

Additional benefits and programs for plan members

This brochure contains some of the value-added benefits offered to Health New England plan members.

Health New England Hospital Network: Fully Funded HMO

Massachusetts

Athol (1)

Athol Memorial Hospital
2033 Main St.
Athol, MA 01331
(978) 249-3511

Burlington (2)

Lahey Clinic Hospital
41 Mall Rd.
Burlington, MA 01805
(781) 744-5100

Clinton (3)

**Health Alliance Hospital
Clinton Hospital**
201 Highland St.
Clinton, MA 01510
(978) 368-3000

Fitchburg (4)

**Health Alliance Hospital
Burbank Campus**
275 Nichols Rd.
Fitchburg, MA 01420
(978) 343-5000

Gardner (5)

**Henry Heywood
Memorial Hospital**
242 Green St.
Gardner, MA 01440
(978) 632-3420

Great Barrington (6)

Fairview Hospital
29 Lewis Ave.
Great Barrington, MA 01230
(413) 528-0790

Greenfield (7)

**Baystate Franklin Medical
Center**
164 High St.
Greenfield, MA 01301
(413) 773-0211

Holyoke (8)

Holyoke Medical Center
575 Beech St.
Holyoke, MA 01040
(413) 534-2500

Leominster (9)

**Health Alliance Hospital
Leominster Campus**
60 Hospital Rd.
Leominster, MA 01453
(978) 466-2000

Marlborough (10)

Marlborough Hospital
157 Union St.
Marlborough, MA 01752
(508) 481-5000

North Adams (11)

**Northern Berkshire
Campus of BMC**
Non-admitting hospital
71 Hospital Ave.
North Adams, MA 01247
(413) 664-5000

Northampton (12)

Cooley Dickinson Hospital
30 Locust St.
Northampton, MA 01060
(413) 582-2000

Palmer (13)

Baystate Wing Hospital
40 Wright St.
Palmer, MA 01069
(413) 283-7651

Pittsfield (14)

Berkshire Medical Center
725 North St.
Pittsfield, MA 01201
(413) 447-2000

Southbridge (15)

**Harrington Memorial
Hospital**
100 South St.
Southbridge, MA 01550
(508) 765-9771

Springfield (16)

Baystate Medical Center
759 Chestnut St.
Springfield, MA 01199
(413) 794-0000

Mercy Medical Center

271 Carew St.
Springfield, MA 01104
(413) 748-9000

Shriners Hospitals For Children

516 Carew St.
Springfield, MA 01104
(413) 787-2000

Ware (17)

**Baystate Mary Lane
Outpatient Center**
Non-admitting hospital
85 South St.
Ware, MA 01082
(413) 967-6211

Westfield (18)

Baystate Noble Hospital
115 West Silver St.
Westfield, MA 01086
(413) 568-2811

Worcester (19)

St. Vincent Hospital
123 Summer St.
Worcester, MA 01608
(508) 363-5000

UMass Memorial Medical Center Hahnemann Campus

281 Lincoln St.
Worcester, MA 01605
(508) 334-1000

UMass Memorial Medical Center Memorial Campus

119 Belmont St.
Worcester, MA 01605
(508) 334-1000

UMass Memorial Medical Center University Campus

55 Lake Ave. North
Worcester, MA 01655
(508) 334-1000

Vermont

Bennington (20)

**Southwestern Vermont
Medical Center**
100 Hospital Dr.
Bennington, VT 05201
(802) 442-6361

Brattleboro (21)

**Brattleboro Memorial
Hospital**
17 Belmont Ave.
Brattleboro, VT 05301
(802) 257-0341

Connecticut

Hartford (22)

Hartford Hospital
80 Seymour St.
Hartford, CT 06102
(860) 545-5000

Meriden (23)

MidState Medical Center
435 Lewis Ave.
Meriden, CT 06451
(203) 694-8200

New Britain (24)

**The Hospital of
Central Connecticut**
100 Grand St.
New Britain, CT 06052
(860) 224-5011

Norwich (25)

William Backus Hospital
326 Washington St.
Norwich, CT 06360
(860) 889-8331

Southington (26)

