



**Neighborhood
Health Plan™**

Your health. Our promise.

Notice to all Business Choice Plan Members Amendment to NHP Coverage Effective 7/1/09 and 9/1/09

Dear NHP Member:

This document represents an amendment to the NHP Business Choice (NHP Care) Member Handbook. The following definitions and additions regarding plan services and/or benefits are effective 7/1/09 and 9/1/09. The section where this information is located in your handbook is provided along with the new or revised definition, policy, or procedure this notice amends. This amendment addresses the following topics:

NHP SERVICE AREA (effective 9/1/09)

DISTRIBUTION OF PROVIDER DIRECTORY VIA INTERNET (effective 9/1/09)

DISTRIBUTION OF MEMBER HANDBOOK VIA INTERNET (effective 9/1/09)

MENTAL HEALTH PARITY (effective 9/1/09)

EARLY INTERVENTION SERVICES (effective 7/1/09)

Please keep this notice with your handbook. If you have any questions about this information, please call a Customer Care Representative at 800-462-5449 (TTY 800-655-1761). Representatives are available to assist you Monday through Friday from 8:00 a.m. to 6:00 p.m., and Thursdays from 8:00 a.m. to 8:00 p.m.

Thank you for choosing Neighborhood Health Plan.

Sincerely,

Paul Mendis, M.D.
Chief Medical Officer

AMENDMENT2/BCEOC-v07-1.0 0709/25K

Distribution of Member Handbook via Internet | Section 1: Your NHP Evidence of Coverage

Delete the first paragraph on page 10 and replace with the following new text:

Important Information Concerning the Availability of Your Member Handbook and NHP's Provider Directory

Member Handbook

Neighborhood Health Plan (NHP) is a Health Maintenance Organization (HMO) licensed by the Commonwealth of Massachusetts. As an HMO we have certain requirements that you, as a member, must meet in order to ensure coverage of health care services that you receive. Failure to meet those requirements could jeopardize your coverage. In addition, NHP has certain obligations to you that we must fulfill as part of our agreement with you. These requirements and obligations are described in your Evidence of Coverage (EOC). Your EOC consists of two (2) documents: the Member Handbook and the Summary of Benefit Card. Your Member Handbook, as well as your Summary of Benefit Card is available on NHP's website (www.nhp.org). In addition, NHP will mail you a Summary of Benefit Card upon enrollment, re-enrollment and whenever a change is made to your NHP benefit plan that affects covered benefits, copayments or deductibles. If NHP changes any Covered Service, your financial obligations for coverage, or makes any material change to your Evidence of Coverage, we will send you prior notice at least 60 days in advance of the change. NHP will do this by sending you an amendment to your Evidence of Coverage and ask that you keep it with this member handbook. Your Member Handbook is an important document and contains the following information:

- A description of benefits and services covered by your NHP plan as well as a listing of services that are not covered.
- A description of how to obtain covered benefits and services from NHP network providers as well as how to obtain emergency services when you are outside of NHP's service area.
- A description of NHP's policies regarding the conditions under which coverage for out-of-network providers will be allowed.
- A description of the circumstances under which NHP may terminate or deny your enrollment in our plan.
- A description of how NHP will resolve your inquiries and complaints, including a description of the external review process that is available to you.
- A description of eligibility of coverage for dependents, including instructions on how to add dependents to the plan.
- A description of the Office of Patient Protection (OPP), including the types of assistance and information they can provide and how to contact them.
- Information concerning the availability of physician profiling that is available through the Board of Registration in Medicine.
- A description of NHP's utilization management and quality assurance programs, including how we assess new technologies for coverage.
- A description of how to obtain interpreter and translation services from NHP.
- Information regarding your pharmacy benefit including a listing of medications which are not covered by NHP.
- Information concerning continuation of coverage that may be available to you or your dependents should your life circumstances change, such as a loss of job or a divorce.
- Information on how we coordinate with other insurers that may provide you with health coverage.

To review a copy of your Member Handbook please visit our website at www.nhp.org and select "For Members" then "Your Plan" and select the Member Handbook that corresponds to your NHP health plan. For assistance, interpretation or to request a free-of-charge paper copy of your Member Handbook or other documents, please contact our Customer Care Center at 1-800-462-5449 (TTY 1-800-655-1761) or write to us at Neighborhood Health Plan, 253 Summer Street, Boston, MA 02210.

Distribution of Provider Directory | Section 1: Your NHP Evidence of Coverage

Delete entire paragraph on page 10 "The NHP Provider Directory" and replace with the following:

Important Information Concerning the Availability of Your Member Handbook and NHP's Provider Directory

Provider Directory

As a licensed HMO, NHP Members are required, with certain exceptions, as described in your Member Handbook, to obtain services from NHP contracted providers (NHP network). Unless explicitly authorized by NHP, services that are obtained from out-of-network providers, except in emergencies, may not be covered by NHP.

To determine if a provider is contracted with NHP, please visit our website (www.nhp.org) and select "Find a Provider" then select that network option that is appropriate to your NHP health plan. This will enable you to search for providers by name, geographic location, specialty, gender and languages spoken. NHP's web-based Provider Directory contains the most up-to-date information concerning our provider network. It is available to prospective and current members. For assistance, interpretation or to request a free-of-charge paper copy of NHP's Provider Directory please contact our Customer Care Center at 1-800-462-5449 (TTY 1-800-655-1761) or write to us at Neighborhood Health Plan, 253 Summer Street, Boston, MA 02210.

NHP Service Area | Section 2: Eligibility and Enrollment

Add the following three counties noting "entire county" to the Covered Service Area list on page 12, column 2.

- Barnstable (Entire County)
- Dukes (Entire County)
- Nantucket (Entire County)

Early Intervention Services | Section 7: Your NHP Covered Healthcare Services

Amend text on page 34 by removing the following sentence:

NHP pays up to \$5,200 per child, per calendar year, up to an aggregate benefit of \$15,600 over the total enrollment period.

Mental Health and Substance Abuse Services | Section 8: Mental Health

Amend text on page 42, column 2, first full bullet item should now read:

NHP provides coverage for the diagnosis and treatment of Biologically-based Mental Health Conditions and non-biologically based mental, behavioral, or emotional disorders including

Remove from page 43, column 1, the following text:

All other non-biologically-based mental health conditions, including alcohol and drug addiction. Your policy may have an annual limit for non-biologically based services. Please see your Benefit Summary to determine if your benefits include an annual limit or contact NHP's Customer Care Center at 1-800-462-5449 or TTY 1-800-655-1761.

253 Summer Street, Boston, MA 02210-9609



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