every 24 months or more frequently if medically necessary: procedures to identify bone mass, detect bone loss, or determine bone quality, including a physician's interpretation of the results.</p>	<p>There is no coinsurance, copayment, or deductible for covered bone mass measurement.</p>
<p> Breast cancer screening (mammograms)</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • One baseline mammogram between the ages of 35 and 39 • One screening mammogram every 12 months for women age 40 and older • Clinical breast exams once every 24 months 	<p>There is no coinsurance, copayment, or deductible for covered screening mammograms.</p>
<p>Cardiac rehabilitation services</p> <p>Comprehensive programs of cardiac rehabilitation services that include exercise, education, and counseling are covered for members who meet certain conditions with a doctor's referral. The plan also covers intensive cardiac rehabilitation programs that are typically more rigorous or more intense than cardiac rehabilitation programs.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered cardiac or intensive cardiac rehabilitation services.</p>
<p> Cardiovascular disease risk reduction visit (therapy for cardiovascular disease)</p> <p>We cover one visit per year with your primary care doctor to help lower your risk for cardiovascular disease. During this visit, your doctor may discuss aspirin use (if appropriate), check your blood pressure, and give you tips to make sure you're eating healthy.</p>	<p>There is no coinsurance, copayment, or deductible for the intensive behavioral therapy cardiovascular disease preventive benefit.</p>
<p> Cardiovascular disease testing</p> <p>Blood tests for the detection of cardiovascular disease (or abnormalities associated with an elevated risk of cardiovascular disease) once every 5 years (60 months)</p> <p>MassHealth (Medicaid) covers additional blood tests when medically necessary.</p>	<p>There is no coinsurance, copayment, or deductible for cardiovascular disease testing that is covered once every 5 years.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
	You pay \$0 for MassHealth (Medicaid)-covered additional blood tests.
<p> Cervical and vaginal cancer screening</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • For all women: Pap tests and pelvic exams are covered once every 24 months • If you are at high risk of cervical or vaginal cancer or you are of childbearing age and have had an abnormal Pap test within the past 3 years: one Pap test every 12 months <p>MassHealth (Medicaid) covers additional Pap tests and pelvic exams when medically necessary.</p>	There is no coinsurance, copayment, or deductible for MassHealth (Medicaid)-covered preventive Pap and pelvic exams.
<p>Chiropractic services</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Manual manipulation of the spine to correct subluxation • MassHealth (Medicaid) covers chiropractic manipulative treatment and radiology services. 	You pay \$0 for each MassHealth (Medicaid)-covered office visit for chiropractic services.
<p>Chore Services</p> <p><i>For chore services to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Covered services include services needed to maintain the home in a clean, sanitary and safe environment. This service includes heavy household chores such as washing floors, windows and walls, tacking down loose rugs and tiles, and moving heavy items of furniture.</p>	You pay \$0 for MassHealth (Medicaid)-covered chore services.
<p> Colorectal cancer screening</p> <p>For people 50 and older, the following are covered:</p> <ul style="list-style-type: none"> • Flexible sigmoidoscopy (or screening barium enema as an alternative) every 48 months <p>One of the following every 12 months:</p> <ul style="list-style-type: none"> • Guaiac-based fecal occult blood test (gFOBT) • Fecal immunochemical test (FIT) 	There is no coinsurance, copayment, or deductible for colorectal cancer screening exam.

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>DNA based colorectal screening every 3 years for people 50-85 at average risk of colorectal cancer and who show no symptoms of colorectal disease.</p> <p>For people at high risk of colorectal cancer, we cover:</p> <ul style="list-style-type: none"> • Screening colonoscopy (or screening barium enema as an alternative) every 24 months <p>For people not at high risk of colorectal cancer, we cover:</p> <ul style="list-style-type: none"> • Screening colonoscopy every 10 years (120 months), but not within 48 months of a screening sigmoidoscopy 	
<p>Community-Based Services (In-Home Care)</p> <p><i>For community-based services to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Before you receive community-based services, you must first discuss these services with your Primary Care Team. These services will be provided following MassHealth regulations and guidelines.</p> <p>Services include but are not limited to:</p> <ul style="list-style-type: none"> • Companion services • Complex Care Training and Oversight • Consumer Directed Care • Environmental Accessibility Adaptations (Home Modification) • Evidence Based Educational Programs • Goal Engagement Programs • Grocery shopping and delivery • Habilitation Therapy • Homemaker services • Home delivered meals • Home Delivered Prepackaged Medications • Home Safety Independence Evaluations • Laundry service • Medication Dispensing System • Orientation & Mobility Services • Personal care services • Personal Emergency Response System (PERS) • Peer Support • Respite care 	<p>You pay \$0 for MassHealth (Medicaid)-covered community-based services.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Supportive Home Care Aide • Transitional Assistance • Translation/Interpreting Services • Wander Response System 	
<p>Continuous Nursing Services</p> <p><i>For continuous nursing services to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Continuous, specialized skilled nursing services or skilled nursing for more than two continuous hours per day provided in the home in accordance with MassHealth Continuous Nursing Services regulations.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered continuous nursing services.</p>
<p>Day Habilitation</p> <p><i>For day habilitation services to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>A structured, goal-oriented, active treatment program of medically oriented, therapeutic and habilitation services for developmentally disabled individuals who need active treatment, following MassHealth Program regulations.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered day habilitation services.</p>
<p>Dementia Day Care</p> <p><i>For dementia day care to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Specialized services to address the needs of members with Alzheimer’s Disease, other dementias or related disorders. The services assist in the maximization of the member’s functional capacity and in the reduction of disruptive behavior.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered dementia day care services.</p>
<p>Dental services</p> <p>We cover:</p> <ul style="list-style-type: none"> • Preventive dental care including exam, cleaning and X-rays. • Minor restorative dental care such as metal or composite fillings. • Emergency medical care, such as to relieve pain or stop bleeding as a result of injury to the sound natural teeth 	<p>You pay \$0 MassHealth (Medicaid)-covered and supplemental dental services.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>or tissue, provided in the office of a physician or dentist as soon as possible after the injury. This does not include restorative or other dental care. Go to the closest provider, you do not need a referral from your PCP.</p>	
<ul style="list-style-type: none"> • Restorative services, including amalgam and resin-based composite restorations; crowns, posts and cores, and fixed partial dentures (bridgework); reinforcing pins; and crown repair. • Prosthodontic services, including: <ul style="list-style-type: none"> ○ Complete dentures and removable resin-based partial-upper and partial-lower dentures, including conventional denture relines and rebases. • Endodontic services • Periodontic services <ul style="list-style-type: none"> ○ Services including scaling, root planing and periodontal maintenance • Oral and maxillofacial surgery • Maxillofacial prosthetics • Topical fluoride treatment (for individuals who have medical or dental conditions that significantly interrupt the flow of saliva) • Other services, including oral screenings for members undergoing radiation treatment or chemotherapy; palliative treatment of dental pain or infection; occlusal guards; and facility calls. • Implants • Anterior root canals and root canal therapy 	
<p><i>For oral surgery services (with the exception of the removal or exposure of impacted teeth) to be covered in a provider's office, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p>	
<p>Non-routine dental care covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician. For more detailed</p>	

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
description of covered dental services, including frequency limitations and codes that may apply, refer to the dental addendum available at fallonhealth.org/navicare .	
 Depression screening We cover one screening for depression per year. The screening must be done in a primary care setting that can provide follow-up treatment and/or referrals.	There is no coinsurance, copayment, or deductible for an annual depression screening visit.
 Diabetes Prevention Program This program is for eligible members. It is a structured health behavior change intervention that provides practical training in long-term dietary change, increased physical activity, and problem-solving strategies for overcoming challenges to sustaining weight loss and a healthy lifestyle.	There is no coinsurance, copayment, or deductible for the diabetes prevention program benefit.
 Diabetes screening We cover this screening (includes fasting glucose tests) if you have any of the following risk factors: high blood pressure (hypertension), history of abnormal cholesterol and triglyceride levels (dyslipidemia), obesity, or a history of high blood sugar (glucose). Tests may also be covered if you meet other requirements, like being overweight and having a family history of diabetes. Based on the results of these tests, you may be eligible for up to two diabetes screenings every 12 months.	There is no coinsurance, copayment, or deductible for diabetes screening tests.
 Diabetes self-management training, diabetic services and supplies <i>For blood glucose meters and supplies that are non-preferred brands, continuous or require adaptive features to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i> For all people who have diabetes (insulin and non-insulin users). Covered services include: <ul style="list-style-type: none"> • Supplies to monitor your blood glucose: Blood glucose monitor, blood glucose test strips, lancet devices and lancets, and glucose-control solutions for checking the accuracy of test strips and monitors. 	You pay \$0 for MassHealth (Medicaid)-covered diabetes self-management training, diabetic services and supplies.

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> ○ Coverage of Blood Glucose Meters will be limited to OneTouch[®] glucose meters and test strips manufactured by LifeScan. Plan members can obtain a One Touch[®] glucose meter at network pharmacies, by calling LifeScan at 1-877-356-8480 (TTY:711), order code number 160FCH002, or by going to the LifeScan website, www.onetouch.orderpoints.com. ○ Continuous blood glucose monitors are limited to the Freestyle Libre System. Members may obtain Freestyle Libre at network durable medical equipment suppliers or pharmacies. ○ Members with a demonstrated need, including having a severe visual impairment or impaired manual dexterity, may require a blood glucose meter with adaptive features, such as an integrated voice synthesizer or integrated lancing device. ● For people with diabetes who have severe diabetic foot disease: One pair per calendar year of therapeutic custom-molded shoes (including inserts provided with such shoes) and two additional pairs of inserts, or one pair of depth shoes and three pairs of inserts (not including the non-customized removable inserts provided with such shoes). Coverage includes fitting. ● Diabetes self-management training is covered under certain conditions. <p>Note: Syringes and insulin (unless used with an insulin pump) are covered under the outpatient prescription drug benefit.</p>	
<p>Durable medical equipment (DME) and related supplies</p> <p><i>For certain durable medical equipment and related supplies to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>(For a definition of “durable medical equipment,” see Chapter 11 of this booklet.)</p> <p>Covered items include, but are not limited to:</p> <ul style="list-style-type: none"> ● Wheelchairs ● Crutches ● Powered mattress systems ● Diabetic supplies ● Hospital beds ordered by a provider for use in the home 	<p>You pay \$0 for MassHealth (Medicaid)-covered durable medical equipment and related supplies.</p> <p>You pay \$0 up to \$600 for a seat lift recliner chair once per lifetime. You pay all charges over the \$600 plan coverage limit.</p> <p>Note: If you are a patient in an institution, or distinct part of an institution which provides the services</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • IV infusion pumps • Speech generating devices • Oxygen equipment nebulizers • Walker • Assistive/adaptive technology • Environmental aids • Home-Based Wandering Response • Incontinence supplies • Nutritional supplements • PAP therapy • Personal Emergency Response Systems (PERS) • Tub and shower grab bars <p>NaviCare SCO covers a seat lift chair once per lifetime up to \$600. You pay all charges over the \$600 plan coverage limit.</p>	<p>described in Social Security Act, Section 1819(a)(1) or Section 1819(e)(1), you are not entitled to coverage for the rental or purchase of durable medical equipment because such an institution may not be considered your home. Facilities that are not considered a home include but are not limited to a skilled nursing facility (SNF), or a distinct part of a SNF.</p>
<p>Emergency care</p> <p>Emergency care refers to services that are:</p> <ul style="list-style-type: none"> • Furnished by a provider qualified to furnish emergency services, and • Needed to evaluate or stabilize an emergency medical condition. <p>A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.</p> <p>Cost sharing for necessary emergency services furnished out-of-network is the same as for such services furnished in-network.</p> <p>Coverage is worldwide.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered emergency room visit in-network and out-of-network.</p> <p>If you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered.</p>
<p>Geriatric Support Services Coordination</p> <p>In-home assessment and home-based services coordination provided by Aging Service Access Points (ASAPs) staff.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered geriatric support services coordination.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>Group Adult Foster Care</p> <p><i>For group adult foster care to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Group Adult Foster Care (GAFC) includes personal care services up to 2-hours per day for eligible members with disabilities who live in GAFC-approved housing. Housing may be an assisted-living residence or specially designated public or subsidized housing following MassHealth Adult Foster Care regulations..</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered group adult foster care services.</p>
<p> Health and wellness education programs</p> <p>Membership in Health Club/Fitness Classes</p> <ul style="list-style-type: none"> • Coverage of SilverSneakers and yearly coverage up to \$400 for a fitness tracker, cardiovascular fitness equipment and/or a membership in a qualified health club or fitness facility not already covered through SilverSneakers and/or covered instructional fitness classes. • SilverSneakers is a complete wellness program that includes access to fitness locations* nationwide, exercise equipment, group exercise classes, a support network and online resources. Classes designed for all fitness levels and abilities include the signature SilverSneakers Classic, Circuit, CardioFit, Splash and Stability; SilverSneakers FLEX™ classes such as Latin dance, yoga and tai chi; and BOOM® MIND, MUSCLE and MOVE IT classes for more athletic participants. (*At-home kits are offered for members who want to start working out at home or for those who can't get to a fitness location due to injury, illness or being homebound.) Members may visit silversneakers.com to obtain a personal SilverSneakers ID number and find their closest participating fitness location. SilverSneakers members may use any participating location just by showing their SilverSneakers ID number. To find fitness locations, call 1-888-423-4632 (TTY: 711), Monday through Friday, 8 a.m. to 8 p.m. 	<p>You pay \$0 for:</p> <ul style="list-style-type: none"> • SilverSneakers® • Up to \$400 for a fitness tracker, cardiovascular fitness equipment and/or a membership in a qualified health club or fitness facility • Nutritional Benefit • Newsletter • WW® • Health/wellness education classes • Case Management and Disease Case Management programs • Infusion Drug program

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>Nutritional Benefit</p> <ul style="list-style-type: none"> • Unlimited group or individual nutritional therapy counseling is available to all members when provided by a registered dietician or other nutrition professional in the network. <p>Health Education</p> <ul style="list-style-type: none"> • A communication that is filled with information to help keep you well. • WW[®] – Members are entitled to a coupon book which gives them one 13-consecutive-week membership, including registration fee, per calendar year. Meals are not covered. Replacement of lost or stolen coupons is not included. • Health/wellness education classes – Members must receive services from network providers. • Case Management and Disease Case Management programs are available for members with chronic conditions such as diabetes, chronic obstructive pulmonary disease, coronary artery disease and asthma. • An Infusion Drug program is available for members with infusion drug therapies to help ensure that infusion drugs are administered in the most appropriate and convenient setting for the member. <p>For more information on any of these health and wellness education programs, call Enrollee Services at the number on the back cover of this booklet.</p>	
<p>Health and wellness kit</p> <p>This kit could include items such as: adhesive bandages, antibiotic ointment, skin protectants, tweezers, nail clippers, antiseptic wipes, hand sanitizer, oral thermometer, roller bandages, hot/cold packs, face masks, cough drops, sunblock, toothbrushes, toothpaste, dental floss, antacids, eye drops and/or ear plugs.</p>	<p>You pay \$0 for health and wellness kit provided under this benefit.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>Hearing services</p> <p><i>For audiology services to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Diagnostic hearing and balance evaluations performed by your provider to determine if you need medical treatment are covered as outpatient care when furnished by a physician, audiologist, or other qualified provider.</p> <p>NaviCare SCO covers the following hearing services under the MassHealth (Medicaid) benefit.</p> <ul style="list-style-type: none"> • Routine hearing exams • Diagnostic services • One hearing aid per ear, either one binaural or two monaural, every floating 60 months per MassHealth guidelines • Services related to the care and maintenance of hearing aid(s) • Hearing aid batteries • Hearing aids or instruments 	<p>You pay \$0 for MassHealth (Medicaid)-covered hearing services.</p>
<p> HIV screening</p> <p>For people who ask for an HIV screening test or who are at increased risk for HIV infection, we cover:</p> <ul style="list-style-type: none"> • One screening exam every 12 months <p>For women who are pregnant, we cover:</p> <ul style="list-style-type: none"> • Up to three screening exams during a pregnancy 	<p>There is no coinsurance, copayment, or deductible for members eligible for preventive HIV screening.</p>
<p>Home health agency care</p> <p><i>For home health agency care to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Prior to receiving home health services, a doctor must certify that you need home health services and will order home health services to be provided by a home health agency. You must be homebound, which means leaving home is a major effort.</p> <p>Covered services include, but are not limited to:</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered home health visits according to MassHealth regulations.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Part-time or intermittent skilled nursing and home health aide services (To be covered under the home health care benefit, your skilled nursing and home health aide services combined must total fewer than 8 hours per day and 35 hours per week) • Physical therapy, occupational therapy, and speech therapy • Medical and social services • Medical equipment and supplies 	
<p>Home infusion therapy</p> <p>Home infusion therapy involves the intravenous or subcutaneous administration of drugs or biologicals to an individual at home. The components needed to perform home infusion include the drug (for example, antivirals, immune globulin), equipment (for example, a pump), and supplies (for example, tubing and catheters).</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Professional services, including nursing services, furnished in accordance with the plan of care • Patient training and education not otherwise covered under the durable medical equipment benefit • Remote monitoring • Monitoring services for the provision of home infusion therapy and home infusion drugs furnished by a qualified home infusion therapy supplier <p>Some drugs may be covered under the plan's prescription drug benefit.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered home infusion therapy.</p>
<p>Hospice care</p> <p>You may receive care from any hospice program. You are eligible for the hospice benefit when your doctor and the hospice medical director have given you a terminal prognosis certifying that you're terminally ill and have 6 months or less to live if your illness runs its normal course. Your hospice doctor can be a network provider or an out-of-network provider. Covered services include:</p> <ul style="list-style-type: none"> • Drugs for symptom control and pain relief • Short-term respite care 	<p>You pay \$0 for MassHealth (Medicaid)-covered hospice care.</p> <p>You pay \$0 for covered hospice consultation services.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Home care <p>Note: If you need non-hospice care (care that is not related to your terminal prognosis), you should contact us to arrange the services.</p> <p>Our plan covers hospice consultation services (one time only) for a terminally ill person who hasn't elected the hospice benefit.</p>	
<p> Immunizations</p> <p><i>For Hepatitis B vaccines to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Pneumonia vaccine • Flu shots, once each flu season in the fall and winter, with additional flu shots if medically necessary • Hepatitis B vaccine if you are at high or intermediate risk of getting Hepatitis B • COVID-19 vaccine • Other vaccines if you are at risk and they meet coverage rules <p>We also cover some vaccines under our prescription drug benefit.</p>	<p>There is no coinsurance, copayment, or deductible for the pneumonia, influenza, Hepatitis B, and COVID-19 vaccines.</p> <p>You pay \$0 for covered immunizations.</p>
<p>Inpatient hospital care</p> <p><i>For inpatient hospital care to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Includes inpatient acute, inpatient rehabilitation, long-term care hospitals and other types of inpatient hospital services. Inpatient hospital care starts the day you are formally admitted to the hospital with a doctor's order. The day before you are discharged is your last inpatient day.</p> <p>Covered services include but are not limited to:</p> <ul style="list-style-type: none"> • Semi-private room (or a private room if medically necessary) • Meals including special diets • Regular nursing services 	<p>You pay \$0 for MassHealth (Medicaid)-covered inpatient admissions.</p> <p>If you get authorized inpatient care at an out-of-network hospital after your emergency condition is stabilized, you must return to a network hospital in order for your care to continue to be covered.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Costs of special care units (such as intensive care or coronary care units) • Drugs and medications • Lab tests • X-rays and other radiology services • Necessary surgical and medical supplies • Use of appliances, such as wheelchairs • Operating and recovery room costs • Physical, occupational, and speech language therapy • Inpatient substance use disorder services • Under certain conditions, the following types of transplants are covered: corneal, kidney, kidney-pancreatic, heart, liver, lung, heart/lung, bone marrow, stem cell, and intestinal/multivisceral. If you need a transplant, we will arrange to have your case reviewed by an approved transplant center that will decide whether you are a candidate for a transplant. Transplant providers may be local or outside of the service area. If our in-network transplant services are outside the community pattern of care, you may choose to go locally as long as the local transplant providers are willing to accept the standard rate. If NaviCare SCO provides transplant services at a location outside the pattern of care for transplants in your community and you choose to obtain transplants at this distant location, we will arrange or pay for appropriate lodging and transportation costs for you and a companion. • Blood - including storage and administration. including storage and administration. Coverage begins with the first pint of blood that you need. • Physician services <p>Note: To be an inpatient, your provider must write an order to admit you formally as an inpatient of the hospital. Even if you stay in the hospital overnight, you might still be considered an “outpatient.” If you are not sure if you are an inpatient or an outpatient, you should ask the hospital staff.</p>	

