

Moving forward. Together.

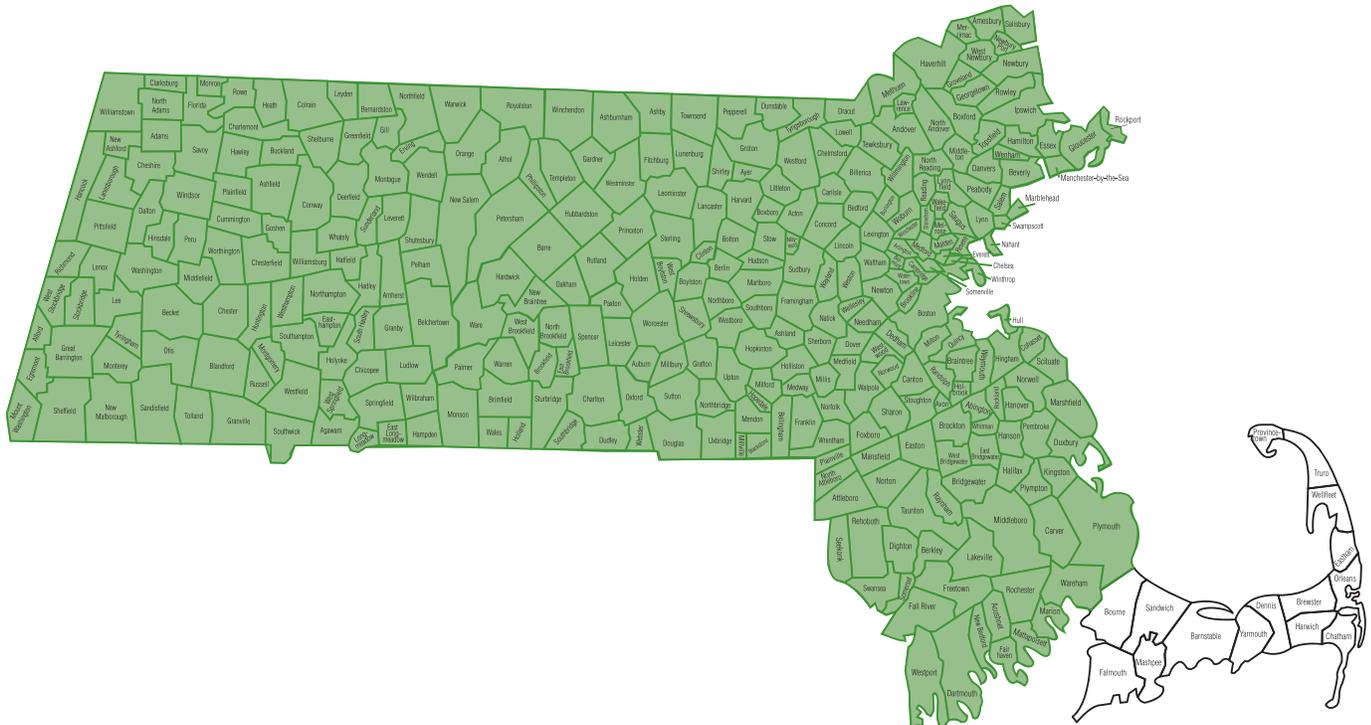
Welcome to The City of Worcester Advantage.

The City of Worcester Advantage was made for you. You're moving forward with coverage options that work for you.

Important
plan information
at your
fingertips.



