

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 am not a member of the Direct plan. Does that mean that I can’t access Dana-Farber Cancer Institute?

No. Members who use the City of Worcester Advantage–Advantage plan network are **guaranteed** access to receive a second opinion and treatment for specialty services at Dana-Farber Cancer Institute. The same program eligibility requirements listed below would apply. All of the other Peace of Mind Program facilities are already in the Advantage plan network, and are therefore accessible for Advantage plan members.

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.*

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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.

To learn more about the Peace of Mind Program or your other benefits, give us a call or visit our website.

1-855-216-5924

WorcesterAdvantagePlan.org