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>Inpatient mental health care</p> <p><i>For inpatient mental health care to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Covered services include mental health care services that require a hospital stay</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered inpatient mental health admissions.</p>
<p>Inpatient stay: Covered services received in a hospital or SNF during a non-covered inpatient stay</p> <p><i>For the below services in an acute hospital or skilled nursing facility (SNF) to be covered when the admission has been denied or the day limit has been reached, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>The plan covers up to unlimited days per benefit period for inpatient hospital care and up to 100 days per benefit period for skilled nursing facility (SNF) care. You are covered for up to 90 days of care in each benefit period in an inpatient rehabilitation facility or rehabilitation unit of an acute care hospital. If you exceed the 90-day limit in a benefit period, you may use your lifetime reserve days for additional coverage.</p> <ul style="list-style-type: none"> • Once you have reached these coverage limits, the plan will no longer cover your stay in the hospital or SNF. However, in some cases, we will cover certain services you receive while you are in the hospital or the skilled nursing facility (SNF). <p>Covered services include but are not limited to:</p> <ul style="list-style-type: none"> • Physician services • Diagnostic tests (like lab tests) • X-ray, radium, and isotope therapy including technician materials and services • Surgical dressings • Splints, casts and other devices used to reduce fractures and dislocations • Prosthetics and orthotics devices (other than dental) that replace all or part of an internal body organ (including contiguous tissue), or all or part of the function of a permanently inoperative or malfunctioning internal 	<p>You pay \$0 for inpatient services (when the hospital or SNF days are not or are no longer covered).</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>body organ, including replacement or repairs of such devices</p> <ul style="list-style-type: none"> • Leg, arm, back, and neck braces; trusses; and artificial legs, arms, and eyes including adjustments, repairs, and replacements required because of breakage, wear, loss, or a change in the patient's physical condition • Physical therapy, speech therapy, and occupational therapy 	
<p>Institutional Custodial Care</p> <p><i>For institutional care services to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Services such as nursing, assistance with activities of daily living, therapies, nutrition, and drugs and biologicals provided during stays in a licensed skilled nursing facility. MassHealth (Medicaid) Patient Paid Amount financial responsibility may apply. Services are covered in accordance with the MassHealth Nursing Facility regulations.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered institutional custodial care services.</p>
<p> Medical nutrition therapy</p> <p>This benefit is for people with diabetes, renal (kidney) disease (but not on dialysis), or after a kidney transplant when referred by your doctor.</p> <p>We cover 3 hours of one-on-one counseling services during your first year that you receive medical nutrition therapy services and 2 hours each year after that. If your condition, treatment, or diagnosis changes, you may be able to receive more hours of treatment with a physician's referral. A physician must prescribe these services and renew their referral yearly if your treatment is needed into the next calendar year.</p> <p>Additional NaviCare-covered services include:</p> <ul style="list-style-type: none"> • Three total visits of supplemental one-on-one medical nutrition therapy counseling each year for all members (all diagnoses). Members must receive services from a registered dietician or other nutrition professional in the network. 	<p>There is no coinsurance, copayment, or deductible for members eligible for medical nutrition therapy services.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p> Obesity screening and therapy to promote sustained weight loss</p> <p>If you have a body mass index of 30 or more, we cover intensive counseling to help you lose weight. This counseling is covered if you get it in a primary care setting, where it can be coordinated with your comprehensive prevention plan. Talk to your primary care doctor or practitioner to find out more.</p>	<p>There is no coinsurance, copayment, or deductible for preventive obesity screening and therapy.</p>
<p>Opioid treatment program services</p> <p>Members of our plan with opioid use disorder (OUD) can receive coverage of services to treat OUD through an Opioid Treatment Program (OTP) which includes the following services:</p> <ul style="list-style-type: none"> • U.S. Food and Drug Administration (FDA)-approved opioid agonist and antagonist medication-assisted treatment (MAT) medications. • Dispensing and administration of MAT medications (if applicable) • Substance use counseling • Individual and group therapy • Toxicology testing • Intake activities • Periodic assessments 	<p>You pay \$0 for each covered opioid use disorder treatment services visit.</p>
<p>Outpatient diagnostic tests and therapeutic services and supplies</p> <p><i>For CT scans, PET scans, MRIs, nuclear studies, proton beam therapy, intensity modulated radiation of the breast, hyperbaric oxygen therapy, genetic testing, and sleep studies (polysomnography) to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • X-rays • Radiation (radium and isotope) therapy including technician materials and supplies • Surgical supplies, such as dressings • Splints, casts and other devices used to reduce fractures and dislocations 	<p>You pay \$0 for MassHealth (Medicaid)-covered outpatient diagnostic tests and therapeutic services and supplies.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Laboratory tests • Blood - including storage and administration. Coverage begins with the first pint of blood that you need. • Other outpatient diagnostic tests such as INR testing. 	
<p>Outpatient hospital observation</p> <p>Observation services are hospital outpatient services given to determine if you need to be admitted as an inpatient or can be discharged.</p> <p>For outpatient hospital observation services to be covered, they must meet the criteria and be considered reasonable and necessary. Observation services are covered only when provided by the order of a physician or another individual authorized by state licensure law and hospital staff bylaws to admit patients to the hospital or order outpatient tests.</p> <p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an “outpatient.” If you are not sure if you are an outpatient, you should ask the hospital staff.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered outpatient hospital observation services.</p>
<p>Outpatient hospital services</p> <p><i>For outpatient hospital services to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>We cover medically-necessary services you get in the outpatient department of a hospital for diagnosis or treatment of an illness or injury.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Services in an emergency department or outpatient clinic, such as observation services or outpatient surgery • Laboratory and diagnostic tests billed by the hospital • Mental health care, including care in a partial-hospitalization program, if a doctor certifies that inpatient treatment would be required without it • X-rays and other radiology services billed by the hospital • Medical supplies such as splints and casts 	<p>You pay \$0 for MassHealth (Medicaid)-covered outpatient hospital services.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> Certain drugs and biologicals that you can't give yourself <p>Note: Unless the provider has written an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient hospital services. Even if you stay in the hospital overnight, you might still be considered an "outpatient." If you are not sure if you are an outpatient, you should ask the hospital staff.</p>	
<p>Outpatient mental health care</p> <p><i>For Transcranial Magnetic Stimulation Therapy (TMS), Electro-Convulsive Therapy (ECT), Neuro-psychological Testing, and Intensive Outpatient Therapy (IOP) to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Covered services include:</p> <ul style="list-style-type: none"> Mental health services provided by a state-licensed psychiatrist or doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, physician assistant, or other qualified mental health care professional as allowed under applicable state laws. Behavioral health emergency services Observation Community support services Day treatment Residential programs Crisis stabilization Psychiatric day treatment 	<p>You pay \$0 for MassHealth (Medicaid)-covered individual or group therapy visit with or without a psychiatrist.</p>
<p>Outpatient rehabilitation services</p> <p><i>For physical therapy visits beyond the 60th visit to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p><i>For occupational therapy visits beyond the 60th visit to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p>	<p>You pay \$0 for each MassHealth (Medicaid)-covered physical, occupational or speech language therapy visit.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p><i>For speech language therapy visits beyond the 35th visit to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Covered services include: physical therapy, occupational therapy, and speech language therapy.</p> <p>Outpatient rehabilitation services are provided in various outpatient settings, such as hospital outpatient departments, independent therapist offices, and Comprehensive Outpatient Rehabilitation Facilities (CORFs).</p>	
<p>Outpatient substance use disorder services</p> <p>Outpatient substance use disorder treatment services are covered when provided in a clinic or hospital outpatient by a psychiatrist or other doctor, clinical psychologist, clinical social worker, clinical nurse specialist, nurse practitioner, and physician assistant department.</p> <p>Covered services include, but are not limited to:</p> <ul style="list-style-type: none"> • Psychotherapy • Member education regarding diagnosis and treatment • Acupuncture <ul style="list-style-type: none"> ○ Coverage includes unlimited treatments with a network acupuncturist. • Methadone maintenance 	<p>You pay \$0 for MassHealth (Medicaid)-covered individual or group therapy visits.</p> <p>You pay \$0 for MassHealth (Medicaid)-covered acupuncture.</p>
<p>Outpatient surgery, including services provided at hospital outpatient facilities and ambulatory surgical centers</p> <p><i>For outpatient surgery to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Note: If you are having surgery in a hospital facility, you should check with your provider about whether you will be an inpatient or outpatient. Unless the provider writes an order to admit you as an inpatient to the hospital, you are an outpatient and pay the cost-sharing amounts for outpatient surgery. Even if you stay in the hospital overnight, you might still be considered an “outpatient.”</p>	<p>You pay \$0 for each MassHealth (Medicaid)-covered outpatient surgery in an ambulatory surgical center or hospital outpatient facility.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>Over-the-Counter items</p> <p>Coverage of certain over-the-counter drugs (drugs for which no prescription is required by federal or state law; sometimes referred to as non-legend drugs), as listed on the Over-the-Counter (OTC) Drug List. MassHealth (Medicaid) and NaviCare require a prescription for both drugs and certain over-the-counter drugs.</p> <p>You receive a Save Now card with an allowance of \$150 quarterly (January, April, July and October) to use toward Over-the-Counter (OTC) items such as first aid supplies, dental care, cold symptoms supplies, and others. If the cost of the OTC items exceeds the benefit limit of \$150 quarterly, you are responsible for the additional costs.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered over-the-counter items.</p> <p>You pay \$0 for approved over-the-counter items with the Save Now card, up to \$150 every quarter. You pay all costs over \$150 per quarter.</p>
<p>Partial hospitalization services</p> <p><i>For partial hospitalization services to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>“Partial hospitalization” is a structured program of active psychiatric treatment provided as a hospital outpatient service or by a community mental health center, that is more intense than the care received in your doctor’s or therapist’s office and is an alternative to inpatient hospitalization.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered partial hospitalization services.</p>
<p>Personal Care Attendant (PCA) Services</p> <p><i>For PCA services to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Hands-on assistance with two or more Activities of Daily Living (ADLs) such as bathing, dressing, grooming, eating, ambulating, toileting, and transferring following MassHealth PCA Program Regulations.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered PCA services.</p>
<p>Physician/Practitioner services, including doctor’s office visits</p> <p><i>For some outpatient services to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan. For more information, see Chapter 3.</i></p>	<p>You pay \$0 for each MassHealth (Medicaid)-covered primary care doctor visit.</p> <p>You pay \$0 for each</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>Covered services include:</p> <ul style="list-style-type: none"> • Medically-necessary medical care or surgery services furnished in a physician’s office, certified ambulatory surgical center, hospital outpatient department, or any other location • Consultation, diagnosis, and treatment by a specialist • Basic hearing and balance exams performed by your PCP or specialist, if your doctor orders it to see if you need medical treatment • Certain telehealth services, including: primary care; specialist care; outpatient mental health services; opioid treatment and outpatient substance use disorder services. <ul style="list-style-type: none"> ○ You have the option of getting these services through an in-person visit or by telehealth. If you choose to get one of these services by telehealth, you must use a network provider who offers the service by telehealth. ○ Covered telehealth services are limited to those that involve both an audio and video component and must be done in real-time over a secure communication method administered by your provider. These services can replace some in-person visits to your provider. • Telehealth services for monthly end-stage renal disease-related visits for home dialysis members in a hospital-based or critical access hospital-based renal dialysis center, renal dialysis facility, or the member’s home • Telehealth services to diagnose, evaluate, or treat symptoms of a stroke, regardless of your location • Telehealth services for members with a substance use disorder or co-occurring mental health disorder, regardless of their location • Virtual check-ins (for example, by phone or video chat) with your doctor for 5-10 minutes if: <ul style="list-style-type: none"> ○ You’re not a new patient and ○ The check-in isn’t related to an office visit in the past 7 days and ○ The check-in doesn’t lead to an office visit within 24 hours or the soonest available appointment 	<p>MassHealth (Medicaid)-covered specialist doctor visit.</p> <p>You pay \$0 for MassHealth (Medicaid)-covered diagnostic hearing exam.</p> <p>You pay \$0 for MassHealth (Medicaid)-covered dental benefits.</p> <p>You pay \$0 for MassHealth (Medicaid)-covered visit via telehealth.</p> <p>You pay \$0 for the cost of each MassHealth (Medicaid)-covered outpatient hospital facility or ambulatory surgical center visit.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Evaluation of video and/or images you send to your doctor, and interpretation and follow-up by your doctor within 24 hours if: <ul style="list-style-type: none"> ○ You're not a new patient and ○ The evaluation isn't related to an office visit in the past 7 days and ○ The evaluation doesn't lead to an office visit within 24 hours or the soonest available appointment • Consultation your doctor has with other doctors by phone, internet, or electronic health record • Second opinion by another network provider prior to surgery • Non-routine dental care (covered services are limited to surgery of the jaw or related structures, setting fractures of the jaw or facial bones, extraction of teeth to prepare the jaw for radiation treatments of neoplastic cancer disease, or services that would be covered when provided by a physician) • <i>Reconstructive surgery (For reconstructive surgery to be covered, your PCP or other plan provider must get prior authorization (approval in advance) from the plan.)</i> <ul style="list-style-type: none"> ○ Surgery for post-mastectomy patients for reconstruction of the breast on which the mastectomy was performed. ○ Surgery and reconstruction of the other breast to produce a symmetrical appearance. ○ Treatment of any physical complications resulting from the mastectomy including lymphedema. 	
<p>Podiatry services</p> <p><i>For podiatry services in a nursing home and podiatric surgery to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Diagnosis and the medical or surgical treatment of injuries and diseases of the feet (such as hammer toe or heel spurs) 	<p>You pay \$0 MassHealth (Medicaid)-covered podiatry visits.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> Routine foot care for members with certain medical conditions affecting the lower limbs 	You pay \$0 for MassHealth (Medicaid)-covered routine podiatry visits.
<p>Post-discharge in-home medication reconciliation</p> <p>Following discharge from a hospital or SNF, a member may receive a review of the pre- and post-discharge medication regimen to reduce negative side effects and interactions that may result in injury or illness. A Nurse Case Manager or other qualified network health care provider will conduct the reconciliation.</p>	You pay \$0 for covered post-discharge in-home medication reconciliation.
<p>Prescription drugs</p> <p><i>For certain prescription drugs to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Most covered prescription drugs may be filled for up to a 100-day supply – you may find these drugs listed in the plan’s formulary.</p> <p>You may be able to get certain covered drugs at a retail pharmacy and may be filled for up to a 90-day supply. These covered drugs include:</p> <ul style="list-style-type: none"> Drugs that usually aren’t self-administered by the patient and are injected or infused while you are getting physician, hospital outpatient, or ambulatory surgical center services Drugs you take using durable medical equipment (such as nebulizers) that were authorized by the plan Clotting factors you give yourself by injection if you have hemophilia Immunosuppressive drugs, if you were enrolled in our plan at the time of the organ transplant Injectable osteoporosis drugs, if you are homebound, have a bone fracture that a doctor certifies was related to post-menopausal osteoporosis, and cannot self-administer the drug Antigens Certain oral anti-cancer drugs and anti-nausea drugs Certain drugs for home dialysis, including heparin, the antidote for heparin when medically necessary, topical 	You pay \$0 for MassHealth (Medicaid)-covered prescription drugs.

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>anesthetics, and erythropoiesis-stimulating agents (such as Epogen[®], Procrit[®], Epoetin Alfa, Aranesp[®], or Darbepoetin Alfa)</p> <ul style="list-style-type: none"> • Intravenous Immune Globulin for the home treatment of primary immune deficiency diseases • Coverage of certain over-the-counter drugs (drugs for which no prescription is required by federal or state law; sometimes referred to as non-legend drugs), as listed on the current MassHealth Over-the-Counter Drug List. MassHealth (Medicaid) and NaviCare SCO require a prescription for both drugs and certain over-the-counter drugs. <p>Chapter 5 explains the prescription drug benefit, including rules you must follow to have drugs covered.</p>	
<p> Prostate cancer screening exams</p> <p>For men age 50 and older, covered services include the following - once every 12 months:</p> <ul style="list-style-type: none"> • Digital rectal exam • Prostate Specific Antigen (PSA) test 	<p>There is no coinsurance, copayment, or deductible for an annual PSA test and digital rectal exam.</p>
<p>Prosthetic devices and related supplies</p> <p><i>For prosthetic devices and related supplies to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Devices (other than dental) that replace all or part of a body part or function. These include, but are not limited to: colostomy bags and supplies directly related to colostomy care, pacemakers, braces, prosthetic shoes, artificial limbs, and breast prostheses (including a surgical brassiere after a mastectomy). Includes certain supplies related to prosthetic devices, and repair and/or replacement of prosthetic devices. Also includes some coverage following cataract removal or cataract surgery – see “Vision Care” later in this section for more detail.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered prosthetic devices and related supplies.</p>
<p>Pulmonary rehabilitation services</p> <p>Comprehensive programs of pulmonary rehabilitation are covered for members who have moderate to very severe</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>chronic obstructive pulmonary disease (COPD) and a referral for pulmonary rehabilitation from the doctor treating the chronic respiratory disease.</p>	<p>pulmonary rehabilitation services.</p>
<p>Readmission prevention Following discharge home from a hospital or SNF, a member may receive a telephonic or in home post discharge care transition assessment and intervention(s) conducted by a Nurse Case Manager, including but not limited to member health and medication education, arranging follow-up care, and/or facilitation of in-home services. Additional services may be provided as needed under the MassHealth (Medicaid) benefit.</p>	<p>You pay \$0 for covered readmission prevention.</p>
<p>Remote access technology services (Nursing hotline) Phone and online access to registered nurses and other health care professionals who serve as health coaches and are available 24 hours a day, seven days a week.</p>	<p>There is no copayment for covered nursing hotline services.</p>
<p>Remote access technology services (Web/phone-based technologies) Covered services include telephone evaluation and management services provided by physicians, including primary and specialty care physicians, and other qualified health care professionals, including physician assistants, nurse practitioners, clinical nurse specialists and nurse midwives.</p>	<p>There is no copayment for covered web/phone-based technology services.</p>
<p>Reward and Incentive Program <u>Rewards and Incentives for Healthy Activities</u> You can earn rewards for seeing your PCP for an annual physical, or obtaining a preventive vaccine. Members can potentially receive rewards for completing eligible health activities during the calendar year (January 1 – December 31). The amount of the reward is up to a maximum of \$100 annually and will be triggered by submission of a claim. Completion of each activity, either annual physical/wellness visit or preventive vaccine, may reward members \$50 each in the form of available funds on a Healthy Food card.</p>	<p>You pay \$0. You may earn up to \$100 annually for completing the health activities below:</p> <ul style="list-style-type: none"> • Annual physical or qualified wellness visits • Preventive vaccines such as: <ul style="list-style-type: none"> ○ Annual flu vaccine ○ Tdap ○ Pneumococcal vaccine

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>This Healthy Food card can be used to purchase food/items, at participating retailers, such as but not limited to:</p> <ul style="list-style-type: none"> • Canned vegetables, beans, rice and pastas • Fresh vegetables and fruits • Frozen and fresh meat, fish and poultry • Refrigerated dairy and non-dairy products • A maximum of one reward for each health activity per year will be rewarded until you reach the \$100 maximum. 	<ul style="list-style-type: none"> ○ Shingles vaccine ○ COVID-19 vaccine
<p> Screening and counseling to reduce alcohol misuse</p> <p>We cover one alcohol misuse screening for adults (including pregnant women) who misuse alcohol, but aren't alcohol dependent.</p> <p>If you screen positive for alcohol misuse, you can get up to 4 brief face-to-face counseling sessions per year (if you're competent and alert during counseling) provided by a qualified primary care doctor or practitioner in a primary care setting.</p>	<p>There is no coinsurance, copayment, or deductible for the covered screening and counseling to reduce alcohol misuse preventive benefit.</p>
<p> Screening for lung cancer with low dose computed tomography (LDCT)</p> <p>For qualified individuals, a LDCT is covered every 12 months.</p> <p>Eligible members are: people aged 55 – 77 years who have no signs or symptoms of lung cancer, but who have a history of tobacco smoking of at least 30 pack-years and who currently smoke or have quit smoking within the last 15 years, who receive a written order for LDCT during a lung cancer screening counseling and shared decision making visit that meets the criteria for such visits and be furnished by a physician or qualified non-physician practitioner.</p> <p><i>For LDCT lung cancer screenings after the initial LDCT screening:</i> the member must receive a written order for LDCT lung cancer screening, which may be furnished during any appropriate visit with a physician or qualified non-physician practitioner. If a physician or qualified non-physician practitioner elects to provide a lung cancer screening counseling and shared decision making visit for subsequent lung cancer screenings with LDCT, the visit must meet the criteria for such visits.</p>	<p>There is no coinsurance, copayment, or deductible for the covered counseling and shared decision making visit or for the LDCT.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p> Screening for sexually transmitted infections (STIs) and counseling to prevent STIs</p> <p>We cover sexually transmitted infection (STI) screenings for chlamydia, gonorrhea, syphilis, and Hepatitis B. These screenings are covered for pregnant women and for certain people who are at increased risk for an STI when the tests are ordered by a primary care provider. We cover these tests once every 12 months or at certain times during pregnancy.</p> <p>We also cover up to 2 individual 20 to 30 minute, face-to-face high-intensity behavioral counseling sessions each year for sexually active adults at increased risk for STIs. We will only cover these counseling sessions as a preventive service if they are provided by a primary care provider and take place in a primary care setting, such as a doctor's office.</p>	<p>There is no coinsurance, copayment, or deductible for the screening for STIs and counseling for STIs preventive benefit.</p>
<p>Services to treat kidney disease</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Kidney disease education services to teach kidney care and help members make informed decisions about their care. For members with stage IV chronic kidney disease when referred by their doctor, we cover up to six sessions of kidney disease education services per lifetime. • Outpatient dialysis treatments (including dialysis treatments when temporarily out of the service area, as explained in Chapter 3) • Inpatient dialysis treatments (if you are admitted as an inpatient to a hospital for special care) • Self-dialysis training (includes training for you and anyone helping you with your home dialysis treatments) • Home dialysis equipment and supplies • Certain home support services (such as, when necessary, visits by trained dialysis workers to check on your home dialysis, to help in emergencies, and check your dialysis equipment and water supply) <p>Certain drugs for dialysis are covered under your prescription drug benefit.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered services to treat kidney disease and conditions.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>Skilled nursing facility (SNF) care</p> <p><i>For skilled nursing facility care to be covered, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>(For a definition of “skilled nursing facility care,” see Chapter 11 of this booklet. Skilled nursing facilities are sometimes called “SNFs.”)</p> <p>Covered services include but are not limited to:</p> <ul style="list-style-type: none"> • Semiprivate room (or a private room if medically necessary) • Meals, including special diets • Skilled nursing services • Physical therapy, occupational therapy, and speech therapy • Drugs administered to you as part of your plan of care (This includes substances that are naturally present in the body, such as blood clotting factors.) • Blood - including storage and administration. Coverage begins with the first pint of blood that you need. • Medical and surgical supplies ordinarily provided by SNFs • Laboratory tests ordinarily provided by SNFs • X-rays and other radiology services ordinarily provided by SNFs • Use of appliances such as wheelchairs ordinarily provided by SNFs • Physician/Practitioner services <p>Generally, you will get your SNF care from network facilities. However, under certain conditions listed below, you may be able to get your care from a facility that isn’t a network provider, if the facility accepts our plan’s amounts for payment.</p> <ul style="list-style-type: none"> • A nursing home or continuing care retirement community where you were living right before you went to the hospital (as long as it provides skilled nursing facility care) • A SNF where your spouse is living at the time you leave the hospital 	<p>You pay \$0 for MassHealth (Medicaid)-covered skilled nursing facility admissions.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p> Smoking and tobacco use cessation (counseling to stop smoking or tobacco use)</p> <p><u>If you use tobacco, but do not have signs or symptoms of tobacco-related disease:</u> We cover two counseling quit attempts within a 12-month period as a preventive service with no cost to you. Each counseling attempt includes up to four face-to-face visits.</p> <p><u>If you use tobacco and have been diagnosed with a tobacco-related disease or are taking medicine that may be affected by tobacco:</u> We cover cessation counseling services. We cover two counseling quit attempts within a 12-month period; however, you will pay the applicable cost sharing. Each counseling attempt includes up to four face-to-face visits.</p> <p>MassHealth (Medicaid)-covered services include:</p> <ul style="list-style-type: none"> • Face-to-face individual and group tobacco cessation counseling • Pharmacotherapy treatment <ul style="list-style-type: none"> ○ nicotine patches ○ gum ○ lozenges <p>Fallon Health’s Additional Supplemental Tobacco and Smoking Cessation – One-on-one telephone-based coaching offered by certified tobacco treatment counselors from our smoking cessation program, Quit to Win.</p>	<p>There is no coinsurance, copayment, or deductible for the covered smoking and tobacco use cessation preventive benefits.</p> <p>You pay \$0 for Fallon Health’s Additional Supplemental Smoking Cessation, Quit to Win.</p>
<p>Supervised Exercise Therapy (SET)</p> <p>SET is covered for members who have symptomatic peripheral artery disease (PAD)</p> <p>Up to 36 sessions over a 12-week period are covered if the SET program requirements are met.</p> <p>The SET program must:</p> <ul style="list-style-type: none"> • Consist of sessions lasting 30-60 minutes, comprising a therapeutic exercise-training program for PAD in patients with claudication • Be conducted in a hospital outpatient setting or a physician’s office • Be delivered by qualified auxiliary personnel necessary to ensure benefits exceed harms, and who are trained in exercise therapy for PAD 	<p>There is no copayment for covered Supervised Exercise Therapy (SET).</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<ul style="list-style-type: none"> • Be under the direct supervision of a physician, physician assistant, or nurse practitioner/clinical nurse specialist who must be trained in both basic and advanced life support techniques <p>SET may be covered beyond 36 sessions over 12 weeks for an additional 36 sessions over an extended period of time if deemed medically necessary by a health care provider.</p>	
<p>Transportation (non-emergent medical)</p> <p><i>For ambulance transportation (non-emergent) to be covered, you, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Non-emergency transportation by ambulance is appropriate if it is documented that the member's condition is such that other means of transportation could endanger the person's health and that transportation by ambulance is medically required.</p> <p>Necessary taxi, and chaircar transport for medical reasons, within the Commonwealth of Massachusetts.</p> <p>Additionally, the plan will reimburse friends or family designated by the member for qualified non-emergent medical transportation mileage.</p> <p>Transportation, including friends and family reimbursements, must be coordinated and arranged during Fallon's business hours by calling the plan's transportation vendor. We suggest making these arrangements at least 2 business days in advance.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered non-emergent medical trips.</p>
<p>Transportation (non-emergent non-medical)</p> <p><i>For ambulance transportation (non-emergent, non-medical) to be covered, you, your doctor or other plan provider must get prior authorization (approval in advance) from the plan.</i></p> <p>Plan will cover up to a total of 140 one-way trips per year by ambulance when authorized as medically necessary, van/chairvan, rideshare services or taxi to locations such as the grocery store or religious services. Transports are limited to up to a 30-mile radius from the member's pick-up location.</p> <p>Additionally, the plan will reimburse friends or family designated by the member for qualified non-emergent medical transportation mileage noted above.</p>	<p>You pay \$0 for up to 140 MassHealth (Medicaid)-covered one-way transports per year.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>Transportation, including friends and family reimbursements, must be coordinated and arranged during Fallon's business hours by calling the plan's transportation vendor. We suggest making these arrangements at least 2 business days in advance.</p>	
<p>Urgently needed services</p> <p>Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.</p> <p>Cost sharing for necessary urgently needed services furnished out-of-network is the same as for such services furnished in-network.</p> <p>Coverage is worldwide.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered urgent care visits.</p>
<p> Vision care</p> <p>Covered services include:</p> <ul style="list-style-type: none"> • Outpatient physician services for the diagnosis and treatment of diseases and injuries of the eye, including treatment for age-related macular degeneration. • For people who are at high risk of glaucoma, we will cover one glaucoma screening each year. People at high risk of glaucoma include: people with a family history of glaucoma, people with diabetes, African-Americans who are age 50 and older, and Hispanic Americans who are 65 or older • For people with diabetes, screening for diabetic retinopathy is covered once per year • One pair of eyeglasses or contact lenses after each cataract surgery that includes insertion of an intraocular lens (If you have two separate cataract operations, you cannot reserve the benefit after the first surgery and purchase two eyeglasses after the second surgery.) • Routine vision exams • Contact lenses and one set of glasses per year • Fitting adjustment or repair of glasses • Two new pairs of eyeglasses, contacts, new lenses, new frames, and/or upgrades up to the \$570 plan coverage limit per calendar year. Items must be purchased from 	<p>You pay \$0 for MassHealth (Medicaid)-covered vision care services, including low vision aids.</p> <p>You pay \$0 for supplemental eyewear up to \$570 every year. You pay all charges over \$570 each year.</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services that are covered for you	What you must pay when you get these services
<p>an EyeMed network provider. You pay all charges over \$570. The following exclusions apply:</p> <ul style="list-style-type: none"> ○ Store promotions or coupons ○ The one pair of eyeglasses or contact lenses after cataract surgery ○ Two pairs of glasses in lieu of bifocals ○ Non-prescription lenses and/or contact lenses ○ Non-prescription sunglasses 	
<p>Wigs For members who suffer hair loss as a result of the treatment for any form of cancer or leukemia, wigs are covered up to the \$400 plan coverage limit per calendar year. You pay all charges over \$400.</p>	<p>You pay \$0 for MassHealth (Medicaid)-covered wigs up to \$400 every year. You pay all charges over \$400 each year.</p>

SECTION 3 What services are not covered by the plan?**Section 3.1 Services *not* covered by the plan (exclusions)**

This section tells you what services are “excluded”. Excluded means that the plan doesn’t cover these services.