The Advantage Plan and Advantage Qualified High Deductible Plan with HSA



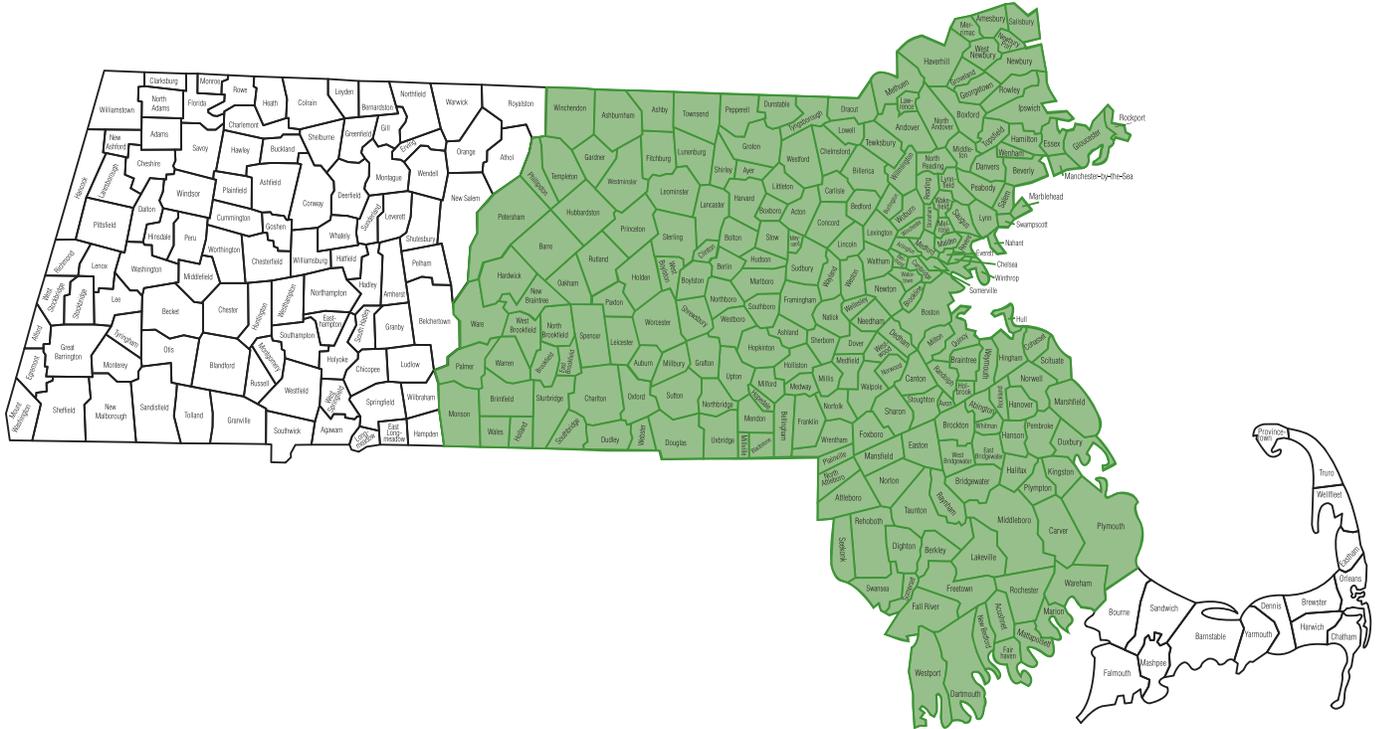
Use local doctors and save

An expansive provider network, with more than 60,000 providers and physicians practicing throughout Massachusetts and in southern New Hampshire, The Advantage Plan and Advantage Qualified High Deductible Plan with HSA give you the power to choose what you pay out of your own pocket, based on where you get your care.

The Advantage Plans are built around Worcester's finest providers, with Saint Vincent Hospital, Reliant Medical Group and UMass Memorial Health Care in the lower tiers. That means you will pay lower copayments when you get your health care locally. In addition to these local providers, you have access to a broader selection of providers—more than 60,000 throughout Massachusetts, southern New Hampshire and southwestern Vermont—all who are in Tier 3.

A list of network hospitals and their corresponding tiers can be found on page 4.

The Direct Plan



Same low copayments no matter who you see

The Direct plan has a smaller group of local doctors and hospitals to choose from, but with this plan, you pay the same low copayments wherever you go. The more than 38,000 providers in the Direct plan were carefully chosen for their medical excellence, patient access and innovation.

Direct plan members have access to select Boston medical centers through the Peace of Mind Program™. This benefit provides members with access to receive a second opinion and treatment for specialty services at some of Boston's best teaching hospitals: Beth Israel Deaconess Medical Center, Brigham and Women's Hospital, Boston Children's Hospital, Dana-Farber Cancer Institute, and Massachusetts General Hospital. To learn more about the Peace of Mind Program, see page 5.

A list of network hospitals can be found on the next page.

With The City of Worcester Advantage Plan, you have two plan options with the doctors you know and trust.

