

# PEACE OF MIND PROGRAM™

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

But what is the Peace of Mind Program? And how does it work? Find answers to those questions, and many more, below.

## 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
- Brigham and Women’s Hospital
- Children’s Hospital
- Dana-Farber Cancer Institute
- Massachusetts General Hospital

## I thought Tufts Medical Center was also a Peace of Mind Program facility.

Tufts Medical Center is a part of the City of Worcester–Direct provider network, and members have access to Tufts Medical Center if they receive a referral from their primary care provider (PCP). However, if you do not get a referral from your PCP to go to Tufts Medical Center, you can use your Peace of Mind Program benefit to access a second opinion and specialty care at Tufts Medical Center.

## 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/Evidence of Coverage* 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.