The chart below describes some services and items that aren’t covered by the plan under any conditions or are covered by the plan only under specific conditions.

We won’t pay for the excluded medical services listed in the chart below except under the specific conditions listed. The only exception: we will pay if a service in the chart below is found upon appeal to be a medical service that we should have paid for or covered because of your specific situation. (For information about appealing a decision we have made to not cover a medical service, go to Chapter 8, Section 6.3 in this booklet.)

All exclusions or limitations on services are described in the Benefits Chart or in the chart below.

Chapter 4. Medical Benefits Chart (what is covered)

Services not covered by NaviCare SCO	Not covered under any condition	Covered only under specific conditions
Acupuncture	<p style="text-align: center;">✓</p> <p style="text-align: center;">Tui Na and Oriental massage therapy services</p>	
All services, procedures, treatments, medications and supplies related to Workers' Compensation claims.	<p style="text-align: center;">✓</p>	
Cosmetic surgery or procedures		<p style="text-align: center;">✓</p> <p>Covered in cases of an accidental injury or for improvement of the functioning of a malformed body member.</p> <p>Covered for all stages of reconstruction for a breast after a mastectomy, as well as for the unaffected breast to produce a symmetrical appearance.</p>
Elective or voluntary enhancement procedures or services (including weight loss, hair growth, sexual performance, athletic performance, cosmetic purposes, anti-aging and mental performance), except when medically necessary.	<p style="text-align: center;">✓</p>	
Environmental Accessibility Adaptations (Home modifications)		<p style="text-align: center;">✓</p> <p>Covered as part of our plan under the MassHealth (Medicaid) benefit</p>

Chapter 4. Medical Benefits Chart (what is covered)

Services not covered by NaviCare SCO	Not covered under any condition	Covered only under specific conditions
<p>Experimental medical and surgical procedures, equipment and medications.</p> <p>Experimental procedures and items are those items and procedures determined by our plan and MassHealth (Medicaid) to not be generally accepted by the medical community.</p>		<p style="text-align: center;">✓</p> <p>Covered only when determined by our plan and MassHealth (Medicaid) to not be generally accepted by the medical community</p>
<p>Fees charged for care by your immediate relatives or members of your household.</p>		<p style="text-align: center;">✓</p> <p>Fees associated with the personal attendant program or adult foster care program are covered as part of our plan under the MassHealth (Medicaid) benefit, following MassHealth Program regulations.</p>
<p>Full-time nursing care in your home.</p>		<p style="text-align: center;">✓</p> <p>Covered as part of our plan under the MassHealth (Medicaid) benefit in accordance with the Continuous Nursing Services Guidelines and MassHealth criteria.</p>
<p>Functional medicine services/ procedures and supplies (including labs and supplements). Functional medicine includes alternative, holistic, and naturopathic medicine.</p>	<p>✓</p>	
<p>Health services for treatment of military service-related disabilities provided by the Military Health Services System (including CHAMPUS or TRICARE) under which the federal government agrees to pay for the services and supplies.</p>	<p>✓</p>	

Chapter 4. Medical Benefits Chart (what is covered)

Services not covered by NaviCare SCO	Not covered under any condition	Covered only under specific conditions
Health services received as a result of war or any act of war that occurs during the member's term of coverage under this Evidence of Coverage.	✓	
Homemaker services include basic household assistance, including light housekeeping or light meal preparation.		✓ Covered as part of our plan under the MassHealth (Medicaid) benefit.
Naturopath services (uses natural or alternative treatments).	✓	
Non-routine dental care such as fillings, crowns or root canals.		✓ Covered as part of our plan under the MassHealth (Medicaid)
Orthopedic shoes		✓ Covered as part of our plan under the MassHealth (Medicaid) benefit
Personal care services not covered by MassHealth (Medicaid), including babysitting, recreation, supervision, verbal prompting or cueing, or vocational training.	✓	
Personal items in your room at a hospital or a skilled nursing facility, such as a telephone or a television.	✓	
Physical examinations or immunizations for the purpose of maintaining or obtaining employment, licenses, insurance, court hearings, travel, dietary counseling, weight reduction programs or for premarital and pre-adoption purposes and/or other non-preventive reasons.	✓	

Chapter 4. Medical Benefits Chart (what is covered)

Services not covered by NaviCare SCO	Not covered under any condition	Covered only under specific conditions
Private room in a hospital.		<p style="text-align: center;">✓</p> Covered only when medically necessary.
Radial keratotomy, LASIK surgery	✓	
Reversal of sterilization procedures and or non-prescription contraceptive supplies.	✓	
Routine dental care, such as preventive exams or cleanings.		<p style="text-align: center;">✓</p> Covered as part of our plan under the MassHealth (Medicaid) benefit.
Routine foot care		<p style="text-align: center;">✓</p> May be covered as part of our plan under the MassHealth (Medicaid) benefit.
Self-referral to providers outside of the plan's network		<p style="text-align: center;">✓</p> Emergency care, urgent care and out-of-area dialysis.
Services considered not reasonable and necessary, according to the standards of MassHealth (Medicaid)	✓	
Services provided to veterans in Veterans Affairs (VA) facilities. However, when emergency services are received at a VA hospital and the VA cost-sharing is more than the cost-sharing under our plan, we will reimburse veterans for the difference. Members are still responsible for our cost-sharing amounts.	✓	

Chapter 4. Medical Benefits Chart (what is covered)

Services not covered by NaviCare SCO	Not covered under any condition	Covered only under specific conditions
<p>Services that you get from non-plan providers, except for care for a medical emergency and urgently needed care, renal (kidney) dialysis services that you get when you are temporarily outside the NaviCare SCO service area, and care from non-plan providers that is arranged with prior authorization from NaviCare SCO.</p>	<p>✓</p>	
<p>Transportation to appointments for someone other than the member.</p>	<p>✓</p>	

CHAPTER 5

*Using the plan's coverage for your
prescription drugs and over-the-
counter (OTC) drugs*

Chapter 5. Using the plan’s coverage for your prescription drugs and over-the-counter (OTC) drugs

Chapter 5. Using the plan’s coverage for your prescription drugs and over-the-counter (OTC) drugs

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Chapter 5. Using the plan's coverage for your prescription drugs and over-the-counter (OTC) drugs

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Chapter 5. Using the plan's coverage for your prescription drugs and over-the-counter (OTC) drugs

SECTION 1 Introduction

Section 1.1 This chapter describes your coverage for prescription and over-the-counter (OTC) drugs

This chapter **explains rules for using your coverage for prescription and over-the-counter drugs.**

In addition to your coverage for prescription and over-the-counter drugs, NaviCare SCO also covers some drugs under the plan's medical benefits.

- The plan covers drugs given during covered stays in the hospital or in a skilled nursing facility. Chapter 4 (*Medical Benefits Chart, what is covered*) tells you about the benefits for drugs during a covered hospital or skilled nursing facility stay.
- NaviCare SCO also covers certain chemotherapy drugs, certain drug injections you are given during an office visit, and drugs you are given at a dialysis facility. Chapter 4 (*Medical Benefits Chart, what is covered*) tells about this benefit.

Section 1.2 Basic rules for the plan's prescription drug coverage

The plan will generally cover your drugs as long as you follow these basic rules:

- You must have a provider (a doctor, dentist or other prescriber) write your prescription.
- Your prescriber must accept MassHealth (Medicaid). You should ask your prescribers the next time you call or visit if they meet this condition. If not, please be aware it takes time for your prescriber to submit the necessary paperwork to be processed.
- You generally must use a network pharmacy to fill your prescription. (See Section 2, *Fill your prescriptions at a network pharmacy or through the plan's mail-order service*).
- Your drug must be on the plan's *List of Covered Drugs (Formulary)* (we call it the "Drug List" for short). (See Section 3, *Your drugs need to be on the plan's "Drug List" Or the "OTC Drug List."*)
- Your drug must be used for a medically accepted indication. A "medically accepted indication" is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. (See Section 3 for more information about a medically accepted indication.)

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SECTION 2 Fill your prescription at a network pharmacy or through the plan's mail-order service

Section 2.1 To have your prescription covered, use a network pharmacy

In most cases, your prescriptions are covered *only* if they are filled at the plan's network pharmacies. (See Section 2.5 for information about when we would cover prescriptions filled at out-of-network pharmacies.)

A network pharmacy is a pharmacy that has a contract with the plan to provide your covered prescription drugs. The term "covered drugs" means all of the prescription drugs that are covered on the plan's Drug List.

Section 2.2 Finding network pharmacies**How do you find a network pharmacy in your area?**

To find a network pharmacy, you can look in your *Provider and Pharmacy Directory*, visit our website (fallonhealth.org/navicare), or call Enrollee Services (phone numbers are printed on the back cover of this booklet).

You may go to any of our network pharmacies. If you switch from one network pharmacy to another, and you need a refill of a drug you have been taking, you can ask either to have a new prescription written by a provider or to have your prescription transferred to your new network pharmacy.

What if the pharmacy you have been using leaves the network?

If the pharmacy you have been using leaves the plan's network, you will have to find a new pharmacy that is in the network. To find another network pharmacy in your area, you can get help from Enrollee Services (phone numbers are printed on the back cover of this booklet) or use the *Provider and Pharmacy Directory*. You can also find information on our website at fallonhealth.org/navicare.

What if you need a specialized pharmacy?

Sometimes prescriptions must be filled at a specialized pharmacy. Specialized pharmacies include:

- Pharmacies that supply drugs for home infusion therapy. Which may be covered when:
 - Our plan has approved your prescription for your home infusion therapy,
 - Your prescription is written by an authorized prescriber, and

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- You get your home infusion services from a plan network pharmacy.

Please refer to your *Provider and Pharmacy Directory* to find a home infusion pharmacy provider in your area. For more information, please contact Enrollee Services.

- Pharmacies that supply drugs for residents of a long-term care (LTC) facility. Usually, a long-term care facility (such as a nursing home) has its own pharmacy. If you are in an LTC facility, we must ensure that you are able to routinely receive your prescription benefits through our network of LTC pharmacies, which is typically the pharmacy that the LTC facility uses. If you have any difficulty accessing your prescription benefits in an LTC facility, please contact Enrollee Services.
- Pharmacies that serve the Indian Health Service / Tribal / Urban Indian Health Program (not available in Puerto Rico). Except in emergencies, only Native Americans or Alaska Natives have access to these pharmacies in our network.
- Pharmacies that dispense drugs that are restricted by the FDA to certain locations or that require special handling, provider coordination, or education on their use. (Note: This scenario should happen rarely.)

To locate a specialized pharmacy, look in your *Provider and Pharmacy Directory* or call Enrollee Services (phone numbers are printed on the back cover of this booklet).

Section 2.3 Using the plan's mail-order services

For certain kinds of drugs, you can use the plan's network mail-order services. Generally, the drugs provided through mail order are drugs that you take on a regular basis, for a chronic or long-term medical condition. The drugs available through our plan's mail-order service are marked as "**mail-order**" drugs in our Drug List.

Our plan's mail-order service allows you to order **up to a 100-day supply**.

To get order forms and information about filling your prescriptions by mail call Enrollee Services (phone numbers are listed on the back cover of this booklet).

Usually a mail-order pharmacy order will get to you in no more than 10-15 days. If the mail-order pharmacy expects a delay of more than 10 days, we will contact you and help you decide whether to wait for the medication, cancel the mail order, or fill the prescription at a local pharmacy. If you need to request a rush order due to mail-order delay, you may contact Enrollee Services (phone numbers are printed on the back cover of this booklet) to discuss options that may include filling at a local retail pharmacy or expediting the shipment method. Provide the representative with your ID number and prescription number(s). If you want second day or next day delivery of your medications, you may request this from the customer care representative for an additional charge.

New prescriptions the pharmacy receives directly from your doctor's office.

Chapter 5. Using the plan's coverage for your prescription drugs and over-the-counter (OTC) drugs

The pharmacy will automatically fill and deliver new prescriptions it receives from health care providers, without checking with you first, if either:

- You used mail order services with this plan in the past, or
- You sign up for automatic delivery of all new prescriptions received directly from health care providers. You may request automatic delivery of all new prescriptions now or at any time by calling 1-844-657-0494 (TRS 711).

If you receive a prescription automatically by mail that you do not want, and you were not contacted to see if you wanted it before it shipped, please contact us by calling 1-844-657-0494.

If you used mail order in the past and do not want the pharmacy to automatically fill and ship each new prescription, please contact us by calling 1-844-657-0494 (TRS 711).

If you have never used our mail order delivery and/or decide to stop automatic fills of new prescriptions, the pharmacy will contact you each time it gets a new prescription from a health care provider to see if you want the medication filled and shipped immediately. This will give you an opportunity to make sure that the pharmacy is delivering the correct drug (including strength, amount, and form) and, if necessary, allow you to cancel or delay the order before you are billed and it is shipped. It is important that you respond each time you are contacted by the pharmacy, to let them know what to do with the new prescription and to prevent any delays in shipping.

To opt out of automatic deliveries of new prescriptions received directly from your health care provider's office, please contact us by calling 1-844-657-0494 (TRS 711).

Refills on mail-order prescriptions. For refills of your drugs, you have the option to sign up for an automatic refill program. Under this program we will start to process your next refill automatically when our records show you should be close to running out of your drug. The pharmacy will contact you prior to shipping each refill to make sure you are in need of more medication, and you can cancel scheduled refills if you have enough of your medication or if your medication has changed. If you choose not to use our auto refill program, please contact your pharmacy 7-10 business days before you think the drugs you have on hand will run out to make sure your next order is shipped to you in time.

To opt out of our program that automatically prepares mail-order refills, please contact us by calling 1-844-657-0494 (TRS 711).

So the pharmacy can reach you to confirm your order before shipping, please make sure to let the pharmacy know the best ways to contact you. To provide your preferred method of contact, please call us at 1-844-657-0494 (TRS 711).

Chapter 5. Using the plan's coverage for your prescription drugs and over-the-counter (OTC) drugs**Section 2.4 How can you get a long-term supply of drugs?**

The plan offers two ways to get a long-term supply (also called an “extended supply”) of “maintenance” drugs on our plan’s Drug List. (Maintenance drugs are drugs that you take on a regular basis, for a chronic or long-term medical condition.) You may order this supply through mail order (see Section 2.3) or you may go to a retail pharmacy.

1. **Some retail pharmacies** in our network allow you to get a long-term supply of maintenance drugs. Your *Provider and Pharmacy Directory* tells you which pharmacies in our network can give you a long-term supply of maintenance drugs. You can also call Enrollee Services for more information (phone numbers are printed on the back cover of this booklet).
2. For certain kinds of drugs, you can use the plan’s network **mail-order services**. Our plan’s mail-order service allows you to order up to a 100-day supply. See Section 2.3 for more information about using our mail-order services.

Section 2.5 When can you use a pharmacy that is not in the plan's network?**Your prescription may be covered in certain situations**

Generally, we cover drugs filled at an out-of-network pharmacy *only* when you are not able to use a network pharmacy. To help you, we have network pharmacies outside of our service area where you can get your prescriptions filled as a member of our plan. If you cannot use a network pharmacy, here are the circumstances when we would cover prescriptions filled at an out-of-network pharmacy:

- If you are unable to get a covered drug in a timely manner within our service area because there are no network pharmacies within a reasonable driving distance that provide 24-hour service.
- If you are trying to fill a covered prescription drug that is not regularly stocked at an eligible network retail or mail-order pharmacy (these drugs include orphan drugs or other specialty pharmaceuticals).
- Any in-network drug management programs, such as prior authorization and quantity limits, apply to out-of-network purchases. Out-of-network pharmacies must be in the United States and its territories.

In these situations, **please check first with Enrollee Services** to see if there is a network pharmacy nearby. (Phone numbers for Enrollee Services are printed on the back cover of this booklet.) You may be required to pay the difference between what you pay for the drug at the out-of-network pharmacy and the cost that we would cover at an in-network pharmacy.

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How do you ask for reimbursement from the plan?

If you must use an out-of-network pharmacy, you will generally have to pay the full at the time you fill your prescription. You can ask us to reimburse you. (Chapter 6, Section 2.1 explains how to ask the plan to pay you back.)

SECTION 3 Your drugs need to be on the plan's "Drug List" or "OTC Drug List"

Section 3.1	The "Drug List" tells which prescription drugs are covered and the "OTC Drug List" tells you which over-the-counter drugs are covered
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The plan has a "*List of Covered Drugs (Formulary)*." In this *Evidence of Coverage*, we call it the "**Drug List**" for short.

The drugs on this list are selected by the plan with the help of a team of doctors and pharmacists. The drugs on the Over-the-Counter (OTC) Drug List are selected and approved by MassHealth (Medicaid).

The Over-the-Counter (OTC) Drug List tells you which OTC drugs are covered (with a prescription) under your MassHealth (Medicaid) drug coverage.

We will generally cover a drug on the plan's Drug List as long as you follow the other coverage rules explained in this chapter and the use of the drug is a medically accepted indication. A "medically accepted indication" is a use of the drug that is *either*:

- Approved by the Food and Drug Administration. (That is, the Food and Drug Administration has approved the drug for the diagnosis or condition for which it is being prescribed.)
- -- *or* -- Supported by certain references, such as the American Hospital Formulary Service Drug Information and the DRUGDEX Information System.

The Drug List includes both brand name and generic drugs

A generic drug is a prescription drug that has the same active ingredients as the brand name drug. Generally, it works just as well as the brand name drug and usually costs less. There are generic drug substitutes available for many brand name drugs.

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What is *not* on the Drug List?

The Over-the-Counter (OTC) drugs covered under your MassHealth (Medicaid) drug coverage are not included on the Drug List. To find out which OTC drugs are covered (with a prescription) under your MassHealth (Medicaid) drug coverage, refer to the Over-the-Counter Drug List.

The plan does not cover all prescription drugs.

- In some cases, the law does not allow any Senior Care Options program plan to cover certain types of drugs (for more information about this, see Section 7.1 in this chapter).
- In other cases, we have decided not to include a particular drug on our Drug List.

Section 3.2	How can you find out if a specific drug is on the Drug List?
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You have 4 ways to find out:

1. Check the most recent Drug List we provided electronically.
2. Visit the plan's website (fallonhealth.org/navicare). The Drug List on the website is always the most current.
3. Call Enrollee Services to find out if a particular drug is on the plan's Drug List or to ask for a copy of the list. (Phone numbers for Enrollee Services are printed on the back cover of this booklet.)
4. Check the most recent Over-the-Counter Drug List we provided electronically.

SECTION 4 **There are restrictions on coverage for some drugs**

Section 4.1	Why do some drugs have restrictions?
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For certain prescription drugs, special rules restrict how and when the plan covers them. A team of doctors and pharmacists developed these rules to help our members use drugs in the most effective ways. These special rules also help control overall drug costs, which keeps your drug coverage more affordable.

In general, our rules encourage you to get a drug that works for your medical condition and is safe and effective. Whenever a safe, lower-cost drug will work just as well medically as a higher-cost drug, the plan's rules are designed to encourage you and your provider to use that lower-cost option.

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We

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may or may not agree to waive the restriction for you. (See Chapter 8, Section 7.2 for information about asking for exceptions.)

Please note that sometimes a drug may appear more than once in our drug list. This is because different restrictions or cost sharing may apply based on factors such as the strength, amount, or form of the drug prescribed by your health care provider (for instance, 10 mg versus 100 mg; one per day versus two per day; tablet versus liquid).

Section 4.2 What kinds of restrictions?

Our plan uses different types of restrictions to help our members use drugs in the most effective ways. The sections below tell you more about the types of restrictions we use for certain drugs.

Restricting brand name drugs when a generic version is available

Generally, a “generic” drug works the same as a brand name drug and usually costs less. **When a generic version of a brand name drug is available, our network pharmacies will provide you the generic version.** We usually will not cover the brand name drug when a generic version is available. However, if your provider has written “No substitutions” on your prescription for a brand name drug then we will cover the brand name drug.

Getting plan approval in advance

For certain drugs, you or your provider need to get approval from the plan before we will agree to cover the drug for you. This is called “**prior authorization.**” Sometimes the requirement for getting approval in advance helps guide appropriate use of certain drugs. If you do not get this approval, your drug might not be covered by the plan.

Trying a different drug first

This requirement encourages you to try less costly but usually just as effective drugs before the plan covers another drug. For example, if Drug A and Drug B treat the same medical condition and Drug A is less costly, the plan may require you to try Drug A first. If Drug A does not work for you, the plan will then cover Drug B. This requirement to try a different drug first is called “**step therapy.**”

Quantity limits

For certain drugs, we limit the amount of the drug that you can have by limiting how much of a drug you can get each time you fill your prescription. For example, if it is normally considered safe to take only one pill per day for a certain drug, we may limit coverage for your prescription to no more than one pill per day.

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Section 4.3 Do any of these restrictions apply to your drugs?

The plan's Drug List includes information about the restrictions described above. To find out if any of these restrictions apply to a drug you take or want to take, check the Drug List. For the most up-to-date information, call Enrollee Services (phone numbers are printed on the back cover of this booklet) or check our website (fallonhealth.org/navicare).

If there is a restriction for your drug, it usually means that you or your provider will have to take extra steps in order for us to cover the drug. If there is a restriction on the drug you want to take, you should contact Enrollee Services to learn what you or your provider would need to do to get coverage for the drug. If you want us to waive the restriction for you, you will need to use the coverage decision process and ask us to make an exception. We may or may not agree to waive the restriction for you. (See Chapter 8, Section 7.2 for information about asking for exceptions.)

SECTION 5 What if one of your drugs is not covered in the way you'd like it to be covered?

Section 5.1 There are things you can do if your drug is not covered in the way you'd like it to be covered

We hope that your drug coverage will work well for you. But it's possible that there could be a prescription drug you are currently taking, or one that you and your provider think you should be taking, that is not on our formulary or is on our formulary with restrictions. For example:

- The drug might not be covered at all. Or maybe a generic version of the drug is covered but the brand name version you want to take is not covered.
- The drug is covered, but there are extra rules or restrictions on coverage for that drug. As explained in Section 4, some of the drugs covered by the plan have extra rules to restrict their use. For example, you might be required to try a different drug first, to see if it will work, before the drug you want to take will be covered for you. Or there might be limits on what amount of the drug (number of pills, etc.) is covered during a particular time period. In some cases, you may want us to waive the restriction for you.