Network hospitals - Massachusetts	Direct plan	Advantage plan		
		Tier 1	Tier 2	Tier 3
Addison Gilbert Hospital, Gloucester	*			*
Anna Jaques Hospital, Newburyport	*			*
Athol Memorial Hospital, Athol	*			*
Baystate Franklin Medical Center, Greenfield				*
Baystate Mary Lane Hospital, Ware				*
Baystate Medical Center, Springfield				*
Baystate Noble Hospital, Westfield				*
Baystate Wing Hospital, Palmer				*
Berkshire Medical Center, Pittsfield				*
Beth Israel Deaconess Hospital, Milton	*			*
Beth Israel Deaconess Hospital, Needham				*
Beth Israel Deaconess Hospital, Plymouth	*			*
Beth Israel Deaconess Medical Center, Boston				*
Beverly Hospital, Beverly	*			*
Boston Children's Hospital, Boston				*
Boston Medical Center, Boston				*
Brigham and Women's Faulkner Hospital, Boston	*			*
Brigham and Women's Hospital, Boston				*
Carney Hospital, Boston				*
CHA Cambridge Hospital, Cambridge				*
CHA Everett Hospital, Everett				*
CHA Somerville Hospital, Somerville				*
Charlton Memorial Hospital, Fall River	*			*
Cooley Dickinson Hospital, Northampton				*
Dana-Farber Cancer Institute, Boston				*
Emerson Hospital, Concord	*			*
Fairview Hospital, Great Barrington				*
Good Samaritan Medical Center, Brockton				*
Harrington HealthCare at Hubbard, Webster	*	*		*
Harrington Hospital—Southbridge Campus, Southbridge	*	*		*
Heywood Hospital, Gardner	*	*		*
Holy Family Hospital at Merrimack Valley is now Holy Family Hospital – Haverhill				*
Holy Family Hospital at Methuen is now Holy Family Hospital – Methuen				*
Holyoke Medical Center, Holyoke				*
Lahey Hospital & Medical Center, Burlington	*			*
Lahey Medical Center, Peabody	*			*
Lawrence General Hospital, Lawrence	*			*
Lawrence Memorial Hospital, Medford				*
Lowell General Hospital—Main Campus, Lowell	*			*
Lowell General Hospital—Saints Campus, Lowell	*			*
Massachusetts Eye and Ear Infirmary, Boston	*			*
Massachusetts General Hospital, Boston				*
MelroseWakefield Hospital, Melrose				*
Mercy Medical Center, Springfield				*
MetroWest Medical Center, Framingham	*	*		*
Milford Regional Medical Center, Milford	*	*		*
Morton Hospital, Taunton				*
Mount Auburn Hospital, Cambridge	*			*
Nashoba Valley Medical Center, Ayer				*
New England Baptist Hospital, Boston	*			*
Newton-Wellesley Hospital, Newton	*			*
North Shore Medical Center, Salem Campus, Salem				*
North Shore Medical Center, Union Campus, Lynn				*
Norwood Hospital, Norwood				*
Saint Anne's Hospital, Fall River				*
Saint Elizabeth's Medical Center, Boston				*
Saint Luke's Hospital, New Bedford	*			*
Saint Vincent Hospital, Worcester	*	*		*
Signature Healthcare Brockton Hospital, Brockton	*			*
South Shore Hospital, Weymouth	*			*
Sturdy Memorial Hospital, Attleboro				*
Tobey Hospital, Wareham	*			*
Tufts Medical Center, Boston	*			*
UMass Memorial HealthAlliance – Clinton Hospital, Clinton	*		*	*
UMass Memorial HealthAlliance – Clinton Hospital, Burbank Campus, Fitchburg	*		*	*
UMass Memorial HealthAlliance – Clinton Hospital, Leominster Campus, Leominster	*		*	*
UMass Memorial – Marlborough Hospital, Marlborough, Marlborough	*		*	*
UMass Memorial Medical Center, Memorial Campus – Worcester, Worcester			*	*
UMass Memorial Medical Center, University Campus – Worcester, Worcester			*	*
Winchester Hospital, Winchester	*		*	*
Network hospitals - New Hampshire and Vermont	Direct plan	Advantage plan		
Catholic Medical Center, Manchester, NH				*
Cheshire Medical Center, Keene, NH				*
Elliot Hospital, Manchester, NH				*
Exeter Hospital, Exeter, NH				*
Mary Hitchcock Memorial Hospital, Lebanon, NH				*
Parkland Medical Center, Derry, NH				*
Portsmouth Regional Hospital, Portsmouth, NH				*
Southern New Hampshire Medical Center, Nashua, NH				*
Southwestern Vermont Medical Center, Bennington, VT				*

The following hospitals are also available for members of the Direct plan through the Peace of Mind Program™ benefit:

- Beth Israel Deaconess Medical Center, Boston
- Boston Children's Hospital, Boston
- Brigham and Women's Hospital, Boston
- Dana-Farber Cancer Institute, Boston
- Massachusetts General Hospital, Boston

Peace of Mind program™ for Direct Care Members



As a City of Worcester Advantage–Direct plan member, you have access to a unique benefit called the Peace of Mind Program.