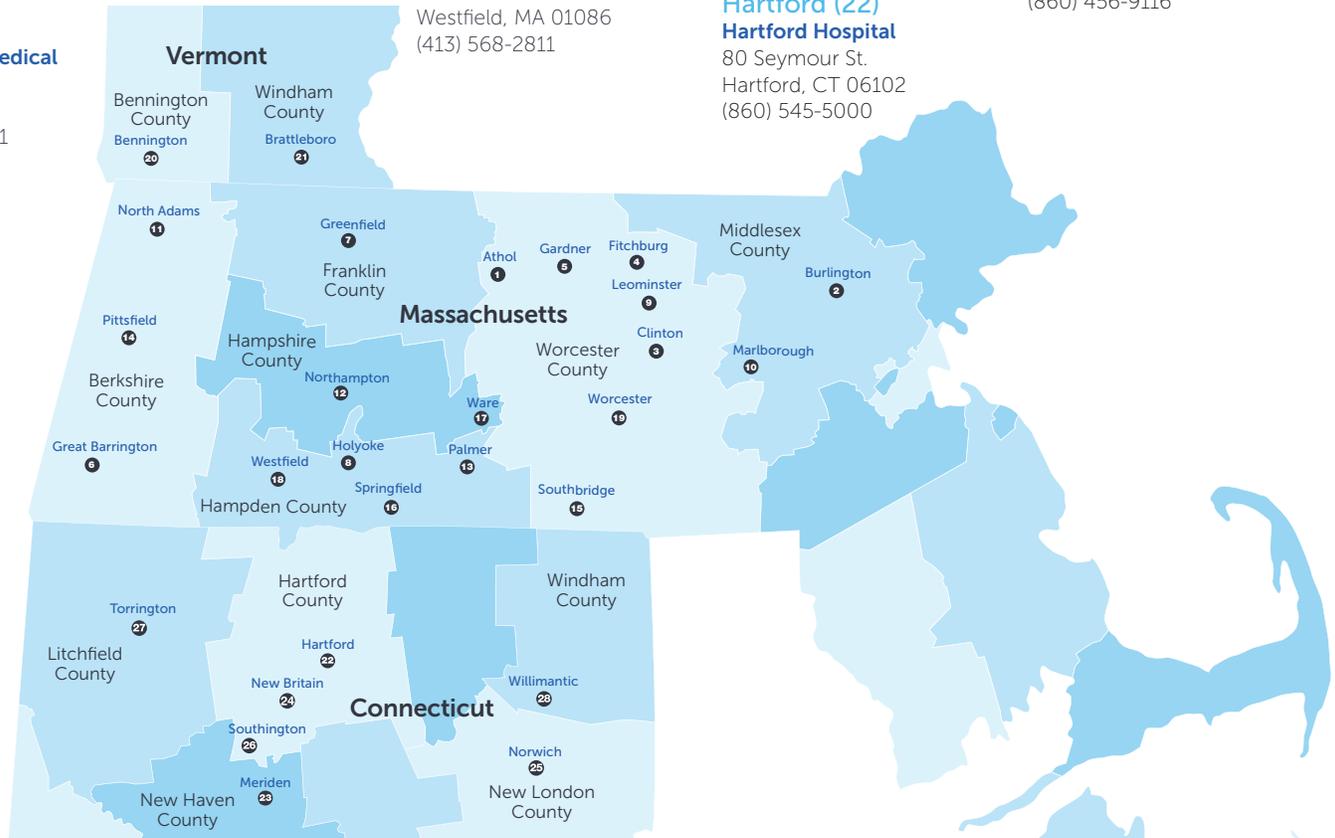
**The Hospital of Central
Connecticut Bradley
Memorial Campus**
81 Meriden Ave.
Southington, CT 06489
(860) 276-5000

Torrington (27)

**The Charlotte
Hungerford Hospital**
540 Litchfield St.
Torrington, CT 06790
(860) 496-6666

Willimantic (28)