There are things you can do if your drug is not covered in the way that you'd like it to be covered. If your drug is not on the Drug List or if your drug is restricted, go to Section 5.2 to learn what you can do.

Section 5.2 What can you do if your drug is not on the Drug List or if the drug is restricted in some way?

If your drug is not on the Drug List or is restricted, here are things you can do:

Chapter 5. Using the plan's coverage for your prescription drugs and over-the-counter (OTC) drugs

- You may be able to get a temporary supply of the drug (only members in certain situations can get a temporary supply). This will give you and your provider time to change to another drug or to file a request to have the drug covered.
- You can change to another drug.
- You can request an exception and ask the plan to cover the drug or remove restrictions from the drug.

You may be able to get a temporary supply

Under certain circumstances, the plan must offer a temporary supply of a drug to you when your drug is not on the Drug List or when it is restricted in some way. Doing this gives you time to talk with your provider about the change in coverage and figure out what to do.

To be eligible for a temporary supply, you must meet the two requirements below:

1. The change to your drug coverage must be one of the following types of changes:

- The drug you have been taking is **no longer on the plan's Drug List**.
- -- or -- the drug you have been taking is **now restricted in some way** (Section 4 in this chapter tells about restrictions).

2. You must be in one of the situations described below:

- **For those members who are new or who were in the plan last year:**

We will cover a temporary supply of your drug **during the first 108 days of your membership in the plan if you were new and during the first 108 days of the calendar year if you were in the plan last year**. This temporary supply will be for a maximum of 30-day supply. If your prescription is written for fewer days, we will allow multiple fills to provide up to a maximum of 30-day supply of medication. The prescription must be filled at a network pharmacy. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.)

- **For those members who have been in the plan for more than 108 days and reside in a long-term care (LTC) facility and need a supply right away:**

We will cover one 31-day supply of a particular drug, or less if your prescription is written for fewer days. This is in addition to the above temporary supply situation.

- **For those members who have been admitted or discharged from a long-term care (LTC) facility:**

If needed, we will cover an early refill on your medications.

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To ask for a temporary supply, call Enrollee Services (phone numbers are printed on the back cover of this booklet).

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. You can either switch to a different drug covered by the plan or ask the plan to make an exception for you and cover your current drug. The sections below tell you more about these options.

You can change to another drug

Start by talking with your provider. Perhaps there is a different drug covered by the plan that might work just as well for you. You can call Enrollee Services to ask for a list of covered drugs that treat the same medical condition. This list can help your provider find a covered drug that might work for you. (Phone numbers for Enrollee Services are printed on the back cover of this booklet.)

You can ask for an exception

You and your provider can ask the plan to make an exception for you and cover the drug in the way you would like it to be covered. If your provider says that you have medical reasons that justify asking us for an exception, your provider can help you request an exception to the rule. For example, you can ask the plan to cover a drug even though it is not on the plan's Drug List. Or you can ask the plan to make an exception and cover the drug without restrictions.

If you and your provider want to ask for an exception, Chapter 8, Section 6.4 tells what to do. It explains the procedures and deadlines that have been set by MassHealth (Medicaid) to make sure your request is handled promptly and fairly.

SECTION 6 What if your coverage changes for one of your drugs?

Section 6.1	The Drug List can change during the year
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Most of the changes in drug coverage happen at the beginning of each year (January 1). However, during the year, the plan might make changes to the Drug List. For example, the plan might:

- **Add or remove drugs from the Drug List.** New drugs become available, including new generic drugs. Perhaps the government has given approval to a new use for an existing drug. Sometimes, a drug gets recalled and we decide not to cover it. Or we might remove a drug from the list because it has been found to be ineffective.
- **Add or remove a restriction on coverage for a drug** (for more information about restrictions to coverage, see Section 4 in this chapter).

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- **Replace a brand name drug with a generic drug.**

Section 6.2	What happens if coverage changes for a drug you are taking?
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Information on changes to drug coverage

When changes to the Drug List occur during the year, we post information on our website about those changes. We will update our online Drug List on a regularly scheduled basis to include any changes that have occurred after the last update. Below we point out the times that you would get direct notice if changes are made to a drug that you are then taking. You can also call Enrollee Services for more information (phone numbers are printed on the back cover of this booklet).

Do changes to your drug coverage affect you right away?

Changes that can affect you this year: In the below cases, you will be affected by the coverage changes during the current year:

- **A new generic drug replaces a brand name drug on the Drug List (or we change the cost-sharing tier or add new restrictions to the brand name drug or both)**
 - We may immediately remove a brand name drug on our Drug List if we are replacing it with a newly approved generic version of the same drug that will appear on the same or lower cost-sharing tier and with the same or fewer restrictions. Also, when adding the new generic drug, we may decide to keep the brand name drug on our Drug List, but immediately move it to a higher cost-sharing tier or add new restrictions or both.
 - We may not tell you in advance before we make that change—even if you are currently taking the brand name drug.
 - You or your prescriber can ask us to make an exception and continue to cover the brand name drug for you. For information on how to ask for an exception, see Chapter 8 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).
 - If you are taking the brand name drug at the time we make the change, we will provide you with information about the specific change(s) we made. This will also include information on the steps you may take to request an exception to cover the brand name drug. You may not get this notice before we make the change.
- **Unsafe drugs and other drugs on the Drug List that are withdrawn from the market**
 - Once in a while, a drug may be suddenly withdrawn because it has been found to be unsafe or removed from the market for another reason. If this happens, we will immediately remove the drug from the Drug List. If you are taking that drug, we will let you know of this change right away.

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- Your prescriber will also know about this change, and can work with you to find another drug for your condition.
- **Other changes to drugs on the Drug List**
 - We may make other changes once the year has started that affect drugs you are taking. For instance, we might add a generic drug that is not new to the market to replace a brand name drug or add new restrictions to the brand name drug or both. We also might make changes based on FDA boxed warnings or new clinical guidelines. We must give you at least 30 days' advance notice of the change or give you notice of the change and a 30-day refill of the drug you are taking at a network pharmacy.
 - After you receive notice of the change, you should be working with your prescriber to switch to a different drug that we cover.
 - Or you or your prescriber can ask us to make an exception and continue to cover the drug for you. For information on how to ask for an exception, see Chapter 8 (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*).

Changes to drugs on the Drug List that will not affect people currently taking the drug: For changes to the Drug List that are not described above, if you are currently taking the drug the following types of changes will not affect you until January 1 of the next year if you stay in the plan:

- If we put a new restriction on your use of the drug
- If we remove your drug from the Drug List

If any of these changes happen for a drug you are taking (but not because of a market withdrawal, a generic drug replacing a brand name drug, or other change noted in the sections above), then the change won't affect your use or what you pay as your share of the cost until January 1 of the next year. Until that date, you probably won't see any increase in your payments or any added restriction to your use of the drug. You will not get direct notice this year about changes that do not affect you. However, on January 1 of the next year, the changes will affect you, and it is important to check the Drug List in the new benefit year for any changes to drugs.

SECTION 7 What types of drugs are *not* covered by the plan?

Section 7.1	Types of drugs we do not cover
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This section tells you what kinds of prescription drugs are “excluded.” This means neither our plan nor MassHealth (Medicaid) pays for these drugs.

We won't pay for the drugs that are listed in this section. The only exception: If the requested drug is found upon appeal to be a drug that is not excluded under and we should have paid for or

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covered it because of your specific situation. (For information about appealing a decision we have made to not cover a drug, go to Chapter 8, Section 6.5 in this booklet.) If the drug excluded by our plan is also excluded by MassHealth (Medicaid), you must pay for it yourself.

Here are three general rules about drugs that are not covered:

- Our plan cannot cover a drug purchased outside the United States and its territories.
- Our plan usually cannot cover off-label use. “Off-label use” is any use of the drug other than those indicated on a drug’s label as approved by the Food and Drug Administration.
 - Generally, coverage for “off-label use” is allowed only when the use is supported by certain references, such as the American Hospital Formulary Service Drug Information and the DRUGDEX Information System. If the use is not supported by any of these references, then our plan cannot cover its “off-label use.”

Also, by law, the categories of drugs listed below are not covered by the plan.

- Non-prescription drugs (also called over-the-counter drugs), unless listed on our OTC Drug List
- Drugs when used to promote fertility
- Drugs when used for the relief of cough or cold symptoms, unless prescribed and covered under our OTC benefit
- Drugs when used for cosmetic purposes or to promote hair growth
- Prescription vitamins and mineral products, except prenatal vitamins and fluoride preparations, unless listed on our OTC Drug List
- Drugs when used for the treatment of sexual or erectile dysfunction
- Drugs when used for treatment of anorexia, weight loss, or weight gain
- Outpatient drugs for which the manufacturer seeks to require that associated tests or monitoring services be purchased exclusively from the manufacturer as a condition of sale

SECTION 8 Show your plan membership card when you fill a prescription

Section 8.1 Show your membership card
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To fill your prescription, show your plan membership card at the network pharmacy you choose. When you show your plan membership card, the network pharmacy will automatically bill the plan for your covered prescription drug. You have a \$0 copayment for covered prescription drugs and OTC drugs when you get your prescription filled at a network pharmacy as a member of NaviCare SCO.

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Section 8.2 What if you don't have your membership card with you?

If you don't have your plan membership card with you when you fill your prescription, ask the pharmacy to call the plan to get the necessary information.

If the pharmacy is not able to get the necessary information, **you may have to pay the full cost of the prescription when you pick it up.** (You can then ask us to reimburse you. See Chapter 6, Section 2.1 for information about how to ask the plan for reimbursement.)

SECTION 9 Prescription coverage in special situations

Section 9.1 What if you're in a hospital or a skilled nursing facility for a stay that is covered by the plan?

If you are admitted to a hospital or to a skilled nursing facility for a stay covered by the plan, we will generally cover the cost of your prescription drugs during your stay. Once you leave the hospital or skilled nursing facility, the plan will cover your drugs as long as the drugs meet all of our rules for coverage. See the previous parts of this section that tell about the rules for getting drug coverage.

Section 9.2 What if you're a resident in a long-term care (LTC) facility?

Usually, a long-term care (LTC) facility (such as a nursing home) has its own pharmacy, or a pharmacy that supplies drugs for all of its residents. If you are a resident of a long-term care facility, you may get your prescription drugs through the facility's pharmacy as long as it is part of our network.

Check your *Provider and Pharmacy Directory* to find out if your long-term care facility's pharmacy is part of our network. If it isn't, or if you need more information, please contact Enrollee Services (phone numbers are printed on the back cover of this booklet).

What if you're a resident in a long-term care (LTC) facility and become a new member of the plan?

If you need a drug that is not on our Drug List or is restricted in some way, the plan will cover a **temporary supply** of your drug during the first 108 days of your membership. The total supply will be for a maximum of 31-day supply, or less if your prescription is written for fewer days. (Please note that the long-term care pharmacy may provide the drug in smaller amounts at a time to prevent waste.) If you have been a member of the plan for more than 108 days and need a drug that is not on our Drug List or if the plan has any restriction on the drug's coverage, we will cover one 31-day supply, or less if your prescription is written for fewer days.

Chapter 5. Using the plan's coverage for your prescription drugs and over-the-counter (OTC) drugs

During the time when you are getting a temporary supply of a drug, you should talk with your provider to decide what to do when your temporary supply runs out. Perhaps there is a different drug covered by the plan that might work just as well for you. Or you and your provider can ask the plan to make an exception for you and cover the drug in the way you would like it to be covered. If you and your provider want to ask for an exception, Chapter 8, Section 6.4 tells what to do.

Section 9.3	What if you're also getting drug coverage from an employer or retiree group plan?
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Do you currently have other prescription drug coverage through your (or your spouse's) employer or retiree group? If so, please contact **that group's benefits administrator**. He or she can help you determine how your current prescription drug coverage will work with our plan.

In general, if you are currently employed, the prescription drug coverage you get from us will be *secondary* to your employer or retiree group coverage. That means your group coverage would pay first. However, this does not apply if you have access to health insurance, other than Medicare, that meets the basic-benefit level as defined in 130 CMR 501.001. Please refer to Chapter 1 Section 2.1 for more information on eligibility.

Special note about 'creditable coverage':

Each year your employer or retiree group should send you a notice that tells if your prescription drug coverage for the next calendar year is "creditable" and the choices you have for drug coverage.

If the coverage from the group plan is "**creditable**," it means that the plan has drug coverage that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage.

Keep these notices about creditable coverage, because you may need them later. If you enroll in a Medicare plan that includes Part D drug coverage, you may need these notices to show that you have maintained creditable coverage. If you didn't get a notice about creditable coverage from your employer or retiree group plan, you can get a copy from your employer or retiree plan's benefits administrator or the employer or union.

SECTION 10 Programs on drug safety and managing medications

Section 10.1	Programs to help members use drugs safely
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We conduct drug use reviews for our members to help make sure that they are getting safe and appropriate care. These reviews are especially important for members who have more than one provider who prescribes their drugs.

Chapter 5. Using the plan's coverage for your prescription drugs and over-the-counter (OTC) drugs

We do a review each time you fill a prescription. We also review our records on a regular basis. During these reviews, we look for potential problems such as:

- Possible medication errors
- Drugs that may not be necessary because you are taking another drug to treat the same medical condition
- Drugs that may not be safe or appropriate because of your age or gender
- Certain combinations of drugs that could harm you if taken at the same time
- Prescriptions written for drugs that have ingredients you are allergic to
- Possible errors in the amount (dosage) of a drug you are taking
- Unsafe amounts of opioid pain medications

If we see a possible problem in your use of medications, we will work with your provider to correct the problem.

Section 10.2	Drug Management Program (DMP) to help members safely use their opioid medications
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We have a program that can help make sure our members safely use their prescription opioid medications, and other medications that are frequently abused. This program is called a Drug Management Program (DMP). If you use opioid medications that you get from several doctors or pharmacies, or if you had a recent opioid overdose, we may talk to your doctors to make sure your use of opioid medications is appropriate and medically necessary. Working with your doctors, if we decide your use of prescription opioid or benzodiazepine medications is not safe, we may limit how you can get those medications. The limitations may be:

- Requiring you to get all your prescriptions for opioid or benzodiazepine medications from a certain pharmacy(ies)
- Requiring you to get all your prescriptions for opioid or benzodiazepine medications from a certain doctor(s)
- Limiting the amount of opioid benzodiazepine medications we will cover for you

If we think that one or more of these limitations should apply to you, we will send you a letter in advance. The letter will have information explaining the limitations we think should apply to you. You will also have an opportunity to tell us which doctors or pharmacies you prefer to use, and about any other information you think is important for us to know. After you've had the opportunity to respond, if we decide to limit your coverage for these medications, we will send you another letter confirming the limitation. If you think we made a mistake or you disagree with our determination that you are at-risk for prescription drug misuse or with the limitation, you and your prescriber have the right to ask us for an appeal. See Chapter 8 for information about how to ask for an appeal.

Chapter 5. Using the plan's coverage for your prescription drugs and over-the-counter (OTC) drugs

The DMP may not apply to you if you have certain medical conditions, such as cancer or sickle cell disease, you are receiving hospice, palliative, or end-of-life care, or live in a long-term care facility.

Section 10.3	Medication Therapy Management (MTM) program to help members manage their medications
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We have a program that can help our members with complex health needs.

This program is voluntary and free to members. A team of pharmacists and doctors developed the program for us. This program can help make sure that our members get the most benefit from the drugs they take. Our program is called a Medication Therapy Management (MTM) program.

Some members who take medications for different medical conditions and have high drug costs, or are in a DMP to help members use their opioids safely may be able to get services through an MTM program. A pharmacist or other health professional will give you a comprehensive review of all your medications. You can talk about how best to take your medications, your costs, and any problems or questions you have about your prescription and over-the-counter medications. You'll get a written summary of this discussion. The summary has a medication action plan that recommends what you can do to make the best use of your medications, with space for you to take notes or write down any follow-up questions. You'll also get a personal medication list that will include all the medications you're taking and why you take them. In addition, members in the MTM program will receive information on the safe disposal of prescription medications that are controlled substances.

It's a good idea to have your medication review before your yearly "Wellness" visit, so you can talk to your doctor about your action plan and medication list. Bring your action plan and medication list with you to your visit or anytime you talk with your doctors, pharmacists, and other health care providers. Also, keep your medication list with you (for example, with your ID) in case you go to the hospital or emergency room.

If we have a program that fits your needs, we will automatically enroll you in the program and send you information. If you decide not to participate, please notify us and we will withdraw you from the program. If you have any questions about these programs, please contact Enrollee Services (phone numbers are printed on the back cover of this booklet).

Chapter 5. Using the plan's coverage for your prescription drugs and over-the-counter (OTC) drugs

SECTION 11 Help us keep our information about your drug payments up to date

Section 11.1 Help us keep our information about your drug payments up to date
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To keep track of your drug costs and the payments you make for drugs, we use records we get from pharmacies. Here is how you can help us keep your information correct and up to date:

- **Show your membership card when you get a prescription filled.** To make sure we know about the prescriptions you are filling and what you are paying, show your plan membership card every time you get a prescription filled.
- **Make sure we have the information we need.** There are times you may pay for prescription drugs when we will not automatically get the information we need to keep track of your out-of-pocket costs. To help us keep track of your out-of-pocket costs, you may give us copies of receipts for drugs that you have purchased. (If you are billed for a covered drug, you can ask our plan to pay for the drug. For instructions on how to do this, go to Chapter 6, Section 2 of this booklet.) Here are some types of situations when you may want to give us copies of your drug receipts to be sure we have a complete record of what you have spent for your drugs:
 - When you purchase a covered drug at a network pharmacy at a special price or using a discount card that is not part of our plan's benefit
 - When you made a copayment for drugs that are provided under a drug manufacturer patient assistance program
 - Any time you have purchased covered drugs at out-of-network pharmacies or other times you have paid the full price for a covered drug under special circumstances

Note that NaviCare members are not responsible for any costs for covered drugs or services.

- **Send us information about the payments others have made for you.** Payments made by certain other individuals and organizations also count toward your out-of-pocket costs and help qualify you for catastrophic coverage. For example, payments made by a State Pharmaceutical Assistance Program, an AIDS drug assistance program (ADAP), the Indian Health Service, and most charities count toward your out-of-pocket costs. You should keep a record of these payments and send them to us so we can track your costs.

CHAPTER 6

*Asking us to pay a bill you have
received for covered medical
services or drugs*

Chapter 6. Asking us to pay a bill you have received for covered medical services or drugs

Chapter 6. Asking us to pay a bill you have received for covered medical services or drugs

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Chapter 6. Asking us to pay a bill you have received for covered medical services or drugs

SECTION 1 Situations in which you should ask us to pay for your covered services or drugs

Section 1.1 If you pay for your covered services or drugs, or if you receive a bill, you can ask us for payment

Our network providers bill the plan directly for your covered services and drugs – you should not receive a bill for covered services or drugs. If you get a bill for medical care or drugs you have received, you should send this bill to us so that we can pay it. When you send us the bill, we will look at the bill and decide whether the services should be covered. If we decide they should be covered, we will pay the provider directly.

If you have already paid for services or drugs covered by the plan, you can ask our plan to pay you back (paying you back is often called “reimbursing” you). It is your right to be paid back by our plan whenever you’ve paid for medical services or drugs that are covered by our plan, so that you have no costs for covered services. When you send us a bill you have already paid, we will look at the bill and decide whether the services or drugs should be covered. If we decide they should be covered, we will pay you back for the services or drugs.

Here are examples of situations in which you may need to ask our plan to pay you back or to pay a bill you have received.

1. When you’ve received emergency or urgently needed medical care from a provider who is not in our plan’s network

You can receive emergency services from any provider, whether or not the provider is a part of our network. When you receive emergency or urgently needed services from a provider who is not part of our network, you should ask the provider to bill the plan.

- If you pay the entire amount yourself at the time you receive the care, you need to ask us to pay you back. Send us the bill, along with documentation of any payments you have made.
- At times you may get a bill from the provider asking for payment that you think you do not owe. Send us this bill, along with documentation of any payments you have already made.
 - If the provider is owed anything, we will pay the provider directly.
 - If you have already paid for the service, we will pay you back.

2. When a network provider sends you a bill you think you should not pay

Network providers should always bill the plan directly. But sometimes they make mistakes, and ask you to pay for your services.

- Whenever you get a bill from a network provider, send us the bill. We will contact the provider directly and resolve the billing problem.

Chapter 6. Asking us to pay a bill you have received for covered medical services or drugs

- If you have already paid a bill to a network provider, send us the bill along with documentation of any payment you have made. You should ask us to pay you back for your covered services.

3. If you are retroactively enrolled in our plan

Sometimes a person's enrollment in the plan is retroactive. (Retroactive means that the first day of their enrollment has already passed. The enrollment date may even have occurred last year.)

If you were retroactively enrolled in our plan and you paid out-of-pocket for any of your covered services or drugs after your enrollment date, you can ask us to pay you back. You will need to submit paperwork for us to handle the reimbursement. Please contact Enrollee Services for additional information about how to ask us to pay you back and deadlines for making your request. (Phone numbers for Enrollee Services are printed on the back cover of this booklet.)

4. When you use an out-of-network pharmacy to get a prescription filled

If you go to an out-of-network pharmacy and try to use your membership card to fill a prescription, the pharmacy may not be able to submit the claim directly to us. When that happens, you will have to pay the full cost of your prescription. (We cover prescriptions filled at out-of-network pharmacies only in a few special situations. Please go to Chapter 5, Section 2.5 to learn more.) Save your receipt and send a copy to us when you ask us to pay you back.

5. When you pay the full cost for a prescription because you don't have your plan membership card with you

If you do not have your plan membership card with you, you can ask the pharmacy to call the plan or to look up your plan enrollment information. However, if the pharmacy cannot get the enrollment information they need right away, you may need to pay the full cost of the prescription yourself. Save your receipt and send a copy to us when you ask us to pay you back.

6. When you pay the full cost for a prescription in other situations

You may pay the full cost of the prescription because you find that the drug is not covered for some reason.

- For example, the drug may not be on the plan's *List of Covered Drugs (Formulary)*; or it could have a requirement or restriction that you didn't know about or don't think should apply to you. If you decide to get the drug immediately, you may need to pay the full cost for it.
- Save your receipt and send a copy to us when you ask us to pay you back. In some situations, we may need to get more information from your doctor in order to pay you back for the drug.

Chapter 6. Asking us to pay a bill you have received for covered medical services or drugs

When you send us a request for payment, we will review your request and decide whether the service or drug should be covered. This is called making a “coverage decision.” If we decide it should be covered, we will pay for the service or drug. If we deny your request for payment, you can appeal our decision. Chapter 8 of this booklet (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*) has information about how to make an appeal.

SECTION 2 How to ask us to pay you back or to pay a bill you have received

Section 2.1	How and where to send us your request for payment
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Send us your request for payment, along with your bill and documentation of any payment you have made. It’s a good idea to make a copy of your bill and receipts for your records.

Mail your request for payment together with any bills or paid receipts to us at this address:

Medical claims
(services you get at your provider’s office):
 Fallon Health
 P.O. Box 211308
 Eagan, MN 55121-2908
 Email: reimbursements@fallonhealth.org

Pharmacy claims
(services you get at the pharmacy):
 OptumRx Claims Department
 P.O. Box 650287
 Dallas, TX 75265-0287

You must submit your claim to us within one year of the date you received the service or item, and within **three years** of the date you receive the drug.

Contact Enrollee Services if you have any questions (phone numbers are printed on the back cover of this booklet). If you receive bills and you don’t know what to do about those bills, we can help. You can also call if you want to give us more information about a request for payment you have already sent to us.

SECTION 3 We will consider your request for payment and say yes or no

Section 3.1	We check to see whether we should cover the service or drug
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When we receive your request for payment, we will let you know if we need any additional information from you. Otherwise, we will consider your request and make a coverage decision.