What is the Peace of Mind Program?

The Peace of Mind Program is a benefit that provides City of Worcester–Direct plan members with access to receive a second opinion and treatment for specialty services at certain medical centers in Boston.

What are the medical centers included in the Peace of Mind Program?

They are:

- Beth Israel Deaconess Medical Center
- Boston Children’s Hospital
- Brigham and Women’s Hospital
- Dana-Farber Cancer Institute
- Massachusetts General Hospital

Are there any eligibility requirements I have to meet in order to use my Peace of Mind Program benefit?

Yes. In order to utilize your Peace of Mind Program benefit, you must meet the following criteria:

1. You must have seen a specialist in the same discipline, in your network, for the same condition within the past three months. For example, if you have seen an in-network *Orthopedic Surgeon* within the past three months, you can see an *Orthopedic Surgeon* at a Peace of Mind Program facility. However, if you have seen an in-network *Orthopedic Specialist* within the past three months, you can see an *Orthopedic Specialist* at a Peace of Mind Program facility, but not an *Orthopedic Surgeon*.
2. The specialty services you are seeking must be covered services through The City of Worcester Advantage (see your *Member Handbook* for a listing of services covered with your plan). Services that are not available through the Peace of Mind Program include primary care services, mental health, substance abuse, dental care, chiropractic services, obstetrics, speech therapy and infertility services.
3. Your primary care provider (PCP) must request a prior authorization from The City of Worcester Advantage for you to see a Peace of Mind Program specialist. Your PCP cannot deny you the right to request access to your Peace of Mind Program benefit.

How do I know if the prior authorization request is approved?

You will receive a letter in the mail from The City of Worcester Advantage notifying you of your prior authorization approval or denial.

Is there a limit to the number of times I can see a Peace of Mind Program specialist, or the services they can order?

As long as your PCP submits the appropriate referrals, you may continue to see your Peace of Mind Program specialist for up to one year or until treatment for your particular condition is complete—whichever comes first.

For the period of time you are authorized for treatment, your Peace of Mind Program specialist may order X-rays, laboratory tests and other routine diagnostic tests to evaluate your condition without prior authorization. However, you will need to obtain prior authorization from The City of Worcester Advantage for inpatient surgery, outpatient surgery, high-tech radiology and genetic testing.

Additionally, your Peace of Mind Program specialist cannot give you a referral to see another specialist or provider. You would need to get a referral from your PCP, and/or a prior authorization from The City of Worcester Advantage.

Do I have to pay any extra out-of-pocket costs for services received through the Peace of Mind Program?

No. Any services you receive through the Peace of Mind Program are subject to your benefit plan's standard cost-sharing amounts. For example, your copayment to see an in-network specialist is \$25, so you will pay the same amount to see a Peace of Mind Program specialist.

What if my PCP will not refer me to a Peace of Mind Program specialist, or it is taking too long for them to do so?

As long as you have met the eligibility requirements, you have the right to access your Peace of Mind Program benefit. Your PCP cannot deny you that right. If you are having difficulties receiving a referral from your PCP, please contact The City of Worcester Advantage Customer Service team at 1-855-216-5924.

Smooth Switch



The advantage: We make it easy.

There's a lot to consider when you switch to a new health plan, especially when you have a health condition or are undergoing medical treatment. We want to make sure you have a smooth transition when you join The City of Worcester Advantage. That's why we have a dedicated team that is here to help.

First things first

It's important that you contact us right away if you are currently receiving any kind of medical treatment. The City of Worcester Advantage care coordination team is available at 1-855-216-5924, Monday, Tuesday, Thursday and Friday from 8 a.m. to 6 p.m. and Wednesday from 10 a.m. to 6 p.m.

When you call The City of Worcester Advantage care coordination team, we can start working with you and your providers to prevent any interruptions in your care. When we know your doctors, diagnosis and treatment plan, we can start the process of ensuring that any necessary authorizations are in place and help you find new providers, if needed.

The advantage: A care management team that works with you

To ensure a smooth transition of care, we ask that you take a few minutes to review the following and to contact The City of Worcester Advantage/Fallon Health care coordination team at your earliest convenience, if any of the questions apply.