**Windham Community
Memorial Hospital**
112 Mansfield Ave.
Willimantic, CT 06226
(860) 456-9116



Urgent Care Providers

510 Medical Walk In

510 North Street
Pittsfield, MA 01201
(413) 499-0237

Accessible Medical Arts

630 S. Main Street
Lanesboro, MA 01237
(413) 236-0995

AEIOU/Ambulatory Employee Industrial Occupational and Urgent Healthcare

170 University Drive
Amherst, MA 01002
(413) 461-3530

Cherry Rum Plaza
489 Bernardston Road
Greenfield, MA 01301
(413) 773-1394

AFC Urgent Care

415 Cooley Street
Springfield, MA 01128
(413) 782-4878

18 Union Street
West Springfield, MA 01089
(413) 781-0100

117 Stafford Street
Worcester, MA 01603
(508) 755-4010

Baystate Medical Practice Rapid Care

95 Sargent Street
Belchertown, MA 01007
(413) 323-5016

Baystate Health Urgent Care

688 Bliss Road
Longmeadow, MA 01106
(413) 754-3273

241 S. Westfield Street
Feeding Hills, MA 01030
(413) 789-1391

Berkshire Health Urgent Care

505 East Street
Pittsfield, MA 01201
(413) 997-0930

Concentra Urgent Care

140 Carando Drive
Springfield, MA 01104
(413) 746-4006

66B Concord Street
Wilmington, MA 01887
(978) 657-3826

1080 Day Hill Road
Windsor, CT 06095
(860) 298-8442

333 Kennedy Drive
Torrington, CT 06790
(866) 944-6046

701 Main Street
East Hartford, CT 06108
(866) 944-6046

972 A West Main Street
New Britain, CT 06053
(866) 944-6046

Family Care Medical Center

1515 Allen Street
Springfield, MA 01118
(413) 783-9114

Hartford HealthCare Urgent Care Centers

385 West Main Street
Avon, CT 06001
(860) 777-1280

2520 Main Street
Glastonbury, CT 06033
(860) 968-0430

482 South Broad Street
Meriden, CT 06450
(203) 439-4485

Heywood Urgent Care

266 Main Street
Gardner, MA 01440
(978) 669-5959

MedExpress Urgent Care

1505 Memorial Drive
Chicopee, MA 01020
(413) 533-3049

1312 Boston Road
Springfield, MA 01119
(413) 782-0784

MedExpress Continued

311 East Main Street
Westfield, MA 01085
(413) 562-0482

430 Cooley Street
Springfield, MA 01128
(413) 782-0320

999 Dalton Avenue
Pittsfield, MA 01201
(413) 448-6231

424 Russell Street
Hadley, MA 01035
(413) 253-0483

241 North Main Street
Leominster, MA 01453
(978)840-5850

Noble Express Care

57 Union Street
Westfield, MA 01085
(413) 642-7200

24 North Westfield Street
Feeding Hills, MA 01030
(413) 831-7800

ReadyMed By Reliant Medical Group

366 Shrewsbury Street
Worcester, MA 01604
(508) 595-2700

ReadyMed Auburn
460 Southbridge Street
Auburn, MA 01501
(508) 595-2700

ReadyMed Hudson
234 Washington Street
Hudson, MA 01749
(508) 595-2700

ReadyMed Milford
340 East Main Street
Milford, MA 01757
(508) 595-2700

Tully Walk In Care Center

81 Reservoir Drive
Athol, MA 01331
(978) 248-5135

Urgent Care Express at Harrington

10 North Main Street
Charlton, MA 01507
(508) 248-1770

78 Sutton Avenue
Oxford, MA 01540
(508) 499-1760

Urgent Care of Holden

5 Shrewsbury Street
Holden, MA 01520
(413) 599-3800

Urgent Care of Wilbraham

2040 Boston Road
Wilbraham, MA 01095
(413) 599-3800

For the most up to date listing of Urgent Care Providers visit:
<http://healthnewengland.org/provider-search> and click on
the search button next to Find an Urgent Care Facility.

Hours and availability may vary by facility. Please call ahead.

Health New England complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. ATTENTION: If you speak any language other than English, language assistance services, free of charge, are available to you. Call ((413) 787-4004 or TTY 711. Health New England cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (413) 787-4004 o TTY 711. Health New England cumpre as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo. ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (413) 787-4004 ou TTY 711.

Member Portal—Your Online Health Plan Resource

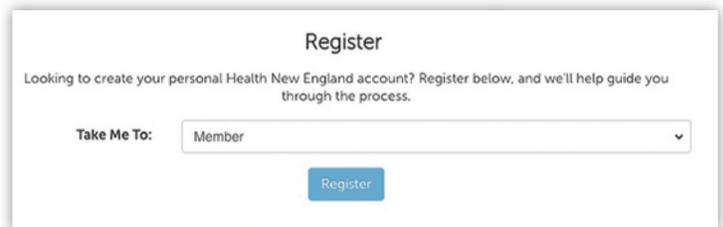
We love to hear from our members, but we know it isn't always convenient to call during our regular business hours. On Health New England's Member Portal, my.HealthNewEngland.org, you can do many of the same things online that you would over the phone.

On the Member Portal, you can access recent medical and pharmacy claims, see your family's deductible balances, and search for a provider. You can also view and print your Explanations of Benefits (EOBs) from the Claims page. EOBs are no longer automatically mailed to members, but you can change your preference on the Member Portal to have your EOBs mailed to you. You can change other mailing preferences here as well.

Visit my.HealthNewEngland.org and register today!

How to sign up for Health New England's Member Portal

1. Have your HNE member ID card on hand
2. Go to my.healthnewengland.org
3. Select **Member** in the drop-down menu
4. Click the **Register** button
5. Enter your **member ID** number and follow the on-screen prompts



The screenshot shows a registration form titled "Register". Below the title, it says "Looking to create your personal Health New England account? Register below, and we'll help guide you through the process." There is a dropdown menu labeled "Take Me To:" with "Member" selected. Below the dropdown is a blue "Register" button.

Follow Health New England on Social Media

Become a fan to find out what Health New England is up to in the community.



facebook.com/HealthNewEngland



twitter.com/hneinc



Helping you get the right care for the best value

When choice is an option, being informed about cost can make a big difference in that decision. Health New England's Cost of Care Calculator helps members make affordable health care choices more easily.

Members are able to search for specific treatments or services, such as an MRI; browse by topic, from inpatient and outpatient procedures to vaccines and immunizations; and compare costs among providers.



Getting started: Log into your member portal account at my.healthnewengland.org.

You can access the tool in two easy steps:



On the Coverage page, scroll down and click **"Cost of Care Calculator"** icon.

Cost of Care Calculator



Click the **"Get Started"** button.

Using the Cost of Care Calculator

The Cost of Care Calculator uses your plan benefits and coverage to estimate your share of costs for many common conditions, and matches those costs to qualified providers in your area.

Use the search bar to look up a condition, procedure or service, or click on a topic.




Cost of Care Calculator
Log Out

[HOME](#)
[MY BENEFIT DETAILS](#)

Welcome.

Find cost estimate by

Treatment
 Physician
 Medical Facility

from Springfield, MA 01144 Change

SEARCH

Browse by

Health Topics	A-Z List of Everything
Diagnostic Tests & X-rays	Diseases & Conditions
Inpatient Procedures	Lab Tests
Office Visits	Outpatient Procedures
Vaccines & Immunizations	

Popular Searches

Pregnancy	Baby Delivery
Colonoscopy	Office Visit, Established Patient
Knee Surgery	MRI
Back Surgery	CT Scan
X-Ray	

My Benefit Summary

Health Plan: HNE WISE MAX 3000 HDHP-LGE GRP

	Deductible	Out-of-Pocket Max
Plan Coverage:	\$ 3,000	\$ 6,000
Year-to-Date Spend:	\$ 102	\$ 102
Remaining:	\$ 2,898	\$ 5,898

Tips on keyword search...