Chapter 6. Asking us to pay a bill you have received for covered medical services or drugs

- If we decide that the medical care or drug is covered and you followed all the rules for getting the care or drug, we will pay for the service. If you have already paid for the service or drug, we will mail your reimbursement to you. If you have not paid for the service or drug yet, we will mail the payment directly to the provider. (Chapter 3 explains the rules you need to follow for getting your medical services covered. Chapter 5 explains the rules you need to follow for getting your prescription drugs covered.)
- If we decide that the medical care or drug is *not* covered, or you did *not* follow all the rules, we will not pay for the care or drug. Instead, we will send you a letter that explains the reasons why we are not sending the payment you have requested and your rights to appeal that decision.

Section 3.2	If we tell you that we will not pay for the medical care or drug, you can make an appeal
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If you think we have made a mistake in turning down your request for payment or you don't agree with the amount we are paying, you can make an appeal. If you make an appeal, it means you are asking us to change the decision we made when we turned down your request for payment.

For the details on how to make this appeal, go to Chapter 8 of this booklet (*What to do if you have a problem or complaint (coverage decisions, appeals, complaints)*). The appeals process is a formal process with detailed procedures and important deadlines. If making an appeal is new to you, you will find it helpful to start by reading Section 5 of Chapter 8. Section 5 is an introductory section that explains the process for coverage decisions and appeals and gives definitions of terms such as "appeal." Then after you have read Section 5, you can go to the section in Chapter 8 that tells what to do for your situation:

- If you want to make an appeal about getting paid back for a medical service, go to Section 5.3 in Chapter 8.
- If you want to make an appeal about getting paid back for a drug, go to Section 6.5 of Chapter 8.

SECTION 4 Other situations in which you should save your receipts and send copies to us

Section 4.1	In some cases, you should send copies of your receipts to us to help us track your out-of-pocket drug costs
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There are some situations when you should let us know about payments you have made for your drugs. In these cases, you are not asking us for payment. Instead, you are telling us about your payments so that we can calculate your out-of-pocket costs correctly.

Chapter 6. Asking us to pay a bill you have received for covered medical services or drugs

Below is an example of a situation when you should send us copies of receipts to let us know about payments you have made for your drugs:

When you get a drug through a patient assistance program offered by a drug manufacturer

Some members are enrolled in a patient assistance program offered by a drug manufacturer that is outside the plan benefits. If you get any drugs through a program offered by a drug manufacturer, you may pay a copayment to the patient assistance program.

- Save your receipt and send a copy to us so that we know your out-of-pocket expenses.
- Please note: Because you are getting your drug through the patient assistance program and not through the plan's benefits, we will not pay for these drug costs. But sending a copy of the receipt allows us to calculate your out-of-pocket costs correctly.

Since you are not asking for payment in the case described above, this situation is not considered a coverage decision. Therefore, you cannot make an appeal if you disagree with our decision.

CHAPTER 7

Your rights and responsibilities

Chapter 7. Your rights and responsibilities

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SECTION 1 Our plan recognizes the specific needs of and maintains a mutually respectful relationship with you

Section 1.1	We must provide information in a way that works for you (in languages other than English, in braille, in large print, or other alternate formats, etc.)
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To get information from us in a way that works for you, please call Enrollee Services (phone numbers are printed on the back cover of this booklet).

Our plan has people available to answer questions from disabled and non-English speaking members. We also offer free interpreter services and can give you information in braille, in large print, or other alternate formats at no cost if you need it.

We are required to give you information about the plan's benefits in a format that is accessible and appropriate for you. To get information from us in a way that works for you, please call Enrollee Services (phone numbers are printed on the back cover of this booklet).

If you have any trouble getting information from our plan in a format that is accessible and appropriate for you, please call to file a grievance with Member Appeals and Grievances at 1-800-333-2535, ext. 69950 (TRS 711). You may also file a complaint with MassHealth by calling MassHealth Customer Service at 1-800-841-2900. TTY users call 1-800-497-4648.

Section 1.2	We must ensure that you get timely access to your covered services and drugs
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As a member of our plan, you have the right to choose a primary care provider (PCP) in the plan's network to provide and arrange for your covered services (Chapter 3 explains more about this). Call Enrollee Services to learn which doctors are accepting new patients (phone numbers are printed on the back cover of this booklet). You also have the right to go to a women's health specialist (such as a gynecologist) without a referral.

As a plan member, you have the right to get appointments and covered services from the plan's network of providers *within a reasonable amount of time*. This includes the right to get timely services from specialists when you need that care. You also have the right to get your prescriptions filled or refilled at any of our network pharmacies without long delays.

If you think that you are not getting your medical care or drugs within a reasonable amount of time, Chapter 8, Section 8 of this booklet tells what you can do. (If we have denied coverage for your medical care or drugs and you don't agree with our decision, Chapter 8, Section 4 tells what you can do.)

Section 1.3	We must protect the privacy of your personal health information
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Federal and state laws protect the privacy of your medical records and personal health information. We protect your personal health information as required by these laws.

- Your “personal health information” includes the personal information you gave us when you enrolled in this plan as well as your medical records and other medical and health information.
- The laws that protect your privacy give you rights related to getting information and controlling how your health information is used. We give you a written notice, called a “Notice of Privacy Practice,” that tells about these rights and explains how we protect the privacy of your health information.

How do we protect the privacy of your health information?

- We make sure that unauthorized people don’t see or change your records.
- In most situations, if we give your health information to anyone who isn’t providing your care or paying for your care, *we are required to get written permission from you first*. Written permission can be given by you or by someone you have given legal power to make decisions for you.
- There are certain exceptions that do not require us to get your written permission first. These exceptions are allowed or required by law.
 - For example, we are required to release health information to government agencies that are checking on quality of care.

You can see the information in your records and know how it has been shared with others

You have the right to look at your medical records held at the plan, and to get a copy of your records. We are allowed to charge you a fee for making copies. You also have the right to ask us to make additions or corrections to your medical records. If you ask us to do this, we will work with your health care provider to decide whether the changes should be made.

The Centralized Enrollee Record (CER) is enrollee-centric and contains all activity and authorizations created by the NaviCare Primary Care Team (PCT) members on your behalf. In addition, activity completed by the Fallon Health Inpatient Nurse Care Specialists/Team while you are in an inpatient setting is also included in this system. This information is part of your Designated Record Set, and under HIPAA, you have certain rights with regards to this information. You and/or Authorized Representatives have the right to request a copy of CER documentation and to request that it be amended or corrected. If you ask that it be corrected or amended, we will consider your request to decide whether the changes should be made. If the record in question is from a provider, we will direct you to your healthcare provider regarding such a request. We are allowed to charge you a fee for making paper copies. Call NaviCare

Enrollee Services at 1-877-700-6996 for assistance in obtaining copies of your CER and/or amending documentation within CER.

You have the right to know how your health information has been shared with others for any purposes that are not routine.

If you have questions or concerns about the privacy of your personal health information, please call Enrollee Services (phone numbers are printed on the back cover of this booklet).

Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed, and how you can get access to this information. **Please review it carefully.**

Effective January 28, 2020

Fallon Health and its employees are dedicated to maintaining the privacy of your protected health information (PHI), as required by applicable federal and state laws. These laws require us to provide you with this Notice of Privacy Practices, and to inform you of your rights and our obligations concerning PHI, which is information that identifies you and that relates to your physical or mental health condition. We are required to follow the privacy practices described below while this Notice is in effect.

A. Permitted Disclosures of PHI. We may disclose your PHI for:

- 1) **Treatment.** To a physician or other health care provider furnishing treatment to you. For example, we may disclose medical information about you to physicians, nurses, technicians or personnel who are involved with the administration of your care.
- 2) **Payment.** To establish insurance eligibility benefits for you. We may also provide your PHI to our business associates, claims processing companies and others that process our health care claims.
- 3) **Health Care Operations.** In connection with our health care operations. This includes quality assessment activities, evaluating provider performance, and other business operations. This may, at times, include disclosure of your information to the sponsor of your health plan. However, we will not use or disclose your genetic information for underwriting purposes.
- 4) **Emergency Treatment.** If you require emergency treatment or are unable to communicate with us.
- 5) **Family and Friends.** To a family member, friend or any other person who you identify as being involved with your care or payment for care, or an adult family member who is on your policy, unless you object.
- 6) **Required by Law.** For law enforcement purposes and as required by state or federal law. For example, the law may require us to report instances of abuse, neglect or domestic

violence.

- 7) **Judicial and Administrative Proceedings.** In the course of judicial or administrative proceedings, including responses to court orders, subpoenas, or other lawful process requests.
- 8) **Serious Threat to Health or Safety.** If we believe it is necessary to avoid a serious threat to the health and safety of you or the public.
- 9) **Public Health.** To public health or other authorities charged with preventing or controlling disease, injury or disability, or charged with collecting public health data.
- 10) **Health Oversight Activities.** To a health oversight agency for activities authorized by law. These activities include audits; civil, administrative or criminal investigations or proceedings.
- 11) **Research.** For certain research purposes, but only if we have protections and protocols in place to ensure the privacy of your PHI.
- 12) **Workers' Compensation.** To comply with laws relating to workers' compensation or other similar programs.
- 13) **Specialized Government Activities.** As required by military command authorities if you are active military or a veteran. We may also be required to disclose PHI to authorized federal officials for the conduct of intelligence or other national security activities.
- 14) **Organ Donation.** To organ procurement organizations to facilitate organ, eye or tissue donation and transplantation, if you are an organ donor, or have not indicated that you do not wish to be a donor.
- 15) **Coroners, Medical Examiners, Funeral Directors.** To coroners or medical examiners for the purposes of identifying a deceased person or determining the cause of death, and to funeral directors as necessary to carry out their duties.
- 16) **Decedents.** To law enforcement about your death if we have cause to believe your death was the result of criminal activity.
- 17) **Disaster Relief.** Unless you object, to a governmental agency or private entity (such as FEMA or Red Cross) assisting with disaster relief efforts.

Please note we may limit the amount of information we share about you for these purposes in accordance with federal or state laws which may be more restrictive, for example, state laws about HIV/AIDS and mental health records, and federal law about Substance Use Disorder treatment.

We are required to disclose PHI to the Department of Health and Human Services, in accordance with actions they may undertake to investigate, monitor, and enforce our compliance with HIPAA.

B. Disclosures Requiring Written Authorization.

- 1) **Not Otherwise Permitted.** In any other situation not described in Section A, we may not disclose your PHI without your written authorization.
- 2) **Psychotherapy Notes.** We must receive your written authorization to disclose psychotherapy notes, except for certain treatment, payment or health care operations activities.
- 3) **Marketing and Sale of PHI.** We must receive your written authorization for any disclosure of PHI for marketing purposes or for any disclosure which is a sale of PHI.

C. Your Rights. You have the right to:

- 1) **Receive a Paper Copy of This Notice.** Receive a paper copy of this Notice upon request.
- 2) **Access PHI.** Inspect and receive a copy of your PHI for as long as we maintain your medical record. You must make a written request to the Privacy Officer at the address listed at the end of this Notice. We may charge you a reasonable, cost-based, fee. In certain circumstances we may deny your request to access your PHI, and you may request that we reconsider our denial. Depending on the reason for the denial, another licensed health care professional chosen by us may review your request and the denial.
- 3) **Request Restrictions.** Request in writing a restriction on the use or disclosure of your PHI for the purpose of treatment, payment or health care operations, except for in the case of an emergency. You can also request a restriction on the information we disclose to a family member or friend who is involved with your care or the payment of your care. But, we are not legally required to agree to such a restriction.
- 4) **Restrict Disclosure for Services Paid by You in Full.** Restrict the disclosure of your PHI to a health plan if the PHI pertains to health care services for which you paid your health care provider in full and out of pocket. You must make a written request to the Privacy Officer at the address listed at the end of this Notice.
- 5) **Revoke.** Request in writing that any Authorization to Release Information you have previously signed be revoked; however, any disclosures made while the Authorization was still in effect cannot be impacted by such revocation.
- 6) **Request Amendment.** Request in writing that we amend your PHI if you believe it is incorrect or incomplete, for as long as we maintain your medical record. We may deny your request to amend if we did not create the PHI, it is not information that we maintain, it is not information that you are permitted to inspect or copy (such as psychotherapy notes), or we determine that the PHI is accurate and complete.
- 7) **An Accounting of Disclosures.** Request an accounting of disclosures of PHI made by us (other than those made for treatment, payment or health care operations purposes) during the 6 years prior to the date of your request. You must make a written request, specifying the time period for the accounting, to the Privacy Officer at the address listed at the end

of this Notice.

- 8) **Confidential Communications.** Request that we communicate with you about your PHI by certain means or at certain locations. For example, you may specify that we call you only at your home phone number, and not at your work number. You must make a written request, specifying how and where we may contact you, to the Privacy Officer at the address listed at the end of this Notice.
- 9) **Notice of Breach.** You have the right to be notified if we or one of our business associates become aware of a breach of your unsecured PHI.

D. Changes to this Notice. We can change the terms of this notice, and the changes will apply to all information we have about you. The new notice will be available upon request, on our web site, and we will mail a copy to you in the next annual mailing.

E. Questions and Complaints. If you would like more information about our privacy practices or have questions or concerns, please contact us. If you are concerned that we may have violated your privacy rights, or you disagree with a decision we made regarding the use, disclosure, or access to your PHI, you may complain to us by contacting the Privacy Officer at the address and phone number at the end of this Notice. You also may submit a written complaint to the U.S. Department of Health and Human Services. We will provide you with the address to file such a complaint upon request.

We support your right to the privacy of your PHI. We will not retaliate in any way if you choose to file a complaint with us or with the U.S. Department of Health and Human Services.

Please direct any of your questions or complaints to:

Fallon Health
Attention: Privacy Officer
10 Chestnut Street
Worcester, MA 01608

Phone: 1-800-868-5200 (TTY 711)
Fax: 1-508-831-1136

Section 1.4	We must give you information about the plan, its network of providers, and your covered services
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As a member of NaviCare SCO, you have the right to get several kinds of information from us. (As explained above in Section 1.1, you have the right to get information from us in a way that works for you. This includes getting the information in languages other than English and in large print or other alternate formats.)

If you want any of the following kinds of information, please call Enrollee Services (phone numbers are printed on the back cover of this booklet):

- **Information about our plan.** This includes, for example, information about the plan's financial condition. It also includes information about the number of appeals made by members and the plan's Star Ratings, including how it has been rated by plan members and how it compares to other Senior Care Options programs.
- **Information about our network providers including our network pharmacies.**
 - For example, you have the right to get information from us about the qualifications of the providers and pharmacies in our network and how we pay the providers in our network.
 - For a list of the providers and pharmacies in the plan's network, see the *Provider and Pharmacy Directory*.
 - For more detailed information about our providers or pharmacies, you can call Enrollee Services (phone numbers are printed on the back cover of this booklet) or visit our website at fallonhealth.org/navicare.
- **Information about your coverage and the rules you must follow when using your coverage.**
 - In Chapters 3 and 4 of this booklet, we explain what medical services are covered for you, any restrictions to your coverage, and what rules you must follow to get your covered medical services.
 - Family planning services at any contracted family planning provider are covered. You may also see your PCP for family planning services. Any out of network family planning services will require a prior approval from the plan. Call Enrollee Services at 1-877-700-6996 if you need help finding a provider for family planning services.
 - To get the details on your prescription drug coverage, and over-the-counter drug coverage, see Chapter 5 of this booklet plus the plan's *List of Covered Drugs (Formulary)* and *Over-the-Counter Drug List*. This chapter, together with the *List of Covered Drugs (Formulary)* and *Over-the-Counter Drug List*, tell you what drugs are covered and explain the rules you must follow and the restrictions to your coverage for certain drugs.
 - If you have questions about the rules or restrictions, please call Enrollee Services (phone numbers are printed on the back cover of this booklet).
- **Information about why something is not covered and what you can do about it.**
 - If a medical service, over-the-counter drug or prescription drug is not covered for you, or if your coverage is restricted in some way, you can ask us for a written explanation. You have the right to this explanation even if you received the medical service or drug from an out-of-network provider or pharmacy.
 - If you are not happy or if you disagree with a decision we make about what medical care, OTC drug or prescription drug is covered for you, you have the right to ask us to change the decision. You can ask us to change the decision by making an appeal. For details on what to do if something is not covered for you in the way you think it should be covered, see Chapter 8 of this booklet. It gives you the details about how to

- make an appeal if you want us to change our decision. (Chapter 8 also tells about how to make a complaint about quality of care, waiting times, and other concerns.)
- If you want to ask our plan to pay our share of a bill you have received for medical care or a prescription drug, see Chapter 6 of this booklet.
 - **Information about how we evaluate new technology to include as a covered benefit.**
 - Fallon Health evaluates new medical and behavioral health technologies, new applications of existing technologies and the review of special cases to include for health plan coverage through our Technology Assessment Committee.
 - The Technology Assessment Committee includes physician administrators, practicing physicians from the plan’s service area, and plan staff who perform extensive literature review regarding proposed technology. This includes reviewing information from governmental agencies such as the U.S. Food and Drug Administration (FDA), and published scientific evidence.
 - Fallon Health makes use of external research organizations, which perform reviews of available literature regarding a given procedure. When necessary, Fallon Health seeks input from specialists or professionals who have expertise in proposed technologies.
 - For those technologies that can afford improved outcomes to our members without substantially increasing the risks of treatment, technology assessment criteria are developed in accordance with the National Committee for Quality Assurance (NCQA).
 - Fallon Health has a separate but similar process for the evaluation of new drugs and medications, with reviews performed by our Pharmacy & Therapeutics Committee.

Section 1.5	We must support your right to make decisions about your care
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You have the right to know your treatment options and participate in decisions about your health care

You have the right to get full information from your doctors and other health care providers when you go for medical care. Your providers must explain your medical condition and your treatment choices *in a way that you can understand*.

You also have the right to participate fully in decisions about your health care. To help you make decisions with your doctors about what treatment is best for you, your rights include the following:

- **To know about all of your choices.** This means that you have the right to be told about all of the treatment options that are recommended for your condition, no matter what they cost or whether they are covered by our plan. It also includes being told about programs our plan offers to help members manage their medications and use drugs safely.

- **To know about the risks.** You have the right to be told about any risks involved in your care. You must be told in advance if any proposed medical care or treatment is part of a research experiment. You always have the choice to refuse any experimental treatments.
- **The right to say “no.”** You have the right to refuse any recommended treatment. This includes the right to leave a hospital or other medical facility, even if your doctor advises you not to leave. You also have the right to stop taking your medication. Of course, if you refuse treatment or stop taking medication, you accept full responsibility for what happens to your body as a result.
- **To receive an explanation if you are denied coverage for care.** You have the right to receive an explanation from us if a provider has denied care that you believe you should receive. To receive this explanation, you will need to ask us for a coverage decision. Chapter 8 of this booklet tells how to ask the plan for a coverage decision.
- **The right to be free of abuse, neglect, and exploitation.** Federal and state laws protect your health and well-being. If you think you are experiencing a situation where you are the recipient of intended or unintended abuse, neglect, or exploitation, please contact your Care Manager, another member of your Primary Care Team or Enrollee Services (phone numbers are printed on the back of this book). If you feel that you are experiencing an instance of abuse, neglect, or exploitation and it is an emergency, please call 911.

You have the right to give instructions about what is to be done if you are not able to make medical decisions for yourself

Sometimes people become unable to make health care decisions for themselves due to accidents or serious illness. You have the right to say what you want to happen if you are in this situation. This means that, *if you want to*, you can:

- Fill out a written form to give **someone the legal authority to make medical decisions for you** if you ever become unable to make decisions for yourself.
- **Give your doctors written instructions** about how you want them to handle your medical care if you become unable to make decisions for yourself.

The legal documents that you can use to give your directions in advance in these situations are called “**advance directives**.” There are different types of advance directives and different names for them. Documents called “**living will**” and “**power of attorney for health care**” are examples of advance directives.

If you want to use an “advance directive” to give your instructions, here is what to do:

- **Get the form.** If you want to have an advance directive, you can get a form from your lawyer, from a social worker, or from some office supply stores. You can sometimes get advance directive forms from organizations that give people information about MassHealth (Medicaid).
- **Fill it out and sign it.** Regardless of where you get this form, keep in mind that it is a legal document. You should consider having a lawyer help you prepare it.

- **Give copies to appropriate people.** You should give a copy of the form to your doctor and to the person you name on the form as the one to make decisions for you if you can't. You may want to give copies to close friends or family members as well. Be sure to keep a copy at home.

If you know ahead of time that you are going to be hospitalized, and you have signed an advance directive, **take a copy with you to the hospital.**

- If you are admitted to the hospital, they will ask you whether you have signed an advance directive form and whether you have it with you.
- If you have not signed an advance directive form, the hospital has forms available and will ask if you want to sign one.

Remember, it is your choice whether you want to fill out an advance directive (including whether you want to sign one if you are in the hospital). According to law, no one can deny you care or discriminate against you based on whether or not you have signed an advance directive.

What if your instructions are not followed?

If you have signed an advance directive, and you believe that a doctor or hospital did not follow the instructions in it, you may file a complaint with:

Against a hospital:

Department of Public Health
Division of Health Care Facility
Licensure & Certification
Complaint Intake Unit
99 Chauncy St.
Boston, MA 02111
1-800-462-5540

Against an individual doctor:

Consumer Protection Coordinator
Board of Registration in Medicine
200 Harvard Mill Square, Suite 330
Wakefield, MA 01880
1-800-377-0550
TTY: 1-781-876-8395

Section 1.6	You have the right to make complaints and to ask us to reconsider decisions we have made
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If you have any problems or concerns about your covered services or care, Chapter 8 of this booklet tells what you can do. It gives the details about how to deal with all types of problems and complaints. What you need to do to follow up on a problem or concern depends on the situation. You might need to ask our plan to make a coverage decision for you, make an appeal to us to change a coverage decision, or make a complaint. Whatever you do – ask for a coverage decision, make an appeal, or make a complaint – **we are required to treat you fairly.**

You have the right to get a summary of information about the appeals and complaints that other members have filed against our plan in the past. To get this information, please call Enrollee Services (phone numbers are printed on the back cover of this booklet).

Section 1.7	What can you do if you believe you are being treated unfairly or your rights are not being respected?
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If it is about discrimination, call the Office for Civil Rights

If you believe you have been treated unfairly or your rights have not been respected due to your race, disability, religion, sex, health, ethnicity, creed (beliefs), age, or national origin, you should call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 or TTY 1-800-537-7697, or call your local Office for Civil Rights.

Is it about something else?

If you believe you have been treated unfairly or your rights have not been respected, *and it's not* about discrimination, you can get help dealing with the problem you are having:

- You can **call Enrollee Services** (phone numbers are printed on the back cover of this booklet).
- You can **call the State Health Insurance Assistance Program**. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or, you can **call MassHealth Customer Service** at 1-800-841-2900. TTY users should call 1-800-497-4648, Monday–Friday, 8 a.m.–5 p.m.

Section 1.8	How to get more information about your rights and make recommendations regarding our member rights and responsibilities policy
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There are several places where you can get more information about your rights:

- You can **call Enrollee Services** (phone numbers are printed on the back cover of this booklet).
- You can **call the State Health Insurance Assistance Program**. For details about this organization and how to contact it, go to Chapter 2, Section 3.
- Or, you can **call MassHealth Customer Service** at 1-800-841-2900. TTY users should call 1-800-497-4648, Monday–Friday, 8 a.m.–5 p.m.

You have the right to make recommendations regarding Fallon Health's member rights and responsibilities policy. To make recommendations you can call Enrollee Services (phone numbers are printed on the back cover of this booklet).

Section 1.9	Mental Health Parity
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Federal and state laws require that all managed care organizations, including NaviCare SCO, provide behavioral health services to MassHealth members in the same way they provide physical health services. This is what is referred to as “parity.” In general, this means that:

1. NaviCare SCO must provide the same level of benefits for any mental health and substance use disorder problems you may have as it does for other physical problems you may have;
2. NaviCare SCO must have similar prior authorization requirements and treatment limitations for mental health and substance use disorder services as it does for physical health services;
3. NaviCare SCO must provide you or your provider with the medical necessity criteria used by NaviCare SCO for prior authorization upon your or your provider’s request; and
4. NaviCare SCO must also provide you within a reasonable time frame the reason for any denial of authorization for mental or substance use disorder services.

If you think that NaviCare SCO is not providing parity as explained above, you have the right to file a grievance with NaviCare SCO. For more information about grievances and how to file them, please see Chapter 8 of this booklet.