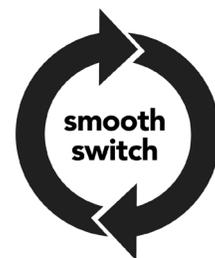
For transition of ongoing care and services:

If you or a dependent can answer YES to any one of the questions below, please call 1-855-216-5924 (TRS 711) to contact the dedicated Fallon care coordination team for The City of Worcester Advantage members.

1. Are you pregnant?
2. Are you scheduled for either of the following medical services near or after July 1?
 - Surgery—either as an inpatient or outpatient
 - An advanced imaging procedure—such as a CT, MRI or PET scan
3. Do you plan to need any of the following medical services near or after July 1?
 - Durable medical equipment (DME)—such as wheelchairs, oxygen, prosthetics or devices
 - Home health care services—such as a visiting nurse or physical therapist
 - Physical, occupational and/or speech therapy
4. Are you not sure if your physician(s) is/are in The City of Worcester Advantage?
5. Are you receiving any kind of medical treatment near or after July 1, and want to make sure it is a covered service provided by a Tier 1 provider?

For care coordination:

If you or a dependent can answer YES to any one of the questions on the following page, please call 1-855-216-5924 (TRS 711) to be referred to a dedicated Fallon Nurse Case Manager for The City of Worcester Advantage members.



1. Would you like to be connected to a Nurse Case Manager or a member of the Disease Management staff?
2. Are you dealing with a complex chronic condition? (Some examples of complex conditions include cancer; chronic bronchitis, emphysema or other obstructive pulmonary disease; hemophilia; heart disease; multiple sclerosis; muscular dystrophy; organ transplant or dialysis.)
3. Would you like to be contacted by a Disease Management Program health educator or nurse for one or more of the following programs?
 - Asthma
 - Chronic obstructive pulmonary disease (COPD)
 - Diabetes
 - Heart disease
 - Heart failure

Benefits and healthy extras



The City of Worcester Advantage was designed in partnership with local health care providers, exclusively for City of Worcester employees. What does that mean for you? It means having **a health insurance plan that saves you money, gives you more benefits**, and provides you with access to some of Worcester's finest providers, including **UMass Memorial Health Care, Saint Vincent Hospital and Reliant Medical Group**.

The City of Worcester Advantage isn't just a health plan. It's OUR health plan. See what The City of Worcester Advantage will do for you.

Take care of yourself and your budget with these great extras!

When you join The City of Worcester Advantage, you'll have access to the following programs and benefits through our partnership with Fallon Health to ensure that you stay healthy and happy! Best of all, they are included at no cost to you!

Mobile ID card app

Get your City of Worcester Advantage member ID card on the go with our smart phone app. View your ID card, see your copayments, plus email or fax an image of your card to your doctor, hospital or pharmacy. The app is available from the iTunes App Store or Google Play.

It Fits!

One of the most flexible benefits in Massachusetts, It Fits! pays members back for participation in healthy activities: Peloton subscriptions, streaming fitness programs, virtual race fees and purchases of new cardiovascular home fitness equipment. Members receive up to \$400 per family contract and up to \$200 per individual contract.

20% discount at CVS/pharmacy

You get a 20% discount on more than 1,500 CVS/pharmacy-brand health-related products—good at any CVS/pharmacy store or online at cvs.com.

Oh Baby!

This special program for parents-to-be delivers some of the "little things" like prenatal vitamins, a temporal thermometer, a home safety kit and even a free convertible toddler car seat and electric breast pump.

Nurse Connect

For those times when you're not feeling well, but don't think it's an emergency, call the registered nurses at Nurse Connect. The City of Worcester Advantage members get free access—by phone—24 hours a day, seven days a week, 365 days a year.

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Quit to Win

Smokers get access to this free counseling program with tobacco cessation experts who will work with you by telephone as well as text message support.

Healthwise® Knowledgebase

This free online encyclopedia features information on diseases, treatment, medications and other important health topics.

Telehealth

City of Worcester Advantage members have access to telehealth services from all network providers who are offering these services. Visits are done via a secure, real-time telemedicine platform which is inclusive of both an audio and a visual component.

It Fits!



How will you use your \$400?

The City of Worcester Advantage, in partnership with Fallon Health, is proud to provide the It Fits! reimbursement program, which offers \$400 per family contract and \$200 per individual contract! With The City of Worcester Advantage and Fallon, you get paid for taking part in healthy activities.

You choose

Whether you love the gym, prefer the slopes, or play Little League, we want to give you money to use toward a variety of different activities.