As you enter search terms, you'll see a list of services that match what you're typing.

How We Calculate Your Cost Estimates



Your Benefits
Your healthcare coverage, remaining deductible, and remaining out-of-pocket for the year.

+



Local Costs
Average cost of medical treatments in your area.

=



Your Estimate
Your estimated out-of-pocket expense.

View detailed cost estimates.

Health New England *Where you matter.* Cost of Care Calculator Log Out [HOME](#) [MY BENEFIT DETAILS](#)

← Back Print

MRI of Leg or Hip Without Dye

Description
 (Procedure code: 73721) This test takes pictures of a joint in a lower limb. MRI uses powerful magnets and radio waves, not radiation. Lower limb joints include those in the hip, knee, ankle, and foot. [Learn more](#)

Diagnostic Tests & X-rays

Your likely out-of-pocket cost: \$957

Based on average costs for in-network healthcare providers in Massachusetts (excl. Boston area).

Estimated Total Cost: \$957
 Professional: \$100 | Technical Component: \$857

Depending on which in-network provider you choose, your out-of-pocket estimate may range from: **\$422 - \$1,273**

Plan Share: \$0
 Out-of-Pocket Estimate: \$957
 Deductible: \$957 | Copay: \$0 | Co-insurance: \$0

Where You Can Go For Care
 Explore your place of service options to see how they impact your estimated cost.

Office Or Imaging Center
 Outpatient Hospital : +\$225

Things to consider... 2 of 2

Our goal is to connect you with the highest quality and most affordable healthcare. Check out Healthcare Compass for more information on how providers in Massachusetts rate on patient experience and clinical quality.

▶ HOW WE CALCULATED YOUR COST ESTIMATE

Compare costs for qualified providers and make the most informed decision.

Health New England *Where you matter.* Cost of Care Calculator Log Out [HOME](#) [MY BENEFIT DETAILS](#)

← Back Print

Compare providers for a better estimate

Now that you have a general idea of what your out-of-pocket costs might be, you should compare providers to get a more specific estimate.

Physician **Facility**
 10 Facilities found near Springfield, MA

Provider Search
 25 miles from Springfield, MA 01144 [Change](#)
 [SEARCH](#)
 Enter a facility name

Filter Sort by: Your Out-of-Pocket Estimate - Low

	GREATER SPRINGFIELD MRI	✔ In-network	Outpatient Hospital	Out-of-Pocket Estimate: \$422
	Imaging Center			Estimated Total Cost: \$422 <input type="checkbox"/> Compare
	GREATER SPRINGFIELD MRI LIMITED PARTNERSHIP	✔ In-network	Office Or Imaging Center	Out-of-Pocket Estimate: \$423
	MERCY MEDICAL CENTER 271 CAREW ST SPRINGFIELD, MA 01101 1.0 Miles Map/Directions			Estimated Total Cost: \$423 <input type="checkbox"/> Compare
	WESTERN MASS MRI SERVICES	✔ In-network	Outpatient Hospital	Out-of-Pocket Estimate: \$1,042
	Imaging Center			Estimated Total Cost: \$1,042 <input type="checkbox"/> Compare
	WESTERN MASS MRI SERVICES		Office Or Imaging Center	Out-of-Pocket Estimate: \$1,042
	SERVICES 444 MONTGOMERY ST CHICOPEE, MA 01020 4.9 Miles Map/Directions			Estimated Total Cost: \$1,042 <input type="checkbox"/> Compare

Health New England complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. ATTENTION: If you speak any language other than English, language assistance services, free of charge, are available to you. Call ((413) 787-4004 or TTY 711. Health New England cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (413) 787-4004 o TTY 711. Health New England cumpre as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo. ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (413) 787-4004 ou TTY 711.



Support for your healthy lifestyle choices

It's up to you to take charge of your health – but we can help! Want to lose weight? Get in shape? The motivation is there, but how do you work it into the budget? That's where we come in.

Having trouble sticking to a fitness routine?

Why not join a fitness club or take fitness or wellness classes. Already a gym member or taking classes? Here are some incentives to keep up the good work!

When you or a covered member of your family purchases a membership to any qualified health club or takes qualified aerobic or wellness classes, Health New England will reimburse you up to \$200 per individual plan and \$400 per family plan per calendar year.

Maybe you'd rather focus on eating well and maintaining a healthy weight.

Check out our Health New England Weight Watchers® Reimbursement Program. When you or a covered member of your family registers and participates in weekly Weight Watchers® Traditional meetings, Weight Watchers At Work® meetings, or Weight Watchers Online®, Health New England will reimburse you up to \$200 per individual plan and \$400 per family plan per calendar year.

Making healthy lifestyle choices doesn't have to be hard – especially when you have Health New England to help you!

Maximum reimbursement is \$200 per individual plan and \$400 per family plan per calendar year for combined Fitness and Health New England Weight Watchers® activities.

Do you have a child in a school or town sports program? You may apply this reimbursement to those activities as well. This reimbursement may be applied to:

- Qualifying fitness club memberships
- Weight Watchers®
- School and town sports
- Aerobic/wellness classes
- Personal trainer fees
- Athletic event registration fees
- Golf
- Ski tickets
- Fitness equipment and devices (i.e., treadmill, workout videos)
- Nutrition classes
- Mindfulness classes
- Community supported agriculture (CSA) or farm shares - (Farms offering CSA shares of vegetables, fruits and other agricultural products can be found across the state.)