You may also file a grievance with MassHealth. You can do this by calling the MassHealth Customer Service Center at 1-800-841-2900 (TTY: 1-800-497-4648), Monday–Friday, 8 a.m.–5 p.m.

For more information, please see 130 CMR 450.117(J).

SECTION 2	You have some responsibilities as a member of the plan
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Section 2.1	What are your responsibilities?
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Things you need to do as a member of the plan are listed below. If you have any questions, please call Enrollee Services (phone numbers are printed on the back cover of this booklet). We’re here to help.

- **Get familiar with your covered services and the rules you must follow to get these covered services.** Use this Evidence of Coverage booklet to learn what is covered for you and the rules you need to follow to get your covered services.
 - Chapters 3 and 4 give the details about your medical services, including what is covered, what is not covered, rules to follow, and what you pay.
 - Chapters 5 and 6 give the details about your coverage for prescription and OTC drugs.

- **If you have any other health insurance coverage or prescription drug coverage in addition to our plan, you are required to tell us.** Please call Enrollee Services to let us know (phone numbers are printed on the back cover of this booklet). As noted in Chapter 1 Section 2.1, you are excluded from enrolling in our plan if you have access to other health insurance, with the exception of Medicare, that meets the basic-benefit level as defined in 130 CMR 501.001.
 - We are required to follow rules set by MassHealth (Medicaid) to make sure that you are using all of your coverage in combination when you get your covered services from our plan. This is called “**coordination of benefits**” because it involves coordinating the health and drug benefits you get from our plan with any other health and drug benefits available to you. We’ll help you coordinate your benefits. (For more information about coordination of benefits, go to Chapter 1, Section 7.)
- **Tell your doctor and other health care providers that you are enrolled in our plan.** Show your plan membership card whenever you get your medical care or prescription and OTC drugs.
- **Help your doctors and other providers help you by giving them information, asking questions, and following through on your care.**
 - To help your doctors and other health providers give you the best care, learn as much as you are able to about your health problems and give them the information they need about you and your health. Follow the treatment plans and instructions that you and your doctors agree upon.
 - Make sure your doctors know all of the drugs you are taking, including over-the-counter drugs, vitamins, and supplements.
 - If you have any questions, be sure to ask. Your doctors and other health care providers are supposed to explain things in a way you can understand. If you ask a question and you don’t understand the answer you are given, ask again.
- **Be considerate.** We expect all our members to respect the rights of other patients. We also expect you to act in a way that helps the smooth running of your doctor’s office, hospitals, and other offices.
- **Pay what you owe.** As a plan member, you are responsible for these payments:
 - If you get any medical services or drugs that are not covered by our plan, you must pay the full cost.
 - If you disagree with our decision to deny coverage for a service or drug, you can make an appeal. Please see Chapter 8 of this booklet for information about how to make an appeal.
- **Tell us if you move.** If you are going to move, it’s important to tell us right away. Call Enrollee Services (phone numbers are printed on the back cover of this booklet).
 - **If you move *outside* of our plan service area, you cannot remain a member of our plan.** (Chapter 1 tells about our service area.) We can help you figure out whether you are moving outside our service area.

- **If you move *within* our service area, we still need to know** so we can keep your membership record up to date and know how to contact you.
- If you move, it is also important to tell Social Security (or the Railroad Retirement Board). You can find phone numbers and contact information for these organizations in Chapter 2.
- **Call Enrollee Services for help if you have questions or concerns.** We also welcome any suggestions you may have for improving our plan.
 - Phone numbers and calling hours for Enrollee Services are printed on the back cover of this booklet.
 - For more information on how to reach us, including our mailing address, please see Chapter 2.

CHAPTER 8

*What to do if you have a problem
or complaint (coverage decisions,
appeals, complaints)*

**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)**

**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)**

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**Chapter 8. What to do if you have a problem or complaint
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**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)****SECTION 1 Introduction****Section 1.1 What to do if you have a problem or concern**

This chapter explains the processes for handling problems and concerns. The process you use to handle your problem depends on two things:

1. Whether your problem is about covered benefits.
2. The type of problem you are having:
 - For some types of problems, you need to use the **process for coverage decisions and appeals**.
 - For other types of problems, you need to use the **process for making complaints**.

To ensure fairness and prompt handling of your problems, each process has a set of rules, procedures, and deadlines that must be followed by us and by you.

Which one do you use? The guide in Section 3 will help you identify the right process to use.

Section 1.2 What about the legal terms?

There are technical legal terms for some of the rules, procedures, and types of deadlines explained in this chapter. Many of these terms are unfamiliar to most people and can be hard to understand.

To keep things simple, this chapter explains the legal rules and procedures using simpler words in place of certain legal terms. For example, this chapter generally says “making a complaint” rather than “filing a grievance,” “coverage decision” rather than “organization determination” or “coverage determination” or “at-risk determination,” and “Independent Review Organization” instead of “Independent Review Entity.” It also uses abbreviations as little as possible.

However, it can be helpful – and sometimes quite important – for you to know the correct legal terms for the situation you are in. Knowing which terms to use will help you communicate more clearly and accurately when you are dealing with your problem and get the right help or information for your situation. To help you know which terms to use, we include legal terms when we give the details for handling specific types of situations.

**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)**

**SECTION 2 You can get help from government organizations that
are not connected with us**

Section 2.1 Where to get more information and personalized assistance

Sometimes it can be confusing to start or follow through the process for dealing with a problem. This can be especially true if you do not feel well or have limited energy. Other times, you may not have the knowledge you need to take the next step.

Get help from an independent government organization

We are always available to help you. But in some situations you may also want help or guidance from someone who is not connected with us. You can always contact your **State Health Insurance Assistance Program (SHIP)**. This government program has trained counselors in every state. The program is not connected with us or with any insurance company or health plan. The counselors at this program can help you understand which process you should use to handle a problem you are having. They can also answer your questions, give you more information, and offer guidance on what to do.

The services of SHIP counselors are free. You will find phone numbers in Chapter 2, Section 3 of this booklet.

You can also get help and information from MassHealth (Medicaid)

For information and help in handling a problem, you can also contact MassHealth (Medicaid). If we say no to all or part of an appeal that you file, you may then request a MassHealth (Medicaid) Board of Hearings (BOH) review. To get help from MassHealth (Medicaid) Board of Hearings, you can call 1-800-655-0338 or 1-617-210-5800. TTY users should call 1-888-665-9997.

SECTION 3 Handling problems about your benefits

**Section 3.1 Should you use the process for coverage decisions and
appeals? Or should you use the process for making
complaints?**

If you have a problem or concern, you only need to read the parts of this chapter that apply to your situation. The chart below will help you find the right section of this chapter for problems or complaints about **benefits**.

**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)**

To figure out which part of this chapter will help with your problem or concern about your benefits, use this chart:

Is your problem or concern about your benefits or coverage?

(This includes problems about whether particular medical care or prescription drugs are covered or not, the way in which they are covered, and problems related to payment for medical care or prescription drugs.)

Yes. My problem is about benefits or coverage.

Go on to the next section of this chapter, **Section 4, “A guide to the basics of coverage decisions and appeals.”**

No. My problem is not about benefits or coverage.

Skip ahead to **Section 8** at the end of this chapter: **“How to make a complaint about quality of care, waiting times, customer service, or other concerns.”**

SECTION 4 A guide to the basics of coverage decisions and appeals

Section 4.1 Asking for coverage decisions and making appeals: the big picture
--

The process for asking for coverage decisions and appeals deals with problems related to your benefits and coverage, including problems related to payment. This is the process you use for issues such as whether something is covered or not and the way in which something is covered.

Asking for coverage decisions

A coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your medical services or drugs. We are making a coverage decision whenever we decide what is covered for you and how much we pay. For example, your plan network doctor makes a (favorable) coverage decision for you whenever you receive medical care from him or her or if your network doctor refers you to a medical specialist. You or your doctor can also contact us and ask for a coverage decision if your doctor is unsure whether we will cover a particular medical service or refuses to provide medical care you think that you need. In other words, if you want to know if we will cover a medical service before you receive it, you can ask us to make a coverage decision for you. In limited circumstances a request for a coverage decision will be dismissed, which means we won't review the request. Examples of when a request will be dismissed include if the request is incomplete, if someone makes the request on

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

your behalf but isn't legally authorized to do so or if you ask for your request to be withdrawn. If we dismiss a request for a coverage decision, we will send a notice explaining why the request was dismissed and how to ask for a review of the dismissal.

In some cases, we might decide a service or drug is not covered or is no longer covered by MassHealth (Medicaid) for you. If you disagree with this coverage decision, you can make an appeal.

Making an appeal

If we make a coverage decision and you are not satisfied with this decision, you can "appeal" the decision. An appeal is a formal way of asking us to review and change a coverage decision we have made.

When you appeal a decision for the first time, this is called a Level 1 Appeal. In this appeal, we review the coverage decision we made to check to see if we were following all of the rules properly. Your appeal is handled by different reviewers than those who made the original unfavorable decision. When we have completed the review we give you our decision. Under certain circumstances, which we discuss later, you can request an expedited or "fast coverage decision" or fast appeal of a coverage decision. In limited circumstances a request for a coverage decision will be dismissed, which means we won't review the request. Examples of when a request will be dismissed include if the request is incomplete, if someone makes the request on your behalf but isn't legally authorized to do so or if you ask for your request to be withdrawn. If we dismiss a request for a coverage decision, we will send a notice explaining why the request was dismissed and how to ask for a review of the dismissal.

If we say no to all or part of your Level 1 Appeal, you can then request a Fair Hearing from the MassHealth (Medicaid) Board of Hearings.

Section 4.2	How to get help when you are asking for a coverage decision or making an appeal
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Would you like some help? Here are resources you may wish to use if you decide to ask for any kind of coverage decision or appeal a decision:

- You **can call us at Enrollee Services** (phone numbers are printed on the back cover of this booklet).
- You **can get free help** from your State Health Insurance Assistance Program (see Section 2 of this chapter).
- **Your doctor can make a request for you.**
 - For medical care, your doctor can request a coverage decision or a Level 1 Appeal on your behalf.

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- For prescription drugs, your doctor or other prescriber can request a coverage decision or a Level 1 Appeal on your behalf.
- **You can ask someone to act on your behalf.** If you want to, you can name another person to act for you as your “representative” to ask for a coverage decision or make an appeal.
 - There may be someone who is already legally authorized to act as your representative under State law.
 - If you want a friend, relative, your doctor or other provider, or other person to be your representative, call Enrollee Services (phone numbers are printed on the back cover of this booklet) and ask for the “Appointment of Representative” form. (The form is also available on our website at fallonhealth.org/navicare.) The form gives that person permission to act on your behalf. It must be signed by you and by the person who you would like to act on your behalf. You must give us a copy of the signed form.
- **You also have the right to hire a lawyer to act for you.** You may contact your own lawyer, or get the name of a lawyer from your local bar association or other referral service. There are also groups that will give you free legal services if you qualify. However, **you are not required to hire a lawyer** to ask for any kind of coverage decision or appeal a decision.

Section 4.3	Which section of this chapter gives the details for your situation?
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There are three different types of situations that involve coverage decisions and appeals. Since each situation has different rules and deadlines, we give the details for each one in a separate section:

- **Section 5** of this chapter: “Your medical care: How to ask for a coverage decision or make an appeal”
- **Section 6** of this chapter: “Your prescription drugs: How to ask for a coverage decision or make an appeal”
- **Section 7** of this chapter: “How to ask us to keep covering certain medical services if you think your coverage is ending too soon” (*Applies to these services only*: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services)

If you’re not sure which section you should be using, please call Enrollee Services (phone numbers are printed on the back cover of this booklet). You can also get help or information from government organizations such as your State Health Insurance Assistance Program (Chapter 2, Section 3, of this booklet has the phone numbers for this program).

**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)**

SECTION 5 Your medical care: How to ask for a coverage decision or make an appeal

? Have you read Section 4 of this chapter (*A guide to “the basics” of coverage decisions and appeals*)? If not, you may want to read it before you start this section.

Section 5.1 This section tells what to do if you have problems getting coverage for medical care or if you want us to pay you back for your care

This section is about your benefits for medical care and services. These benefits are described in Chapter 4 of this booklet: *Medical Benefits Chart (what is covered)*. To keep things simple, we generally refer to “medical care coverage” or “medical care” in the rest of this section, instead of repeating “medical care or treatment or services” every time.

This section tells what you can do if you are in any of the five following situations:

1. You are not getting certain medical care you want, and you believe that this care is covered by our plan.
2. Our plan will not approve the medical care your doctor or other medical provider wants to give you, and you believe that this care is covered by the plan.
3. You have received medical care that you believe should be covered by the plan, but we have said we will not pay for this care.
4. You have received and paid for medical care that you believe should be covered by the plan, and you want to ask our plan to reimburse you for this care.
5. You are being told that coverage for certain medical care you have been getting that we previously approved will be reduced or stopped, and you believe that reducing or stopping this care could harm your health.
 - **NOTE: If the coverage that will be stopped is for hospital care, home health care, skilled nursing facility care, or Comprehensive Outpatient Rehabilitation Facility (CORF) services, you need to read a separate section of this chapter because special rules apply to these types of care. Here’s what to read in those situations:**
 - Section 7 of this chapter: *How to ask us to keep covering certain medical services if you think your coverage is ending too soon*. This section is about three services only: home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services.
 - For *all other* situations that involve being told that medical care you have been getting will be stopped, use this section (Section 5) as your guide for what to do.

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Which of these situations are you in?

If you are in this situation:	This is what you can do:
To find out whether we will cover the medical care you want.	You can ask us to make a coverage decision for you. Go to the next section of this chapter, Section 5.2 .
If we already told you that we will not cover or pay for a medical service in the way that you want it to be covered or paid for.	You can make an appeal . (This means you are asking us to reconsider.) Skip ahead to Section 5.3 of this chapter.
If you want to ask us to pay you back for medical care you have already received and paid for.	You can send us the bill. Skip ahead to Section 5.5 of this chapter.

Section 5.2	Step-by-step: How to ask for a coverage decision (how to ask our plan to authorize or provide the medical care coverage you want)
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Legal Terms

When a coverage decision involves your medical care, it is called an “organization determination.”

Step 1: You ask our plan to make a coverage decision on the medical care you are requesting. If your health requires a quick response, you should ask us to make a “fast coverage decision.”

Legal Terms

A “fast coverage decision” is called an “expedited determination.”

How to request coverage for the medical care you want

- Start by calling, writing, or faxing our plan to make your request for us to authorize or provide coverage for the medical care you want. You, your doctor, or your representative can do this.

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- For the details on how to contact us, go to Chapter 2, Section 1 and look for the section called *How to contact us when you are asking for a coverage decision about your medical care*.

Generally, we use the standard deadlines for giving you our decision

When we give you our decision, we will use the “standard” deadlines unless we have agreed to use the “fast” deadlines. **A standard coverage decision means we will give you an answer within 14 calendar days** after we receive your request.

- For a request **for a medical item or service, we can take up to 14 more calendar days** if you ask for more time, or if we need information (such as medical records from out-of-network providers) that may benefit you. If we decide to take extra days to make the decision, we will tell you in writing.
- If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, including fast complaints, see Section 8 of this chapter.)

If your health requires it, ask us to give you a “fast coverage decision”

- **A fast coverage decision means we will answer within 72 hours if your request is for a medical item or service.**
 - **For a request for a medical item or service, we can take up to 14 more calendar days** if we find that some information that may benefit you is missing (such as medical records from out-of-network providers), or if you need time to get information to us for the review. If we decide to take extra days, we will tell you in writing.
 - If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. (For more information about the process for making complaints, including fast complaints, see Section 8 of this chapter.) We will call you as soon as we make the decision.
- **To get a fast coverage decision, you must meet two requirements:**
 - You can get a fast coverage decision *only* if you are asking for coverage for medical care *you have not yet received*. (You cannot ask for a fast coverage decision if your request is about payment for medical care you have already received.)
 - You can get a fast coverage decision *only* if using the standard deadlines could *cause serious harm to your health or hurt your ability to function*.

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- **If your doctor tells us that your health requires a “fast coverage decision,” we will automatically agree to give you a fast coverage decision.**
- If you ask for a fast coverage decision on your own, without your doctor’s support, we will decide whether your health requires that we give you a fast coverage decision.
 - If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - This letter will tell you that if your doctor asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - The letter will also tell how you can file a “fast complaint” about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. (For more information about the process for making complaints, including fast complaints, see Section 8 of this chapter.)

Step 2: We consider your request for medical care coverage and give you our answer.

Deadlines for a “fast” coverage decision

- Generally, for a fast coverage decision on a request for a medical item or service, we will give you our answer **within 72 hours**.
 - As explained above, we can take up to 14 more calendar days under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
 - If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 8 of this chapter.)
 - If we do not give you our answer within 72 hours (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells how to make an appeal.
- **If our answer is no to part or all of what you requested**, we will send you a detailed written explanation as to why we said no.

Deadlines for a “standard” coverage decision

- Generally, for a standard coverage decision on a request for a medical item or service, we will give you our answer **within 14 calendar days of receiving your request**.

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- For a request for a medical item or service, we can take up to 14 more calendar days (“an extended time period”) under certain circumstances. If we decide to take extra days to make the coverage decision, we will tell you in writing.
- If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 8 of this chapter.)
- If we do not give you our answer within 14 calendar days (or if there is an extended time period, by the end of that period), you have the right to appeal. Section 5.3 below tells how to make an appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no.

Step 3: If we say no to your request for coverage for medical care, you decide if you want to make an appeal.

- If we say no, you have the right to ask us to reconsider – and perhaps change – this decision by making an appeal. Making an appeal means making another try to get the medical care coverage you want.
- If you decide to make an appeal, it means you are going on to Level 1 of the appeals process (see Section 5.3 below).

**Section 5.3 Step-by-step: How to make a Level 1 Appeal
(How to ask for a review of a medical care coverage decision made by our plan)**

Legal Terms

An appeal to the plan about a medical care coverage decision is called a plan “**reconsideration.**”

Step 1: You contact us and make your appeal. If your health requires a quick response, you must ask for a “**fast appeal.**”

What to do

- **To start an appeal you, your doctor, or your representative, must contact us.** For details on how to reach us for any purpose related to your appeal, go to Chapter 2, Section 1 and look for the section called *How to contact us when you are making an appeal about your medical care.*

**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)**

- **If you are asking for a standard appeal, make your standard appeal in writing by submitting a request.** You may also ask for an appeal by calling us at the phone number shown in Chapter 2, Section 1 (*How to contact us when you are making an appeal about your medical care*).
 - If you have someone appealing our decision for you other than your doctor, your appeal must include an Appointment of Representative form authorizing this person to represent you. (To get the form, call Enrollee Services (phone numbers are printed on the back cover of this booklet) and ask for the “Appointment of Representative” form. It is also available on our website at fallonhealth.org/navicare.) While we can accept an appeal request without the form, we cannot begin or complete our review until we receive it. If we do not receive the form within 44 calendar days after receiving your appeal request (our deadline for making a decision on your appeal), your appeal request will be dismissed.
- **If you are asking for a fast appeal, make your appeal in writing or call us** at the phone number shown in Chapter 2, Section 1 (*How to contact us when you are making an appeal about your medical care*).
- **You must make your appeal request within 60 calendar days** from the date on the written notice we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, explain the reason your appeal is late when you make your appeal. We may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information regarding your medical decision and add more information to support your appeal.**
 - You have the right to ask us for a copy of the information regarding your appeal.
 - If you wish, you and your doctor may give us additional information to support your appeal.

If your health requires it, ask for a “fast appeal” (you can make a request by calling us)

Legal Terms
A “fast appeal” is also called an “expedited reconsideration.”

- If you are appealing a decision we made about coverage for care that you have not yet received, you and/or your doctor will need to decide if you need a “fast appeal.”

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- The requirements and procedures for getting a “fast appeal” are the same as those for getting a “fast coverage decision.” To ask for a fast appeal, follow the instructions for asking for a fast coverage decision. (These instructions are given earlier in this section.)
- If your doctor tells us that your health requires a “fast appeal,” we will give you a fast appeal.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your request for coverage of medical care. We check to see if we were following all the rules when we said no to your request.
- We will gather more information if we need it. We may contact you or your doctor to get more information.

Deadlines for a “fast” appeal

- When we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires us to do so.
 - If you ask for more time, or if we need to gather more information that may benefit you, we **can take up to 14 more calendar days** if your request is for a medical item or service. If we decide to take extra days to make the decision, we will tell you in writing.
- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written denial notice informing you. You may then file an appeal with the MassHealth (Medicaid) Board of Hearings. See Section 9 in this chapter for more information.

Deadlines for a “standard” appeal

- If we are using the standard deadlines, we must give you our answer on a request for a medical item or service **within 30 calendar days** after we receive your appeal if your appeal is about coverage for services you have not yet received. We will give you our decision sooner if your health condition requires us to.
 - However, if you ask for more time, or if we need to gather more information that may benefit you, **we can take up to 14 more calendar days** if your request is for a medical item or service. If we decide we need to take extra days to make the decision, we will tell you in writing.
 - If you believe we should *not* take extra days, you can file a “fast complaint” about our decision to take extra days. When you file a fast complaint, we will

**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)**

give you an answer to your complaint within 24 hours. (For more information about the process for making complaints, including fast complaints, see Section 8 of this chapter.)

- **If our answer is yes to part or all of what you requested**, we must authorize or provide the coverage we have agreed to provide within 30 calendar days after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written denial notice informing you. You may then file an appeal with the MassHealth (Medicaid) Board of Hearings. See Section 9 of this chapter for more information.

Section 5.4	What if you are asking us to pay you back for a bill you have received for medical care?
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NaviCare members have no cost-sharing for covered services. If you have already paid for a Medicaid service or item covered by the plan, you can ask our plan to pay you back (paying you back is often called “reimbursing” you). It is your right to be paid back by our plan whenever you’ve paid for medical services or drugs that are covered by our plan. When you send us a bill you have already paid, we will look at the bill and decide whether the services or drugs should be covered. If we decide they should be covered, we will pay you back for the services or drugs.

Asking for reimbursement is asking for a coverage decision from us

If you send us the paperwork that asks for reimbursement, you are asking us to make a coverage decision (for more information about coverage decisions, see Section 5.1 of this chapter). To make this coverage decision, we will check to see if the medical care you paid for is a covered service (see Chapter 4: *Medical Benefits Chart (what is covered)*). We will also check to see if you followed all the rules for using your coverage for medical care (these rules are given in Chapter 3 of this booklet: *Using the plan’s coverage for your medical services*).

We will say yes or no to your request

- If the medical care you paid for is covered and you followed all the rules, we will send you the payment for your medical care within 60 calendar days after we receive your request. Or, if you haven’t paid for the services, we will send the payment directly to the provider. When we send the payment, it’s the same as saying *yes* to your request for a coverage decision.
- If the medical care is *not* covered, or you did *not* follow all the rules, we will not send payment. Instead, we will send you a letter that says we will not pay for the services and the reasons why in detail. (When we turn down your request for payment, it’s the same as saying *no* to your request for a coverage decision.)

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

What if you ask for payment and we say that we will not pay?

If you do not agree with our decision to turn you down, **you can make an appeal**. If you make an appeal, it means you are asking us to change the coverage decision we made when we turned down your request for payment.

To make this appeal, follow the process for appeals that we describe in Section 5.3. Go to this section for step-by-step instructions. When you are following these instructions, please note:

- If you make an appeal for reimbursement, we must give you our answer within 60 calendar days after we receive your appeal. (If you are asking us to pay you back for medical care you have already received and paid for yourself, you are not allowed to ask for a fast appeal.)

SECTION 6 Your prescription drugs: How to ask for a coverage decision or make an appeal

? Have you read Section 4 of this chapter (*A guide to “the basics” of coverage decisions and appeals*)? If not, you may want to read it before you start this section.

Section 6.1	This section tells you what to do if you have problems getting a prescription drug or you want us to pay you back for a prescription drug
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Your benefits as a member of our plan include coverage for many prescription drugs. Please refer to our plan’s *List of Covered Drugs (Formulary)*. To be covered, the drug must be used for a medically accepted indication. (A “medically accepted indication” is a use of the drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3 for more information about a medically accepted indication.)