Use your money toward:

- **New!** Streaming fitness programs
- **New!** Peloton subscriptions
- Ski mountain lift tickets and season passes
- Local school and town sports programs
- Gym memberships—at the gym of your choice
- Pilates
- Yoga
- Aerobics classes
- Weight Watchers® and Jenny Craig®
- Karate
- Sports camps
- Ski lessons
- Swim lessons
- Dance lessons
- Kickboxing
- Baseball
- Race fees including virtual races
- Cheerleading
- Gymnastics
- Football
- Hockey
- Soccer
- Lacrosse
- Volleyball
- And more!

Use your It Fits! dollars toward any brand of new cardiovascular home fitness equipment!

Eligible equipment includes:

- Treadmills
- Bike stands (to convert road bikes to stationary cycles)
- Stair climbing machines
- Rowing machines
- Air walkers
- Elliptical machines
- Home gyms
- Total body weight resistance machines
- Stationary cycles
- Cross-country ski machines

Cardiovascular home fitness equipment must be new and purchased within the benefit year at a retail store or at Amazon—receipt and proof of payment required. Excludes secondary markets such as Craigslist and eBay.

How do you get paid? Simple. Complete the form on the back of this flyer and supply any necessary documentation, such as a health club contract or a copy of a registration form for a school/town activity.

For your convenience, we accept multiple receipts and requests on one form. Be reimbursed all at once!

If you have any questions about the program, give us a call at 1-855-216-5924 (TRS 711).

It Fits! Reimbursement Form

Subscribers are eligible for their reimbursement amount during their benefit year.* A benefit year for City of Worcester Advantage members is a fiscal year: July 1 through June 30. You may request \$400 per family contract and \$200 per individual contract. Requests must be made no later than September 30 of the following benefit year in order to receive reimbursement. For more information about other fitness discounts, visit WorcesterAdvantagePlan.org.

Two ways to get reimbursed:

1. Mail completed form to:

Fallon Health
Claims Department
P.O. Box 211308
Eagan, MN 55121-2908

2. Email completed form to:

reimbursements@fallonhealth.org

Subscriber information

(Note: The subscriber is the primary health insurance policyholder, not necessarily the person requesting reimbursement.)

Subscriber's last name	First name	Middle initial	
Address	City	State	ZIP
Subscriber's ID # (located on the front of your card)	()	Telephone number	

Activity/item for reimbursement**

Type of activity/item	Program/gym name/retailer	Benefit year	Amount requested

Information needed for reimbursement

- ✓ This completed form.
- ✓ A copy of any/all applicable health club contracts, personal fitness trainer agreements or a copy of the registration form for a school/town activity. These must show the beginning and ending dates of membership activity and the names of enrolled members.
- ✓ Dated original receipts or copies of bank/credit statements showing the charge for membership, classes or equipment (original receipts will not be returned). These should reflect the dollar amount you are requesting. The City of Worcester Advantage and Fallon will only reimburse for the amount reflected on these receipts/statements. When paying by check, please send a copy of the front and back of the cancelled check.

Also, a brochure from the health club, facility, or program may be requested.

Certification and authorization (This form must be signed and dated below by the subscriber.)

Reimbursement is subject to approval by The City of Worcester Advantage and Fallon Health. (This incentive payment may be considered taxable income. Please consult your tax advisor if you have questions.) Please allow 4 - 6 weeks from receipt for reimbursements. Reimbursement check should be made out to (check one):

Subscriber Member _____

Agreement:

I certify that the information above is correct to the best of my knowledge. I am claiming reimbursement only for eligible expenses incurred during the applicable benefit year and for eligible members.

Subscriber's signature _____ Date _____

* A benefit year is the 12-month period during which your annual health insurance plan design features such as deductibles and out-of-pocket maximums accumulate.

** Reimbursement amounts may vary. Reimbursement is not available for camps that are not sports-dedicated, social clubs, transportation, greens fees, uniforms, meals, lodging, fitness clothing, vitamins, gift cards and donations.

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“I’d like to learn more about healthy behaviors. What tools does The City of Worcester Advantage offer?”

The Healthy Health Plan* focuses on behaviors that you can change.



The Healthy Health Plan offers a wealth of information so you can learn more about your own health. Then you may begin new activities and behaviors to get healthier. Below are some of the benefits.

Online Health Assessment: Answer these questions to give you an idea of what your strengths are and where you could use some help. The questionnaire will ask you about your health behaviors, and focus on behavior-related risks that you can change to improve your health. You’ll even receive guidance as you answer the questions. It will only take about 20 minutes to complete.