**Not all employer groups offer reimbursement for all items and activities listed. Not all employer groups offer this reimbursement amount. Reimbursement amount is valid beginning Jan. 1, 2019. Please check your membership materials for details, or contact Member Services if you need more information.*

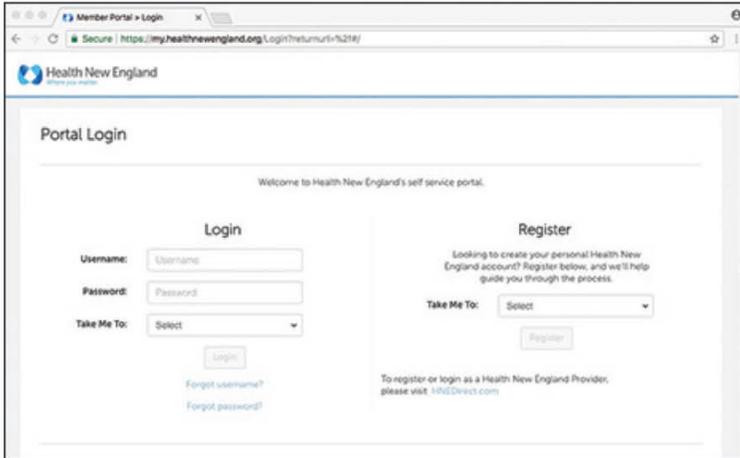
See reverse for instructions on filling out your reimbursement online.

Submit your reimbursement request online

Submitting your Wellness Reimbursement request is simple to do, and it can all be done online.

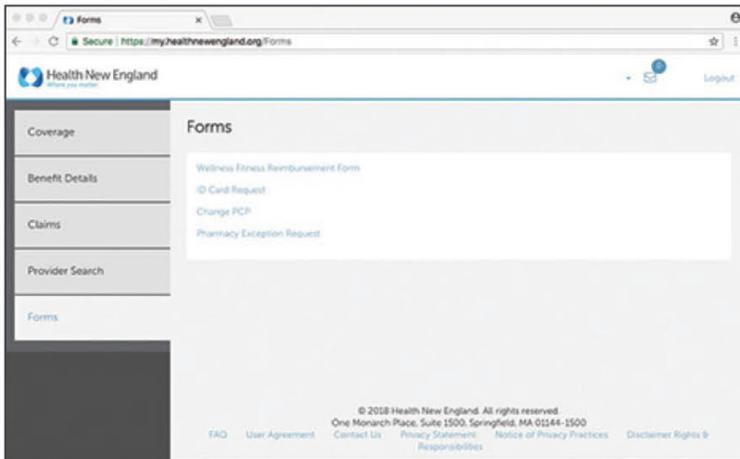
1. Log into our secure Member Portal at my.healthnewengland.org.

If it's your first time to the Member Portal, you will need to register first.



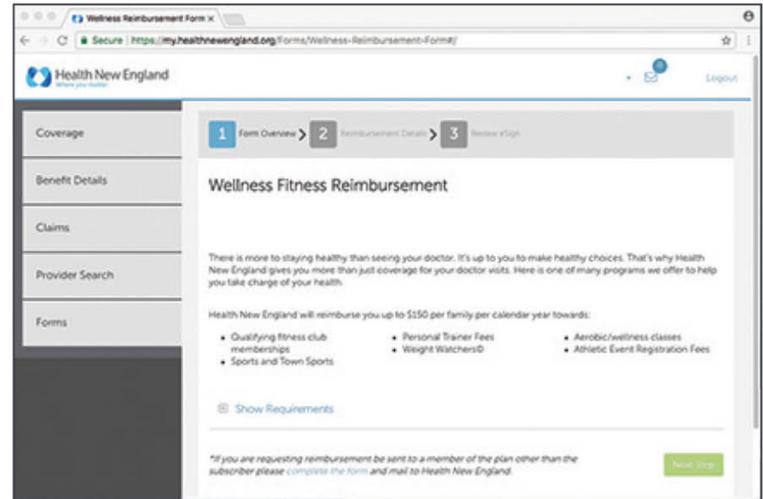
The screenshot shows the 'Portal Login' page. On the left, there is a 'Login' section with fields for 'Username', 'Password', and a 'Take Me To' dropdown menu. On the right, there is a 'Register' section with a 'Take Me To' dropdown menu and a 'Register' button. Below the register section, there is a link to 'To register or login as a Health New England Provider, please visit: [HRGDirect.com](https://my.healthnewengland.org/HRGDirect.com)'.