- **This section is about your prescription drugs only.** To keep things simple, we generally say “drug” in the rest of this section, instead of repeating “covered outpatient prescription drug” or “prescription drug” every time.
- For details about what we mean by prescription drugs, the *List of Covered Drugs (Formulary)*, and rules and restrictions on coverage, see Chapter 5 (*Using the plan’s coverage for your prescription drugs and over-the-counter (OTC) drugs*).

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Coverage decisions and appeals

As discussed in Section 4 of this chapter, a coverage decision is a decision we make about your benefits and coverage or about the amount we will pay for your drugs.

Legal Terms
An initial coverage decision about your prescription drugs is called a “ coverage determination. ”

Here are examples of coverage decisions you ask us to make about your prescription drugs:

- You ask us to make an exception, including:
 - Asking us to cover a prescription drug that is not on the plan’s *List of Covered Drugs (Formulary)*
 - Asking us to waive a restriction on the plan’s coverage for a drug (such as limits on the amount of the drug you can get)
- You ask us whether a drug is covered for you and whether you meet the requirements for coverage. (For example, when your drug is on the plan’s *List of Covered Drugs (Formulary)* but we require you to get approval from us before we will cover it for you.)
 - *Please note:* If your pharmacy tells you that your prescription cannot be filled as written, the pharmacy will give you a written notice explaining how to contact us to ask for a coverage decision.
- You ask us to pay for a prescription drug you already bought. This is a request for a coverage decision about payment.

If you disagree with a coverage decision we have made, you can appeal our decision.

This section tells you both how to ask for coverage decisions and how to request an appeal. Use the chart below to help you determine which part has information for your situation:

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Which of these situations are you in?

If you are in this situation:	This is what you can do:
If you need a drug that isn't on our Drug List or need us to waive a rule or restriction on a drug we cover.	You can ask us to make an exception. (This is a type of coverage decision.) Start with Section 6.2 of this chapter.
If you want us to cover a drug on our Drug List and you believe you meet any plan rules or restrictions (such as getting approval in advance) for the drug you need.	You can ask us for a coverage decision. Skip ahead to Section 6.4 of this chapter.
If you want to ask us to pay you back for a drug you have already received and paid for.	You can ask us to pay you back. (This is a type of coverage decision.) Skip ahead to Section 6.4 of this chapter.
If we already told you that we will not cover or pay for a drug in the way that you want it to be covered or paid for.	You can make an appeal. (This means you are asking us to reconsider.) Skip ahead to Section 6.5 of this chapter.

Section 6.2 What is an exception?

If a drug is not covered in the way you would like it to be covered, you can ask us to make an “exception.” An exception is a type of coverage decision. Similar to other types of coverage decisions, if we turn down your request for an exception, you can appeal our decision.

When you ask for an exception, your doctor or other prescriber will need to explain the medical reasons why you need the exception approved. We will then consider your request. Here are two examples of exceptions that you or your doctor or other prescriber can ask us to make:

- Covering a prescription drug for you that is not on our *List of Covered Drugs (Formulary)*.** (We call it the “Drug List” for short.)

Legal Terms

Asking for coverage of a drug that is not on the Drug List is sometimes called asking for a **“formulary exception.”**

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

2. **Removing a restriction on our coverage for a covered drug.** There are extra rules or restrictions that apply to certain drugs on our *List of Covered Drugs (Formulary)* (for more information, go to Chapter 5, Section 4).

Legal Terms

Asking for removal of a restriction on coverage for a drug is sometimes called asking for a **“formulary exception.”**

- The extra rules and restrictions on coverage for certain drugs include:
 - *Being required to use the generic version* of a drug instead of the brand name drug.
 - *Getting plan approval in advance* before we will agree to cover the drug for you. (This is sometimes called “prior authorization.”)
 - *Being required to try a different drug first* before we will agree to cover the drug you are asking for. (This is sometimes called “step therapy.”)
 - *Quantity limits.* For some drugs, there are restrictions on the amount of the drug you can have.

Section 6.3 Important things to know about asking for exceptions

Your doctor must tell us the medical reasons

Your doctor or other prescriber must give us a statement that explains the medical reasons for requesting an exception. For a faster decision, include this medical information from your doctor or other prescriber when you ask for the exception.

Typically, our Drug List includes more than one drug for treating a particular condition. These different possibilities are called “alternative” drugs. If an alternative drug would be just as effective as the drug you are requesting and would not cause more side effects or other health problems, we will generally *not* approve your request for an exception.

We can say yes or no to your request

- If we approve your request for an exception, our approval usually is valid until the end of the plan year. This is true as long as your doctor continues to prescribe the drug for you and that drug continues to be safe and effective for treating your condition.
- If we say no to your request for an exception, you can ask for a review of our decision by making an appeal. Section 6.5 of this chapter tells how to make an appeal if we say no.

The next section tells you how to ask for a coverage decision, including an exception.

**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)****Section 6.4 Step-by-step: How to ask for a coverage decision, including an exception**

Step 1: You ask us to make a coverage decision about the drug(s) or payment you need. If your health requires a quick response, you must ask us to make a “fast coverage decision.” You cannot ask for a fast coverage decision if you are asking us to pay you back for a drug you already bought.

What to do

- **Request the type of coverage decision you want.** Start by calling, writing, or faxing us to make your request. You, your representative, or your doctor (or other prescriber) can do this. You can also access the coverage decision process through our website. For the details, go to Chapter 2, Section 1 and look for the section called *How to contact us when you are asking for a coverage decision about your prescription drugs*. Or if you are asking us to pay you back for a drug, go to Chapter 2, Section 1, and look for the section called *Where to send a request asking us to pay the cost for medical care or a drug you have received*.
- **You or your doctor or someone else who is acting on your behalf** can ask for a coverage decision. Section 4.2 of this chapter tells how you can give written permission to someone else to act as your representative. You can also have a lawyer act on your behalf.
- **If you want to ask us to pay you back for a drug**, start by reading Chapter 6 of this booklet: *Asking us to pay a bill you have received for covered medical services or drugs*. Chapter 6 describes the situations in which you may need to ask for reimbursement. It also tells how to send us the paperwork that asks us to pay you back for our share of the cost of a drug you have paid for.
- **If you are requesting an exception, provide the “supporting statement.”** Your doctor or other prescriber must give us the medical reasons for the drug exception you are requesting. (We call this the “supporting statement.”) Your doctor or other prescriber can fax or mail the statement to us. Or your doctor or other prescriber can tell us on the phone and follow up by faxing or mailing a written statement if necessary. See Sections 6.2 and 6.3 of this chapter for more information about exception requests.
- **We must accept any written request**, including a request submitted on our plan’s form, which is available on our website.
- **You have the option to fill out and submit the Coverage Determination Request Form online** by going to fallonhealth.org/navicare and clicking on the “Request for Medicare Part D prescription coverage determination” link. Complete all of the required fields and then click “Submit.”

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

If your health requires it, ask us to give you a “fast coverage decision”

Legal Terms
A “fast coverage decision” is called an “ expedited coverage determination. ”

- When we give you our decision, we will use the “standard” deadlines unless we have agreed to use the “fast” deadlines. A standard coverage decision means we will give you an answer within 72 hours after we receive your doctor’s statement. A fast coverage decision means we will answer within 24 hours after we receive your doctor’s statement.
- **To get a fast coverage decision, you must meet two requirements:**
 - You can get a fast coverage decision *only* if you are asking for a *drug you have not yet received*. (You cannot ask for a fast coverage decision if you are asking us to pay you back for a drug you have already bought.)
 - You can get a fast coverage decision *only* if using the standard deadlines could *cause serious harm to your health or hurt your ability to function*.
- **If your doctor or other prescriber tells us that your health requires a “fast coverage decision,” we will automatically agree to give you a fast coverage decision.**
- If you ask for a fast coverage decision on your own (without your doctor’s or other prescriber’s support), we will decide whether your health requires that we give you a fast coverage decision.
 - If we decide that your medical condition does not meet the requirements for a fast coverage decision, we will send you a letter that says so (and we will use the standard deadlines instead).
 - This letter will tell you that if your doctor or other prescriber asks for the fast coverage decision, we will automatically give a fast coverage decision.
 - The letter will also tell how you can file a complaint about our decision to give you a standard coverage decision instead of the fast coverage decision you requested. It tells how to file a “fast” complaint, which means you would get our answer to your complaint within 24 hours of receiving the complaint. (The process for making a complaint is different from the process for coverage decisions and appeals. For more information about the process for making complaints, see Section 8 of this chapter.)

Step 2: We consider your request and we give you our answer.

Deadlines for a “fast” coverage decision

- If we are using the fast deadlines, we must give you our answer **within 24 hours**.

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- Generally, this means within 24 hours after we receive your request. If you are requesting an exception, we will give you our answer within 24 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
- **If our answer is yes to part or all of what you requested**, we must provide the coverage we have agreed to provide within 24 hours after we receive your request or doctor's statement supporting your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

Deadlines for a "standard" coverage decision about a drug you have not yet received

- If we are using the standard deadlines, we must give you our answer **within 72 hours**.
 - Generally, this means within 72 hours after we receive your request. If you are requesting an exception, we will give you our answer within 72 hours after we receive your doctor's statement supporting your request. We will give you our answer sooner if your health requires us to.
- **If our answer is yes to part or all of what you requested –**
 - If we approve your request for coverage, we must **provide the coverage** we have agreed to provide **within 72 hours** after we receive your request or doctor's statement supporting your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

Deadlines for a "standard" coverage decision about payment for a drug you have already bought

- We must give you our answer **within 14 calendar days** after we receive your request.
- **If our answer is yes to part or all of what you requested**, we are also required to make payment to you within 14 calendar days after we receive your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal.

Step 3: If we say no to your coverage request, you decide if you want to make an appeal.

- If we say no, you have the right to request an appeal. Requesting an appeal means asking us to reconsider – and possibly change – the decision we made.

**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)**

**Section 6.5 Step-by-step: How to make a Level 1 Appeal
(how to ask for a review of a coverage decision made by our
plan)**

Legal Terms

An appeal to the plan about a drug coverage decision is called a plan “redetermination.”

Step 1: You contact us and make your Level 1 Appeal. If your health requires a quick response, you must ask for a “fast appeal.”

What to do

- **To start your appeal, you (or your representative or your doctor or other prescriber) must contact us.**
 - For details on how to reach us by phone, fax, or mail, or on our website for any purpose related to your appeal, go to Chapter 2, Section 1, and look for the section called *How to contact us when you are making an appeal about your prescription drugs*.
- **If you are asking for a standard appeal, make your appeal by submitting a written request.** You may also ask for an appeal by calling us at the phone number shown in Chapter 2, Section 1 (*How to contact us when you are making an appeal about your prescription drugs*).
- **If you are asking for a fast appeal, you may make your appeal in writing or you may call us at the phone number shown in Chapter 2, Section 1** (*How to contact us when you are making an appeal about your prescription drugs*).
- **We must accept any written request.**
- You have the option to fill out and submit an appeal request online by going to fallonhealth.org/navicare and clicking on the “Request for a Part D appeal” link. Complete all of the required fields and then click “Submit.”
- **You must make your appeal request within 60 calendar days** from the date on the written notice we sent to tell you our answer to your request for a coverage decision. If you miss this deadline and have a good reason for missing it, we may give you more time to make your appeal. Examples of good cause for missing the deadline may include if you had a serious illness that prevented you from contacting us or if we provided you with incorrect or incomplete information about the deadline for requesting an appeal.
- **You can ask for a copy of the information in your appeal and add more information.**

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- You have the right to ask us for a copy of the information regarding your appeal.
- If you wish, you and your doctor or other prescriber may give us additional information to support your appeal.

If your health requires it, ask for a “fast appeal”

Legal Terms
A “fast appeal” is also called an “expedited redetermination.”

- If you are appealing a decision we made about a drug you have not yet received, you and your doctor or other prescriber will need to decide if you need a “fast appeal.”
- The requirements for getting a “fast appeal” are the same as those for getting a “fast coverage decision” in Section 6.4 of this chapter.

Step 2: We consider your appeal and we give you our answer.

- When we are reviewing your appeal, we take another careful look at all of the information about your coverage request. We check to see if we were following all the rules when we said no to your request. We may contact you or your doctor or other prescriber to get more information.

Deadlines for a “fast” appeal

- If we are using the fast deadlines, we must give you our answer **within 72 hours after we receive your appeal**. We will give you our answer sooner if your health requires it.
- **If our answer is yes to part or all of what you requested**, we must provide the coverage we have agreed to provide within 72 hours after we receive your appeal.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no and how you can appeal our decision.

Deadlines for a “standard” appeal

- If we are using the standard deadlines, we must give you our answer **within 7 calendar days** after we receive your appeal for a drug you have not received yet. We will give you our decision sooner if you have not received the drug yet and your health condition requires us to do so. If you believe your health requires it, you should ask for “fast” appeal.
- **If our answer is yes to part or all of what you requested –**
 - If we approve a request for coverage, we must **provide the coverage** we have agreed to provide as quickly as your health requires, but **no later than 7 calendar days** after we receive your appeal.

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- If we approve a request to pay you back for a drug you already bought, we are required to **send payment to you within 30 calendar days** after we receive your appeal request.
- If you are requesting that we pay you back for a drug you have already bought, we must give you our answer **within 14 calendar days** after we receive your request.
- **If our answer is yes to part or all of what you requested**, we are also required to make payment to you within 30 calendar days after we receive your request.
- **If our answer is no to part or all of what you requested**, we will send you a written statement that explains why we said no. We will also tell you how you can appeal our decision.

Step 3: If we say no to your appeal, you decide if you want to continue with the appeals process and make *another* appeal.

- If we say no to your appeal, you then choose whether to accept this decision or continue by making another appeal.

SECTION 7 How to ask us to keep covering certain medical services if you think your coverage is ending too soon

Section 7.1	<i>This section is about three services only:</i> Home health care, skilled nursing facility care, and Comprehensive Outpatient Rehabilitation Facility (CORF) services
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This section is about the following types of care *only*:

- **Home health care services** you are getting
- **Skilled nursing care** you are getting as a patient in a skilled nursing facility. (To learn about requirements for being considered a “skilled nursing facility,” see Chapter 11, *Definitions of important words*.)
- **Rehabilitation care** you are getting as an outpatient at an approved Comprehensive Outpatient Rehabilitation Facility (CORF). Usually, this means you are getting treatment for an illness or accident, or you are recovering from a major operation. (For more information about this type of facility, see Chapter 11, *Definitions of important words*.)

When you are getting any of these types of care, you have the right to keep getting your covered services for that type of care for as long as the care is needed to diagnose and treat your illness or injury. For more information on your covered services, including your share of the cost and any

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

limitations to coverage that may apply, see Chapter 4 of this booklet: *Medical Benefits Chart (what is covered)*.

When we decide it is time to stop covering any of the three types of care for you, we are required to tell you in advance. When your coverage for that care ends, *we will stop paying for your care*.

If you think we are ending the coverage of your care too soon, **you can appeal our decision**. This section tells you how to ask for an appeal.

Section 7.2 Step-by-step: How to make an appeal to have our plan cover your care for a longer time

If you want to ask us to cover your care for a longer period of time, you will need to use the appeals process to make this request. Before you start, understand what you need to do and what the deadlines are.

- **Follow the process.** Each step in the first two levels of the appeals process is explained below.
- **Meet the deadlines.** The deadlines are important. Be sure that you understand and follow the deadlines that apply to things you must do. There are also deadlines our plan must follow. (If you think we are not meeting our deadlines, you can file a complaint. Section 8 of this chapter tells you how to file a complaint.)
- **Ask for help if you need it.** If you have questions or need help at any time, please call Enrollee Services (phone numbers are printed on the back cover of this booklet). Or call your State Health Insurance Assistance Program, a government organization that provides personalized assistance (see Section 2 of this chapter).

During an appeal, we review your appeal and decides whether to change the decision made by our plan.

Here are the steps:

Legal Terms

A “fast” review (or “fast appeal”) is also called an **“expedited appeal.”**

Step 1: Contact us and ask for a “fast review.”

- For details on how to contact us, go to Chapter 2, Section 1 and look for the section called *How to contact us when you are making an appeal about your medical care*.

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- **Be sure to ask for a “fast review.”** This means you are asking us to give you an answer using the “fast” deadlines rather than the “standard” deadlines.

Step 2: We do a “fast” review of the decision we made about when to end coverage for your services.

- During this review, we take another look at all of the information about your case. We check to see if we were following all the rules when we set the date for ending the plan’s coverage for services you were receiving.
- We will use the “fast” deadlines rather than the standard deadlines for giving you the answer to this review. Usually if you make an appeal to our plan and ask for a “fast review, we are allowed to decide whether to agree to your request and give you a “fast review.” But in this situation, the rules require us to give you a fast response if you ask for it.

SECTION 8 How to make a complaint about quality of care, waiting times, customer service, or other concerns

- ?** If your problem is about decisions related to benefits, coverage, or payment, then this section is *not for you*. Instead, you need to use the process for coverage decisions and appeals. Go to Section 5 of this chapter.

Section 8.1 What kinds of problems are handled by the complaint process?

This section explains how to use the process for making complaints. The complaint process is used for certain types of problems *only*. This includes problems related to quality of care, waiting times, and the customer service you receive. Here are examples of the kinds of problems handled by the complaint process.

If you have any of these kinds of problems, you can “make a complaint”

Complaint	Example
Quality of your medical care	<ul style="list-style-type: none"> • Are you unhappy with the quality of the care you have received (including care in the hospital)?
Respecting your privacy	<ul style="list-style-type: none"> • Do you believe that someone did not respect your right to privacy or shared information about you that you feel should be confidential?

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

Complaint	Example
Disrespect, poor customer service, or other negative behaviors	<ul style="list-style-type: none"> • Has someone been rude or disrespectful to you? • Are you unhappy with how our Enrollee Services has treated you? • Do you feel you are being encouraged to leave the plan?
Waiting times	<ul style="list-style-type: none"> • Are you having trouble getting an appointment, or waiting too long to get it? • Have you been kept waiting too long by doctors, pharmacists, or other health professionals? Or by our Enrollee Services or other staff at the plan? <ul style="list-style-type: none"> ○ Examples include waiting too long on the phone, in the waiting room, when getting a prescription, or in the exam room.
Cleanliness	<ul style="list-style-type: none"> • Are you unhappy with the cleanliness or condition of a clinic, hospital, or doctor’s office?
Information you get from us	<ul style="list-style-type: none"> • Do you believe we have not given you a notice that we are required to give? • Do you think written information we have given you is hard to understand?
Timeliness (These types of complaints are all related to the <i>timeliness</i> of our actions related to coverage decisions and appeals)	<p>The process of asking for a coverage decision and making appeals is explained in sections 4-7 of this chapter. If you are asking for a coverage decision or making an appeal, you use that process, not the complaint process.</p> <p>However, if you have already asked us for a coverage decision or made an appeal, and you think that we are not responding quickly enough, you can also make a complaint about our slowness. Here are examples:</p> <ul style="list-style-type: none"> • If you have asked us to give you a “fast coverage decision” or a “fast appeal,” and we have said we will not, you can make a complaint. • If you believe we are not meeting the deadlines for giving you a coverage decision or an answer to an appeal you have made, you can make a complaint. • When a coverage decision we made is reviewed and we are told that we must cover or reimburse you for certain medical services or drugs, there are deadlines that apply. If you think we are not meeting these deadlines, you can make a complaint.

**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)**

Section 8.2 The formal name for “making a complaint” is “filing a grievance”

Legal Terms

- What this section calls a “**complaint**” is also called a “**grievance.**”
- Another term for “**making a complaint**” is “**filing a grievance.**”
- Another way to say “**using the process for complaints**” is “**using the process for filing a grievance.**”

Section 8.3 Step-by-step: Making a complaint

Step 1: Contact us promptly – either by phone or in writing.

- **Usually, calling Enrollee Services is the first step.** If there is anything else you need to do, Enrollee Services will let you know. Our Enrollee Services phone number is 1-877-700-6996 (TRS 711). Hours are Monday–Friday, 8 a.m.–8 p.m. (Oct. 1–March 31, seven days a week.)
- **If you do not wish to call (or you called and were not satisfied), you can put your complaint in writing and send it to us.** If you put your complaint in writing, we will respond to your complaint in writing.
- To use the grievance procedure, you may file your grievance orally or in writing. Send your written grievance to Fallon Health Member Appeals and Grievances, 10 Chestnut St., Worcester, MA 01608. For oral grievances, call Fallon Health at 1-800-325-5669 (TRS 711), Monday–Friday, 8 a.m.–8 p.m. (Oct. 1–March 31, seven days a week) and ask them to file a grievance for you. “Expedited” (“fast”) grievance requests can be made and are processed 24 hours a day, seven days a week by leaving a voice message at this number. You can also fax your grievance request to 1-508-755-7393. The grievance must be submitted within 60 days of the event or incident. We must address your grievance as quickly as your case requires based on your health status, but no later than 30 days after receiving your complaint. We may extend the time frame by up to 14 days if you ask for the extension, or if we justify a need for additional information and the delay is in your best interest.
- **Whether you call or write, you should contact Enrollee Services right away.** The complaint must be made within 60 calendar days after you had the problem you want to complain about.

Chapter 8. What to do if you have a problem or complaint (coverage decisions, appeals, complaints)

- **If you are making a complaint because we denied your request for a “fast coverage decision” or a “fast appeal,” we will automatically give you a “fast” complaint. If you have a “fast” complaint, it means we will give you an answer within 24 hours.**

Legal Terms

What this section calls a “fast complaint” is also called an “expedited grievance.”

Step 2: We look into your complaint and give you our answer.

- **If possible, we will answer you right away.** If you call us with a complaint, we may be able to give you an answer on the same phone call. If your health condition requires us to answer quickly, we will do that.
- **Most complaints are answered within 30 calendar days.** If we need more information and the delay is in your best interest or if you ask for more time, we can take up to 14 more calendar days (44 calendar days total) to answer your complaint. If we decide to take extra days, we will tell you in writing.
- **If we do not agree** with some or all of your complaint or don’t take responsibility for the problem you are complaining about, we will let you know. Our response will include our reasons for this answer. We must respond whether we agree with the complaint or not.

PROBLEMS ABOUT YOUR MEDICAID BENEFITS

SECTION 9 **Appealing with the MassHealth (Medicaid) Board of Hearings**

Section 9.1 **Step-by-step: How a Level 2 MassHealth (Medicaid) Appeal is done**

If we say no to your Level 1 Appeal about a MassHealth Standard (Medicaid)-covered benefit, you may pursue an independent review by the MassHealth (Medicaid) Board of Hearings (BOH). During the Level 2 Appeal, the BOH reviews our decision for your first appeal. They decide whether the decision we made should be changed.

Step 1: To make a Level 2 MassHealth (Medicaid) Appeal, you (or your representative or your doctor or other prescriber) must contact the Board of Hearings and ask for a review of your case.

- If we say no to your Level 1 Appeal, the written notice we send you will include **instructions on how to make a Level 2 Appeal** with the BOH. These instructions will tell you who can make this Level 2 Appeal, what deadlines you must follow, and how to

**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)**

reach the BOH.

- If you choose to pursue an external appeal, **you** must submit your written hearing request to BOH within 120 calendar days from the date of mailing of the NaviCare SCO denial notice (or in the event that the plan did not resolve your appeal in a timely fashion, within 120 days of the date on which the plan's time frame for resolving that appeal has expired). Our Member Appeals and Grievances may assist you with this process, **but it is your (or your representative's) responsibility to submit the request and to do it within 120 calendar days from the date we mailed the denial notice.** Hearing requests should be sent to:

Executive Office of Health and Human Services
Board of Hearings
Office of Medicaid
100 Hancock Street, 6th floor
Quincy, MA 02171
Or fax to 1-617-847-1204

- When you make an appeal to the BOH, we will send the information we have about your appeal to them. This information is called your "case file." **You have the right to ask us for a copy of your case file.**
- You have a right to give the BOH additional information to support your appeal.

Right to continuing services:

- If applicable, you can choose to continue receiving requested services from NaviCare SCO during the standard or expedited BOH appeal process. If you want to receive such continuing services, you or your authorized appeal representative must submit your appeal request within 10 calendar days from the date of our Level 1 Appeal letter and indicate that you want to continue to get these services.
- If the outcome of the external review is not in your favor, you will be financially responsible for the services provided.