Reports: From the health assessment, two reports are generated specifically for you.

1. **The Participant Wellness Report** is designed to increase personal awareness and encourage you to make healthy behavior changes.
2. **The Physician’s Summary Report** provides a more detailed view of your responses and includes your stage of readiness to change. This one-page summary is designed as an easy way to share your results with your primary care provider (PCP).

Health Shelf: The tools in this library will inspire you to start engaging in healthy habits every day. They include articles, quizzes, self-assessments, how-to guides and healthy recipes.

Interactive tools: The guides to resources can help you learn about specific health conditions and issues.

Coaching: If you choose to, you may work with a health coach via email or phone. Your coach will help you stay motivated and on track toward a healthier you.

How to log in:

1. Go to WorcesterAdvantagePlan.org and click “health assessment & health coaching”.
2. Your username will be your Member ID number, found on the back of your Member ID card.
3. The first time you log in, use “Welcome1” as your password. You’ll then be prompted to create your own password.

Once you’re in, you’ll be able to take advantage of all that The Healthy Health Plan offers!

**Subscribers and their spouses over age 18 are eligible for The Healthy Health Plan.*

Eye care



Eye care network and discounts for City of Worcester Advantage members

City of Worcester Advantage members have access to EyeMed Vision Care[®], one of the nation's most diverse vision networks, with many providers who offer weekend and evening exams. You can receive eye care services from thousands of providers in the EyeMed network and from well-known retailers like:

- LensCrafters[®]
- Pearle Vision[®] (most locations)
- Target Optical[®]
- Plus many of your community doctors and optical shops

What kind of care can I receive?

Your eye care benefit provides coverage for routine eye exams and other vision services. You will need to see a participating EyeMed provider for all of your routine eye care.

Routine eye exams may include tests, examinations or dilation to:

- See the inside, outside and surrounding areas of your eyes.
- Measure the pressure of your eyes.
- Evaluate how well you see objects—up close and at a distance.
- Determine if you need a prescription for glasses or contact lenses.
- Detect diseases or conditions.

To see if your eye doctor is in the EyeMed network or to search for a provider in the EyeMed network, go to WorcesterAdvantagePlan.org and click on "Find a doctor". Then, use the "Advanced Search" to find a routine vision care provider near you.

Will I get discounts from EyeMed providers?

Yes! As a City of Worcester Advantage member, you are eligible for discounts on eyeglasses, contact lenses (excludes disposable lenses), prescription sunglasses, laser vision correction and more! See a provider in the EyeMed network to receive:

- Up to 35% off frames and receive discounts on lenses when you purchase a pair of prescription glasses. Discounts and prices may vary.
- 20% off the price of nonprescription sunglasses.
- Discounted contact lenses shipped to your home or office. Save on retail prices by visiting contactsdirect.com. Members are responsible to pay for any evaluations or fittings for contact lenses as these are not covered benefits.
- 15% off regular pricing and 5% off promotional pricing for LASIK, PRK and e-LASIK procedures. Call 1-877-5LASER6 (1-877-552-7376) for discount approval.

What type of provider should I see for an examination or eyewear?

For covered routine eye care, you must see a provider who is in the EyeMed network. This network offers you the convenience of receiving care at a private practice or from a preferred retail location. However, if you need to see an ophthalmologist for the treatment or monitoring of an eye condition or disease, be sure that he or she is in your plan network. If your plan requires prior authorization for specialty care, you will need to contact your primary care provider before obtaining eye care services.

The descriptions below may help you determine which type of eye care provider you need to see.

- **Optometrist (O.D.):** A licensed professional who performs examinations and screenings to diagnose and treat conditions and diseases of the eye. They also prescribe medicines and eyewear.
- **Ophthalmologist (M.D.):** A medical doctor who specializes in eye surgery and also performs eye exams, diagnoses eye diseases and disorders, and writes prescriptions.
- **Optician:** Professionals who are trained to read prescriptions and fit eyewear and other devices to correct eyesight.

For more information about your eye and vision care benefits,
visit WorcesterAdvantagePlan.org or call
Customer Service at 1-855-216-5924.



“I’d like to manage my health care online. Can I do that with City of Worcester Advantage?”

Everything you need is at your fingertips!
Visit WorcesterAdvantagePlan.org/myfallon.