2. Select "Forms" from menu at the left of the screen, and click on "Wellness Fitness Reimbursement Form."

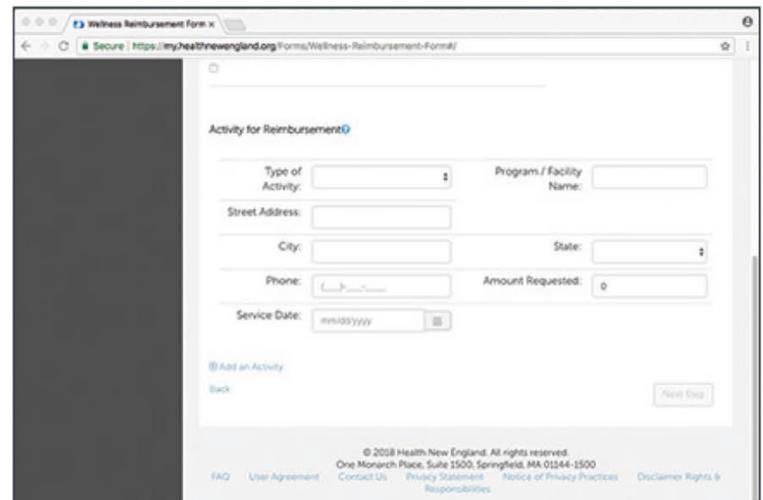


The screenshot shows the 'Forms' menu on the left side of the Member Portal. The 'Forms' menu item is selected, and the 'Wellness Fitness Reimbursement Form' is highlighted. Other menu items include 'Coverage', 'Benefit Details', 'Claims', 'Provider Search', and 'Forms'. At the bottom of the page, there is a copyright notice: '© 2018 Health New England. All rights reserved. One Monarch Place, Suite 1500, Springfield, MA 01144-1500' and links for 'FAQ', 'User Agreement', 'Contact Us', 'Privacy Statement', 'Notice of Privacy Practices', and 'Disclaimer Rights & Responsibilities'.

3. Then click "Next Step" and fill out the online form to complete your request. There is nothing to mail in.



The screenshot shows the 'Wellness Fitness Reimbursement' form overview page. The page has a progress indicator with three steps: '1 Form Overview', '2 Reimbursement Details', and '3 Review & Sign'. The 'Form Overview' step is active. The page title is 'Wellness Fitness Reimbursement'. Below the title, there is a paragraph: 'There is more to staying healthy than seeing your doctor. It's up to you to make healthy choices. That's why Health New England gives you more than just coverage for your doctor visits. Here is one of many programs we offer to help you take charge of your health.' Below this, there is a list of activities: 'Qualifying fitness club memberships', 'Sports and Town Sports', 'Personal Trainer Fees', 'Weight Watchers®', 'Aerobic/wellness classes', and 'Athletic Event Registration Fees'. There is a 'Show Requirements' link and a 'Next Step' button.



The screenshot shows the 'Activity for Reimbursement' form details page. The form has several fields: 'Type of Activity', 'Program / Facility Name', 'Street Address', 'City', 'State', 'Phone', 'Amount Requested', and 'Service Date'. There is an 'Add an Activity' button and a 'Next Step' button. At the bottom of the page, there is a copyright notice: '© 2018 Health New England. All rights reserved. One Monarch Place, Suite 1500, Springfield, MA 01144-1500' and links for 'FAQ', 'User Agreement', 'Contact Us', 'Privacy Statement', 'Notice of Privacy Practices', and 'Disclaimer Rights & Responsibilities'.

If you prefer, you can download the reimbursement form to print, complete and mail in. The form can be found on the [Wellness Fitness Reimbursement Form page on the Member Portal](#), or you can call Member Services at (800) 310-2835 to request a form.

Health New England complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. ATTENTION: If you speak any language other than English, language assistance services, free of charge, are available to you. Call (413) 787-4004 or TTY 711. Health New England cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (413) 787-4004 o TTY 711. Health New England cumpre as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo. ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (413) 787-4004 ou TTY 711.

\$0 for preventive care

For most of our plans we no longer require a deductible, copayment, or coinsurance for most in-plan preventive care services. We cover the following preventive care services 100% – members pay nothing.

- Adolescent and adult routine exams
- Routine prenatal care
- Well-child exams
- Childhood and adult preventive immunizations
- Annual routine gynecological exams
- Annual routine vision exams
- Preventive screenings, including: breast, cervical, colorectal, and prostate cancer
- Flu Vaccines

No referrals for all in-plan specialty services!

Health New England members do not need a referral to see any in-plan specialist.

Health New England supports the role of the PCP in coordinating care, and we encourage our members to discuss treatment options with their PCP.

Just remember, this only applies to In-Plan specialty referrals. Prior Approval still is required for certain services and Out-of-Plan care. Services that need prior approval are listed in the member agreement. Any benefit limits and cost sharing requirements (copayments, deductibles, coinsurance) apply as well.

For a listing of care that is considered preventive visit:

healthnewengland.org/preventive-care-chart



Worldwide emergency coverage

We cover medical emergencies, urgent care, and prescription drugs outside of the Health New England service area.

Our worldwide emergency coverage includes stabilization care and post-stabilization care at the direction of your treating physician.

We also cover ambulance transportation if other means of transport would endanger your health.

**All services require prior approval and are subject to the terms of your Explanation of Coverage (EOC). Routine Care, medical evacuation and repatriation are not covered.*



Student out-of-area coverage

Dependents attending school outside of the Health New England Service Area are covered* for:

- Follow-up visit after an ER or urgent care visit
- Non-routine medical office visit
Includes Diagnostic Lab and X-ray
- Allergy injections
- Outpatient behavioral health visits
- Outpatient short-term rehabilitation services

You've got
Teladoc!



Healthcare happens here.

Access doctors and therapists by web, phone or app.

Teladoc® is a convenient and affordable option for a variety of medical services, including **General Medical** and **Behavioral Health**. Access quality healthcare from the comfort of home, during your lunch break or while traveling. You can even get a prescription sent to your local pharmacy, when medically necessary.