Step 2: The Board of Hearings reviews your MassHealth (Medicaid) appeal.

- The BOH will schedule a date and time for your hearing.
- Reviewers at the BOH will take a careful look at all of the information related to your appeal.
- If the BOH needs to gather more information that may benefit you, **it can take up to 14 more calendar days.**

Step 3: The Board of Hearings gives you their answer.

The BOH will tell you its decision in writing and explain the reasons for it.

- **If the BOH says yes to part or all of what you requested,** we must authorize or provide the medical care coverage within 72 hours after we receive the decision from the BOH or as quickly as your health requires.

**Chapter 8. What to do if you have a problem or complaint
(coverage decisions, appeals, complaints)**

- **If the BOH says no to part or all of your appeal**, it means they agree with our plan that your request (or part of your request) for coverage should not be approved. (This is called “upholding the decision.” It is also called “turning down your appeal.”)

Section 9.2	Further appeals about MassHealth Standard (Medicaid) coverage
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If you are unhappy with the BOH decision, you choose whether you want to take your appeal further.

- If you disagree with the BOH decision, there are further levels of appeals available to you, including judicial review of the decision under Massachusetts General Law.
- To do so, you will need to complete another Fair Hearing Request form, which you will receive with the Appeal determination letter and mail or fax it back to the same address as above.
- The written notice of decision that you receive from the Board of Hearings will include **instructions on how to make a further appeal**. These instructions will tell who can make this appeal, what deadlines you must follow, and how to reach the Board of Hearings.

To ask for help with any of the appeals process options, call Enrollee Services at 1-877-700-6996 (TRS 711). Hours are Monday–Friday, 8 a.m.–8 p.m. (Oct. 1–March 31, seven days a week.)

CHAPTER 9

Ending your membership in the plan

Chapter 9. Ending your membership in the plan

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SECTION 1 Introduction

Section 1.1	This chapter focuses on ending your membership in our plan
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Ending your membership in NaviCare SCO may be **voluntary** (your own choice) or **involuntary** (not your own choice):

- You might leave our plan because you have decided that you *want* to leave.
 - There are only certain times during the year, or certain situations, when you may voluntarily end your membership in the plan. Section 2 tells you when you can end your membership in the plan. Section 2 tells you about the types of plans you can enroll in and when your enrollment in your new coverage will begin.
 - The process for voluntarily ending your membership varies depending on what type of new coverage you are choosing. Section 3 tells you *how* to end your membership in each situation.
- There are also limited situations where you do not choose to leave, but we are required to end your membership. Section 5 tells you about situations when we must end your membership.

If you are leaving our plan, you must continue to get your medical care through our plan until your membership ends.

SECTION 2 When can you end your membership in our plan?

Section 2.1	You can end your membership at any time
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You can end your membership in NaviCare SCO at any time.

- **When can you end your membership?** You can end your membership in NaviCare SCO at any time.
- What type of plan can you switch to?
 - You can return to MassHealth Standard (Medicaid) coverage.
 - You can switch to another Senior Care Options program. Contact MassOptions to learn about your MassHealth (Medicaid) plan options (telephone numbers are in Chapter 2, Section 5 of this book).
- **When will your membership end?** Your membership will usually end on the first day of the month after we receive your request to change your plans. Your enrollment in your new plan will also begin on this day.

Note: If you're in a drug management program, you may not be able to change plans. Chapter 5, Section 10 tells you more about drug management programs.

Section 2.2	Where can you get more information about when you can end your membership?
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If you have any questions or would like more information on when you can end your membership:

- You can **call Enrollee Services** (phone numbers are printed on the back cover of this booklet).
- You can contact **MassHealth Customer Service** at 1-800-841-2900. TTY users should call 1-800-497-4648.
- You can also contact MassOptions at 1-844-422-6277. TTY users please call TRS 711.

SECTION 3 How do you end your membership in our plan?

Section 3.1	Ending your membership
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You can end your membership in our plan in two ways:

- You can make a request in writing to us. Contact Enrollee Services if you need more information on how to do this (phone numbers are printed on the back cover of this booklet).
- --or-- You can contact MassHealth Customer Service at 1-800-481-2900, TTY users please call 1-800-497-4648.

SECTION 4 Until your membership ends, you must keep getting your medical services and drugs through our plan

Section 4.1	Until your membership ends, you are still a member of our plan
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If you leave NaviCare SCO, it may take time before your membership ends and your new MassHealth (Medicaid) coverage goes into effect. (See Section 2 for information on when your new coverage begins.) During this time, you must continue to get your medical care and prescription drugs through our plan.

- **You should continue to use our network pharmacies to get your prescriptions filled until your membership in our plan ends.** Usually, your prescription drugs are only covered if they are filled at a network pharmacy including through our mail-order pharmacy services.
- **If you are hospitalized on the day that your membership ends, your hospital stay will usually be covered by our plan until you are discharged** (even if you are discharged after your new health coverage begins).

SECTION 5 NaviCare SCO must end your membership in the plan in certain situations

Section 5.1 When must we end your membership in the plan?

NaviCare SCO must end your membership in the plan if any of the following happen:

- If you are no longer eligible for MassHealth Standard (Medicaid). As stated in Chapter 1, Section 2.1, our plan is for people who are eligible for MassHealth Standard (Medicaid). If you lose eligibility for MassHealth Standard, NaviCare SCO will continue your membership for the remainder of the month in which we receive notification from MassHealth (Medicaid) about your loss of eligibility, along with one additional calendar month. If you regain your MassHealth Standard coverage during this period, we will not end your membership.
- If you move out of our service area
- If you are away from our service area for more than six months
 - If you move or take a long trip, you need to call Enrollee Services to find out if the place you are moving or traveling to is in our plan's area. (Phone numbers for Enrollee Services are printed on the back cover of this booklet.)
- If you become incarcerated (go to prison)
- If you are not a United States citizen or lawfully present in the United States
- If you lie about or withhold information about other insurance you have that provides prescription drug coverage. As noted in Chapter 1 Section 2.1, you are excluded from enrolling in our plan if you have access to other health insurance, with the exception of Medicare, that meets the basic-benefit level as defined in 130 CMR 501.001.
- If you intentionally give us incorrect information when you are enrolling in our plan and that information affects your eligibility for our plan.
- If you continuously behave in a way that is disruptive and makes it difficult for us to provide medical care for you and other members of our plan.
- If you let someone else use your membership card to get medical care.

Where can you get more information?

If you have questions or would like more information on when we can end your membership:

- You can call **Enrollee Services** for more information (phone numbers are printed on the back cover of this booklet).

Section 5.2	We <u>cannot</u> ask you to leave our plan for any reason related to your health
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NaviCare SCO is not allowed to ask you to leave our plan for any reason related to your health.

What should you do if this happens?

If you feel that you are being asked to leave our plan because of a health-related reason, you should call MassHealth (Medicaid) at 1-800-841-2900. TTY users should call 1-800-497-4648.

Section 5.3	You have the right to make a complaint if we end your membership in our plan
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If we end your membership in our plan, we must tell you our reasons in writing for ending your membership. We must also explain how you can file a grievance or make a complaint about our decision to end your membership. You can also look in Chapter 8, Section 8 for information about how to make a complaint.

CHAPTER 10

Legal notices

Chapter 10. Legal notices

Chapter 10. Legal notices

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SECTION 1 Notice about governing law

Many laws apply to this *Evidence of Coverage* and some additional provisions may apply because they are required by law. This may affect your rights and responsibilities even if the laws are not included or explained in this document. The principal law that applies to this document is Title XVIII of the Social Security Act and the regulations created under the Social Security Act by the Centers for Medicare & Medicaid Services, or CMS. In addition, other Federal laws may apply and, under certain circumstances, the laws of the state you live in.

SECTION 2 Notice about nondiscrimination

Our plan must obey laws that protect you from discrimination or unfair treatment. **We don't discriminate** based on race, ethnicity, national origin, color, religion, sex, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location within the service area. All organizations that provide Medicare Advantage plans, like our plan, must obey Federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, Section 1557 of the Affordable Care Act, all other laws that apply to organizations that get Federal funding, and any other laws and rules that apply for any other reason.

If you want more information or have concerns about discrimination or unfair treatment, please call the Department of Health and Human Services' **Office for Civil Rights** at 1-800-368-1019 (TTY 1-800-537-7697) or your local Office for Civil Rights.

If you have a disability and need help with access to care, please call us at Enrollee Services (phone numbers are printed on the back cover of this booklet). If you have a complaint, such as a problem with wheelchair access, Enrollee Services can help.

CHAPTER 11

Definitions of important words

Chapter 11. Definitions of important words

Ambulatory Surgical Center – An Ambulatory Surgical Center is an entity that operates exclusively for the purpose of furnishing outpatient surgical services to patients not requiring hospitalization and whose expected stay in the center does not exceed 24 hours.

Appeal – An appeal is something you do if you disagree with our decision to deny a request for coverage of health care services or prescription drugs or payment for services or drugs you already received. You may also make an appeal if you disagree with our decision to stop services that you are receiving. For example, you may ask for an appeal if we don't pay for a drug, item, or service you think you should be able to receive. Chapter 8 explains appeals, including the process involved in making an appeal.

Benefit Period – The way that our plan measures your use of hospital and skilled nursing facility (SNF) services. A benefit period begins the day you go into a hospital or skilled nursing facility. The benefit period ends when you haven't received any inpatient hospital care (or skilled care in a SNF) for 60 days in a row. If you go into a hospital or a skilled nursing facility after one benefit period has ended, a new benefit period begins. There is no limit to the number of benefit periods.

Brand Name Drug – A prescription drug that is manufactured and sold by the pharmaceutical company that originally researched and developed the drug. Brand name drugs have the same active-ingredient formula as the generic version of the drug. However, generic drugs are manufactured and sold by other drug manufacturers and are generally not available until after the patent on the brand name drug has expired.

Centers for Medicare & Medicaid Services (CMS) – The Federal agency that administers Medicare. Chapter 2 explains how to contact CMS.

Complaint — The formal name for “making a complaint” is “filing a grievance.” The complaint process is used for certain types of problems *only*. This includes problems related to quality of care, waiting times, and the customer service you receive. See also “Grievance,” in this list of definitions.

Comprehensive Outpatient Rehabilitation Facility (CORF) – A facility that mainly provides rehabilitation services after an illness or injury, and provides a variety of services including physical therapy, social or psychological services, respiratory therapy, occupational therapy and speech-language pathology services, and home environment evaluation services.

Cost Sharing – Cost sharing refers to amounts that a member has to pay when services or drugs are received. Cost sharing includes any combination of the following three types of payments: (1) any deductible amount a plan may impose before services or drugs are covered; (2) any fixed “copayment” amount that a plan requires when a specific service or drug is received; or (3) any “coinsurance” amount, a percentage of the total amount paid for a service or drug that a plan requires when a specific service or drug is received. A “daily cost-sharing rate” may apply when

your doctor prescribes less than a full month's supply of certain drugs for you and you are required to pay a copayment. NOTE: NaviCare members have no costs for covered services.

Coverage Determination – A decision about whether a drug prescribed for you is covered by the plan and the amount, if any, you are required to pay for the prescription. In general, if you bring your prescription to a pharmacy and the pharmacy tells you the prescription isn't covered under your plan, that isn't a coverage determination. You need to call or write to your plan to ask for a formal decision about the coverage. Coverage determinations are called "coverage decisions" in this booklet. Chapter 8 explains how to ask us for a coverage decision.

Covered Drugs – The term we use to mean all of the prescription drugs covered by our plan.

Covered Services – The general term we use to mean all of the health care services and supplies that are covered by our plan.

Creditable Prescription Drug Coverage – Prescription drug coverage (for example, from an employer or union) that is expected to pay, on average, at least as much as Medicare's standard prescription drug coverage. People who have this kind of coverage when they become eligible for Medicare can generally keep that coverage without paying a penalty, if they decide to enroll in Medicare prescription drug coverage later.

Custodial Care – Custodial care is personal care provided in a nursing home, hospice, or other facility setting when you do not need skilled medical care or skilled nursing care. Custodial care is personal care that can be provided by people who don't have professional skills or training, such as help with activities of daily living like bathing, dressing, eating, getting in or out of a bed or chair, moving around, and using the bathroom. It may also include the kind of health-related care that most people do themselves, like using eye drops.

Disenroll or Disenrollment – The process of ending your membership in our plan. Disenrollment may be voluntary (your own choice) or involuntary (not your own choice).

Durable Medical Equipment (DME) – Certain medical equipment that is ordered by your doctor for medical reasons. Examples include walkers, wheelchairs, crutches, powered mattress systems, diabetic supplies, IV infusion pumps, speech generating devices, oxygen equipment, nebulizers, or hospital beds ordered by a provider for use in the home.

Emergency – A medical emergency is when you, or any other prudent layperson with an average knowledge of health and medicine, believe that you have medical symptoms that require immediate medical attention to prevent loss of life, loss of a limb, or loss of function of a limb. The medical symptoms may be an illness, injury, severe pain, or a medical condition that is quickly getting worse.

Emergency Care – Covered services that are: (1) rendered by a provider qualified to furnish emergency services; and (2) needed to treat, evaluate, or stabilize an emergency medical condition.

Enrollee Services – A department within our plan responsible for answering your questions about your membership, benefits, grievances, and appeals. See Chapter 2 for information about how to contact Enrollee Services.

Evidence of Coverage (EOC) and Disclosure Information – This document, along with your enrollment form and any other attachments, riders, or other optional coverage selected, which explains your coverage, what we must do, your rights, and what you have to do as a member of our plan.

Exception – A type of coverage decision that, if approved, allows you to get a drug that is not on your plan sponsor’s formulary (a formulary exception), or get a non-preferred drug at a lower cost-sharing level (a tiering exception). You may also request an exception if your plan sponsor requires you to try another drug before receiving the drug you are requesting, or the plan limits the quantity or dosage of the drug you are requesting (a formulary exception).

Extra Help – A Medicare program to help people with limited income and resources pay Medicare prescription drug program costs, such as premiums, deductibles, and coinsurance.

Generic Drug – A prescription drug that is approved by the Food and Drug Administration (FDA) as having the same active ingredient(s) as the brand name drug. Generally, a “generic” drug works the same as a brand name drug and usually costs less.

Grievance – A type of complaint you make about us or pharmacies, including a complaint concerning the quality of your care. This type of complaint does not involve coverage or payment disputes.

Home Health Aide – A home health aide provides services that don’t need the skills of a licensed nurse or therapist, such as help with personal care (e.g., bathing, using the toilet, dressing, or carrying out the prescribed exercises). Home health aides do not have a nursing license or provide therapy.

Hospice – A member who has 6 months or less to live has the right to elect hospice. We, your plan, must provide you with a list of hospices in your geographic area. If you elect hospice and continue to pay premiums you are still a member of our plan. You can still obtain all medically necessary services as well as the supplemental benefits we offer. The hospice will provide special treatment for your state.

Hospital Inpatient Stay – A hospital stay when you have been formally admitted to the hospital for skilled medical services. Even if you stay in the hospital overnight, you might still be considered an “outpatient.”

List of Covered Drugs (Formulary or “Drug List”) – A list of prescription drugs covered by the plan. The drugs on this list are selected by the plan with the help of doctors and pharmacists. The list includes both brand name and generic drugs.

Low Income Subsidy (LIS) – See “Extra Help.”

MassHealth (Medicaid) (or Medical Assistance) – A joint Federal and state program that helps with medical costs for some people with low incomes and limited resources. Medicaid programs vary from state to state, but most health care costs are covered if you qualify for both Medicare and Medicaid. See Chapter 2, Section 6 for information about how to contact Medicaid in your state.

Medically Accepted Indication – A use of a drug that is either approved by the Food and Drug Administration or supported by certain reference books. See Chapter 5, Section 3 for more information about a medically accepted indication.

Medically Necessary – Services, supplies, or drugs that are needed for the prevention, diagnosis, or treatment of your medical condition and meet accepted standards of medical practice.

Medicare – The Federal health insurance program for people 65 years of age or older, some people under age 65 with certain disabilities, and people with End-Stage Renal Disease (generally those with permanent kidney failure who need dialysis or a kidney transplant). People with Medicare can get their Medicare health coverage through Original Medicare a PACE plan, or a Medicare Advantage Plan.

Medicare Advantage (MA) Plan – Sometimes called Medicare Part C. A plan offered by a private company that contracts with Medicare to provide you with all your Medicare Part A and Part B benefits. A Medicare Advantage Plan can be an HMO, PPO, a Private Fee-for-Service (PFFS) plan, or a Medicare Medical Savings Account (MSA) plan. When you are enrolled in a Medicare Advantage Plan, Medicare services are covered through the plan, and are not paid for under Original Medicare. In most cases, Medicare Advantage Plans also offer Medicare Part D (prescription drug coverage). These plans are called **Medicare Advantage Plans with Prescription Drug Coverage**. Everyone who has Medicare Part A and Part B is eligible to join any Medicare Advantage health plan that is offered in their area.

Medicare Health Plan – A Medicare health plan is offered by a private company that contracts with Medicare to provide Part A and Part B benefits to people with Medicare who enroll in the plan. This term includes all Medicare Advantage Plans, Medicare Cost Plans, Demonstration/Pilot Programs, and Programs of All-inclusive Care for the Elderly (PACE).

Network Pharmacy – A network pharmacy is a pharmacy where members of our plan can get their prescription drug benefits. We call them “network pharmacies” because they contract with our plan. In most cases, your prescriptions are covered only if they are filled at one of our network pharmacies.

Network Provider – “Provider” is the general term we use for doctors, other health care professionals, hospitals, and other health care facilities that are licensed or certified by Medicare and by the State to provide health care services. We call them “**network providers**” when they have an agreement with our plan to accept our payment as payment in full, and in some cases to coordinate as well as provide covered services to members of our plan. Our plan pays network providers based on the agreements it has with the providers or if the providers agree to provide you with plan-covered services. Network providers may also be referred to as “plan providers.”

Organization Determination – The plan has made an organization determination when it makes a decision about whether items or services are covered or how much you have to pay for covered items or services. Organization determinations are called “coverage decisions” in this booklet. Chapter 8 explains how to ask us for a coverage decision.

Original Medicare (“Traditional Medicare” or “Fee-for-service” Medicare) – Original Medicare is offered by the government, and not a private health plan like Medicare Advantage Plans and prescription drug plans. Under Original Medicare, Medicare services are covered by paying doctors, hospitals, and other health care providers payment amounts established by Congress. You can see any doctor, hospital, or other health care provider that accepts Medicare. You must pay the deductible. Medicare pays its share of the Medicare-approved amount, and you pay your share. Original Medicare has two parts: Part A (Hospital Insurance) and Part B (Medical Insurance) and is available everywhere in the United States.

Out-of-Network Pharmacy – A pharmacy that doesn’t have a contract with our plan to coordinate or provide covered drugs to members of our plan. As explained in this Evidence of Coverage, most drugs you get from out-of-network pharmacies are not covered by our plan unless certain conditions apply.

Out-of-Network Provider or Out-of-Network Facility – A provider or facility with which we have not arranged to coordinate or provide covered services to members of our plan. Out-of-network providers are providers that are not employed, owned, or operated by our plan or are not under contract to deliver covered services to you. Using out-of-network providers or facilities is explained in this booklet in Chapter 3.

Out-of-Pocket Costs – See the definition for “cost sharing” above. A member’s cost-sharing requirement to pay for a portion of services or drugs received is also referred to as the member’s “out-of-pocket” cost requirement. NOTE: NaviCare members have no costs for covered services.

PACE plan – A PACE (Program of All-Inclusive Care for the Elderly) plan combines medical, social, and long-term care (LTC) services for frail people to help people stay independent and living in their community (instead of moving to a nursing home) as long as possible, while getting the high-quality care they need. People enrolled in PACE plans receive both their Medicare and Medicaid benefits through the plan.

Preferred Provider Organization (PPO) Plan – A Preferred Provider Organization plan is a Medicare Advantage Plan that has a network of contracted providers that have agreed to treat plan members for a specified payment amount. A PPO plan must cover all plan benefits whether they are received from network or out-of-network providers. Member cost sharing will generally be higher when plan benefits are received from out-of-network providers. PPO plans have an annual limit on your out-of-pocket costs for services received from network (preferred) providers and a higher limit on your total combined out-of-pocket costs for services from both network (preferred) and out-of-network (non-preferred) providers.

Premium – The periodic payment to Medicare, an insurance company, or a health care plan for health or prescription drug coverage. NOTE: NaviCare members have no costs for covered services.

Primary Care Provider (PCP) – Your primary care provider is the doctor or other provider you see first for most health problems. He or she makes sure you get the care you need to keep you healthy. He or she also may talk with other doctors and health care providers about your care and refer you to them. In many health plans, you must see your primary care provider before you see any other health care provider. See Chapter 3, Section 2.1 for information about Primary Care Providers.

Prior Authorization – Approval in advance to get services or certain drugs that may or may not be on our formulary. Some in-network medical services are covered only if your doctor or other network provider gets “prior authorization” from our plan. Covered services that need prior authorization are marked in the Medical Benefits Chart in Chapter 4. Some drugs are covered only if your doctor or other network provider gets “prior authorization” from us. Covered drugs that need prior authorization are marked in the formulary.

Prosthetics and Orthotics – These are medical devices ordered by your doctor or other health care provider. Covered items include, but are not limited to, arm, back, and neck braces; artificial limbs; artificial eyes; and devices needed to replace an internal body part or function, including ostomy supplies and enteral and parenteral nutrition therapy.

Quantity Limits – A management tool that is designed to limit the use of selected drugs for quality, safety, or utilization reasons. Limits may be on the amount of the drug that we cover per prescription or for a defined period of time.

Rehabilitation Services – These services include physical therapy, speech and language therapy, and occupational therapy.

Service Area – A geographic area where a health plan accepts members if it limits membership based on where people live. For plans that limit which doctors and hospitals you may use, it’s also generally the area where you can get routine (non-emergency) services. The plan may disenroll you if you permanently move out of the plan’s service area.

Skilled Nursing Facility (SNF) Care – Skilled nursing care and rehabilitation services provided on a continuous, daily basis, in a skilled nursing facility. Examples of skilled nursing facility care include physical therapy or intravenous injections that can only be given by a registered nurse or doctor.

Special Needs Plan – A special type of Medicare Advantage Plan that provides more focused health care for specific groups of people, such as those who have both Medicare and Medicaid, who reside in a nursing home, or who have certain chronic medical conditions.

Step Therapy – A utilization tool that requires you to first try another drug to treat your medical condition before we will cover the drug your physician may have initially prescribed.

Supplemental Security Income (SSI) – A monthly benefit paid by Social Security to people with limited income and resources who are disabled, blind, or age 65 and older. SSI benefits are not the same as Social Security benefits.

Urgently Needed Services – Urgently needed services are provided to treat a non-emergency, unforeseen medical illness, injury, or condition that requires immediate medical care. Urgently needed services may be furnished by network providers or by out-of-network providers when network providers are temporarily unavailable or inaccessible.

NaviCare SCO Enrollee Services

Method	Enrollee Services – Contact Information
CALL	1-877-700-6996 Calls to this number are free. Monday–Friday, 8 a.m.–8 p.m. (Oct. 1–March 31, seven days a week.) Enrollee Services also has free language interpreter services available for non-English speakers.
TTY	TRS 711 Calls to this number are free. Monday–Friday, 8 a.m.–8 p.m. (Oct. 1–March 31, seven days a week.)
FAX	1-508-368-9013
WRITE	NaviCare Enrollee Services Fallon Health 10 Chestnut St. Worcester, MA 01608
WEBSITE	fallonhealth.org/navicare

Serving the Health Insurance Needs of Everyone (SHINE) (Massachusetts' SHIP)

The Serving the Health Insurance Needs of Everyone Program is a state program that gets money from the Federal government to give free local health insurance counseling.

Method	Contact Information
CALL	1-800-243-4636
TTY	1-877-610-0241 This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.
WRITE	SHINE Program Executive Office of Elder Affairs One Ashburton Place Boston, MA 02108
WEBSITE	www.mass.gov/health-insurance-counseling

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