Your benefits

- See how the Direct, Advantage and Advantage QHDP plans differ. View a list of your benefits plus deductible and copayment costs.
- You can get more information about our healthy extras, including those mentioned in this flyer.
- You can also download and print It Fits! reimbursement forms, Summary of Benefits and more!

Your networks

- View the Direct, Advantage and Advantage QHDP maps, find a provider with the hospital and physician group lists, and see which tier your hospital is in.

WorcesterAdvantagePlan.org/myfallon

- Once you’re enrolled in either the Direct plan, the Advantage plan or the Advantage QHDP, you can manage your account online.
- Visit WorcesterAdvantagePlan.org/myfallon to:
 - Access our member portal
 - View your benefits and plan documents
 - Set your communication preferences
 - Take your health assessment
 - Check your claims and update your account information
 - And more!



Find a doctor with our search tool

When you visit WorcesterAdvantagePlan.org/myfallon, under “Tools for members,” click “Find a doctor.”

To find your Primary Care Provider or specialist:

- 1. Choose location**
Enter ZIP code or your city and state; choose distance from city or ZIP.
- 2. Choose Fallon plan**
Direct and Advantage and Advantage QHDP
- 3. To narrow your selection, specify:**
Type of Primary Care Provider (PCP) and select No Preference, Adults or Children. Or, select specialty, gender and/or additional language.
- 4. Choose hospital affiliation**
(if you want) Then click **SUBMIT**.

Notice of nondiscrimination

Fallon Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Fallon does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Fallon Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at the phone number on the back of your member ID card, or by email at cs@fallonhealth.org.

If you believe that Fallon Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Compliance Director
Fallon Health
10 Chestnut St.
Worcester, MA 01608

Phone: 1-508-368-9988 (TRS 711)

Email: compliance@fallonhealth.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Compliance Director is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue SW., Room 509F, HHH Building
Washington, D.C., 20201

Phone: 1-800-368-1019 (TDD: 1-800-537-7697)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Important!

If you, or someone you're helping, has questions about Fallon Health, you have the right to get help and information in your language at no cost. To talk to an interpreter, call 1-800-868-5200.

Spanish:

Si usted, o alguien a quien usted está ayudando, tiene preguntas acerca de Fallon Health, tiene derecho a obtener ayuda e información en su idioma sin costo alguno. Para hablar con un intérprete, llame al 1-800-868-5200.

Portuguese:

Se você, ou alguém a quem você está ajudando, tem perguntas sobre o Fallon Health, você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para falar com um intérprete, ligue para 1-800-868-5200.

Chinese:

如果您，或是您正在協助的對象，有關於[插入項目的名稱 Fallon Health] 方面的問題，您有權利免費以您的母語得到幫助和訊息。洽詢一位翻譯員，請撥電話 [在此插入數字 1-800-868-5200]。

Haitian Creole:

Si oumenm oswa yon moun w ap ede gen kesyon konsènan Fallon Health, se dwa w pou resevwa asistans ak enfòmasyon nan lang ou pale a, san ou pa gen pou peye pou sa. Pou pale avèk yon entèprèt, rele nan 1-800-868-5200.

Vietnamese:

Nếu quý vị, hay người mà quý vị đang giúp đỡ, có câu hỏi về Fallon Health, quý vị sẽ có quyền được giúp và có thêm thông tin bằng ngôn ngữ của mình miễn phí. Để nói chuyện với một thông dịch viên, xin gọi 1-800-868-5200.

Russian:

Если у вас или лица, которому вы помогаете, имеются вопросы по поводу Fallon Health, то вы имеете право на бесплатное получение помощи и информации на вашем языке. Для разговора с переводчиком позвоните по телефону 1-800-868-5200.

Arabic:

إن كان لديك أو لدى شخص تساعد أسئلة بخصوص Fallon Health، ف لديك الحق في الحصول على المساعدة والمعلومات الضرورية بلغتك من دون أية تكلفة. للتحدث مع مترجم اتصل ب 1-800-868-5200.

Khmer/Cambodian:

ប្រសិនបើអ្នក ឬនរណាម្នាក់ដែលអ្នកកំពុងជួយ មានសំណួរអំពី Fallon Health យើង អ្នកមានសិទ្ធិទទួលបានជំនួយនិងព័ត៌មាន បោកនិងភាសា ឥតគិតថ្លៃ បោក ។ បើមានសំណួរ ឬ ប្រសិនបើអ្នកចង់បានជំនួយអ្នកអាចទាក់ទង 1-800-868-5200 ។



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