- Connect with a licensed doctor or therapist by **web, phone** or **mobile app**
- Over **1,000,000** telehealth visits performed
- **95%** member satisfaction
- Speak with a doctor in minutes
- Teladoc doctors average **20 years** of experience*

General Medical

- Board-certified doctors are available 24/7/365 by web, phone or app
- Treat flu, allergies, sinus infection, rash, sore throat and more

Behavioral Health

- Schedule a video or phone appointment seven days a week
- Support for anxiety, eating disorders, depression, family issues and more

Get started:
Teladoc.com/HNE

Call:
1-800-TELADOC (835-2362)

When your primary care provider (PCP) isn't available, use Teladoc.

COM3803_1019_B





We Have A 24-Hour Nurse Advice Line For You!

Speak directly to a nurse

Health New England wants to make sure you have the answers you need when you need them. Our nurse advice line is available 24 hours a day, 7 days a week, and 365 days a year. It is offered to you at no additional cost because you are a member of our plan. Our experienced Registered Nurses are ready to help you any time of the day or night.

Immediate answers to your health questions

If your doctor's office is closed, call the 24-hour nurse advice line for questions about health concerns or health-related topics. We are here to help with things such as:

- Symptoms you cannot or do not know how to manage
- Proper dosage of medications
- Questions about pregnancy

Our team of medical professionals give helpful advice that is easy to follow. They can also help determine if you need to visit your doctor or an urgent care center.*

Help is just a phone call away

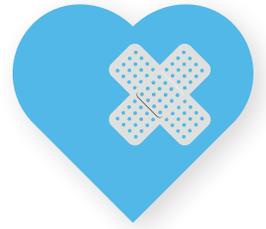
For questions about your symptoms and care, call 1-866-389-7613 (TTY/TDD: 711). Nurse advice staff speak English and Spanish. For additional languages, please ask for a translator when you are connected.



Health concerns can happen at any time. Our 24-hour nurse advice line from Health New England is always available to provide help right over the phone.

* If you or a family member is having a life-threatening condition, immediately call 911 or go to the emergency room.

If you or someone you love gets sick or injured, know your care options ahead of time.



In a Medical Emergency



Call 911 for an ambulance or go directly to an emergency room for:

- ✓ Life-threatening medical conditions that may cause loss of life
- ✓ Medical conditions that cause serious or severe symptoms
- ✓ Injuries that may cause lasting physical damage

Emergency Rooms Facts

- » Only for serious and life-threatening conditions; not for non-urgent medical issues or chronic conditions
- » Cost more—ER copays and deductibles are higher than for a doctor visit or walk-in health center
- » Have long waits, especially for non-urgent medical issues
- » Don't offer preventive care services—get those from a primary care provider or walk-in health center



Options for Non-Emergency or Non-Urgent Medical Issues

Call your doctor

Your primary care provider (PCP) can:

- ✓ Give you medical advice over the phone
- ✓ Advise you about where to get treatment
- ✓ Schedule an appointment to evaluate your medical issue
- ✓ Provide preventive care and immunizations
- ✓ Manage chronic or on-going health conditions
- ✓ Educate you about your health and wellness



Use Teladoc®*

Request a phone, mobile app or video consultation with a U.S. board-certified physician 24/7 to treat non-emergency, non-chronic medical issues such as:

- ✓ Colds and the flu
- ✓ Allergies
- ✓ Bronchitis
- ✓ Rashes and much more



Go to healthnewengland.org/Teladoc or call **1-800-Teladoc** to set up your account.

*Teladoc is available for most members; however, some employer groups do not participate in this benefit.

See reverse for more Care Options. >>

Call the Nurse Advice Line

Health New England's health information line:



- ✓ Can connect you with experienced registered nurses for free health advice
- ✓ Can help you determine whether to seek additional care
- ✓ Is available 24 hours/day, 7 days/week
- ✓ Can help you get answers to your questions about your health or medications

Call **(866) 389-7613** to access our Nurse Advice Line.

Go to a walk-in health center

Walk-in health centers offer:



- ✓ Preventive services and physicals
- ✓ Treatment for common illnesses and injuries
- ✓ Immunizations (shots to prevent disease)
- ✓ Health evaluations
- ✓ Health education/information
- ✓ Monitoring of chronic health conditions

Go to an urgent care center

Urgent care centers have capabilities to handle some minor medical emergencies like:



- ✓ Broken bones and sprains
- ✓ Bronchitis and pneumonia
- ✓ Insect bites, rashes and more

A list of contracted urgent care facilities is available at healthnewengland.org/provider-search.

Urgent care centers are more costly than your primary care provider or Teladoc, and wait times may also be longer.

Health New England complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. ATTENTION: If you speak any language other than English, language assistance services, free of charge, are available to you. Call ((413) 787-4004 or TTY 711. Health New England cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (413) 787-4004 o TTY 711. Health New England cumple as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo. ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (413) 787-4004 ou TTY 711.

Care Management at Health New England

Our Care Management team is here to help you make informed decisions to effectively manage your health and well-being.

Care Management is one of the most effective ways Health New England is able to help our members better manage their health. Our Care Management program is designed to address the whole individual and includes appropriate interventions for members along the entire continuum of care; reducing health risks and improving health outcomes.



Benefits of Care Management

Care Management will help you get the care and services you need to manage your health and complex medical conditions.

Care Management may also focus on specific concerns such as:

- Asthma
- Behavioral Health
- Chronic Obstructive Pulmonary Disease
- Congestive Heart Failure
- Coronary Artery Disease
- Depression
- Diabetes
- High-Risk Pregnancy
- Substance Use Disorder

We can help identify community resources for your family and caregivers, help you navigate the complexities of the care system, and help you with referrals and other common care needs to help you stay healthy.

Our program offers a team-based, member-centered approach, comprised of licensed nurses and social workers acting as clinical advocates. Programs are available for all of our members, regardless of age or type of health plan. We address cultural backgrounds and offer multilingual services when required.

How it Works

We identify members for our Care Management programs through claims data, physician referrals and/or self-referrals. When you are referred* to our program, a Care Coordinator or Care Manager will reach out to you to determine your care needs. Once you are enrolled into a program, your Care Manager will develop an individualized care plan specific to your unique care needs and help you manage your health conditions and risk factors through regular phone calls and check-in appointments.

Getting Started

If you or any of your family members are interested in Care Management, help is only a call away. You can enroll by calling our Care Management team today at (800) 842-4464 or (413) 787-4000, ext. 3940. You can also enroll by completing our **Care Management Referral Form** found at healthnewengland.org/forms. Click Providers Tab, then click Clinical Request Forms drop-down. Submission instructions by U.S. mail or fax are on the form.

**Care Management is not mandatory. If you receive a call from a Care Manager, you have the ability to opt out of the program. We encourage you to take advantage of this resource to help you manage your health and well-being.*



Pharmacy costs are perhaps the most significant factor contributing to the rising cost of health care and health plan premiums. At a time when drug prices are highly variable, we take proactive steps to ensure that the right medications are available to plan members in the most cost-effective way.

Proactive Formulary Management

Our dedicated on-site pharmacy team carefully manages our formulary, making careful updates twice every year. These updates include:

- Adding or excluding drugs based on factors such as cost, effectiveness and available alternatives
- Ensuring our tier structure provides helps to make the most cost-effective drug choices
- Implementing prior authorizations and step therapy processes for drugs with a high-cost, or that have lower-cost alternatives

Compound Pharmacy Program

This program ensures the most clinically and cost effective use of compounded prescription drugs for those members who use compound pharmacies to combine multiple medications.

Injectable Specialty Medication Management Program

Injectable specialty medications for complex and chronic conditions such as Multiple Sclerosis and Crohn's Disease are among the most costly drugs available to patients, and require careful decisions to best balance cost and effectiveness.

Health New England has partnered with Magellan Rx, an industry-leading pharmacy benefit manager, in this program to best manage situations in which these drugs should be considered as an option.

Save Time and Make Fewer Trips to the Pharmacy with Health New England's Access 90 Program

Under Health New England's Access 90 Program, you can save on trips to the pharmacy. Now you can order your prescriptions once every three months instead of monthly. Many maintenance drugs (drugs that need to be taken daily) are part of this program.

We offer the Access 90 Program for your convenience. Your pharmacy copay applies to each 30-day supply of medication. When filling a 90-day supply, three copays apply.

The Health New England Access 90 Program does not apply:

- To drugs that do not qualify under the program
- To prescriptions filled at our specialty vendor
- If prohibited by law

Signing up is easy

1. Go to healthnewengland.org/Access-90 to see if your drugs qualify.
2. Ask your doctor for a prescription for a 90-day supply of your drugs.
3. Bring your prescription to a participating pharmacy.

(All in-network pharmacies participate in the Access 90 Program.)

For a list of pharmacies near you and to learn more, visit healthnewengland.org/pharmacy.



Looking to Save Money on Prescriptions?

Check out Rx Savings Solutions. This program – that's no cost to you and your plan dependents – provides transparency into prescription costs and options.

It's a simpler way to save money at the pharmacy.



How to get started:

1.



ACCESS YOUR PORTAL

Register for this program at my.healthnewengland.org/rxss. You will need a HNE member portal account to register.

2.



REVIEW YOUR SAVINGS

Medications you or your family take will be displayed, along with all options to maximize your savings.

3.



TAKE ACTION

When savings are available, you'll receive a notice and in your RxSS dashboard, you'll find the next steps to start saving.

Get started through your Health New England member portal at: <https://my.healthnewengland.org/rxss>.

Questions? Contact the Rx Savings Solutions Pharmacy Support team.

To reach the Pharmacy Support team, call **1-800-268-7746** or email support@rxsavingsolutions.com, 8 a.m. to 9 p.m. ET, Monday through Friday.

Health New England complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. ATTENTION: If you speak any language other than English, language assistance services, free of charge, are available to you. Call (413) 787-4000 or TTY 711. Health New England cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (413) 787-4000 o TTY 711. Health New England cumpre as leis de direitos civis federais aplicáveis e não exerce discriminação com base na raça, cor, nacionalidade, idade, deficiência ou sexo. ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (413) 787-4000 ou TTY 711.

Where you matter.

At Health New England, our mission is to improve the health and lives of the people in our communities, and we are deeply committed to the individuals we serve every day. Based in Springfield, Massachusetts, we have been meeting the health care needs of our members for more than 30 years.

One Monarch Place, Suite 1500
Springfield, MA 01144-1500
(413) 787-4000 | (800) 842-4464

healthnewengland.org

