

## Frequently Asked Questions for My Care Family MassHealth Members

January, 2018

### 1. What are the most important things for me to know?

The most important things for you to know is that your provider (PCP) and your MassHealth benefits are not changing. They will be the same. There is nothing you need to do if you want to stay with your current primary care provider.

### 2. Why is this happening?

Your primary care provider has joined an Accountable Care Organization (ACO) Partnership Plan called My Care Family<sup>SM</sup>. MassHealth is enrolling you in My Care Family so that you can continue to receive care from your primary care provider. Neighborhood Health Plan is the insurer for My Care Family. An ACO is a group of clinicians, doctors, hospitals, and other health care providers who come together to give coordinated high-quality care to their MassHealth patients.

### 3. When will this happen?

Your new coverage will start on March 1. You will receive new ID cards and information before your coverage begins.

### 4. What is My Care Family?

My Care Family offers complete care and coverage by Greater Lawrence Family Health Center, Lawrence General Hospital, and Neighborhood Health Plan. In My Care Family, your doctor leads a team of doctors, clinicians, and community partners who work together with you to support your needs for care—whether they be medical, behavioral, or social. The goal is to coordinate your care so it better serves you and improves your health and well-being.

### 5. My Primary Care Provider is in this new plan, but what about my other doctors?

If you are currently receiving care from a Greater Lawrence Family Health Center or Lawrence General Hospital-affiliated primary care provider, chances are good that your other doctors and providers will be participating in My Care Family. When you need specialty or hospital care, your primary care provider will refer you to providers they know and trust in the My Care Family/NHP network. This helps ensure the best quality and coordination of care for you. It is a good idea to make a list of your current doctors and hospitals, then check our Find a Doctor tool at [mycarefamily.org](http://mycarefamily.org) to make sure that they participate.

When using the Find a Doctor tool, be sure to select My Care Family as your plan.

My Care Family doctors and hospitals will display this next to their name: **My Care Family**

## 6. What do I do if I am pregnant, in treatment, or have an upcoming surgery, on or after March 1, 2018?

If you are a current member of Neighborhood Health Plan, there is nothing you need to do.

If you are not a current member of Neighborhood Health Plan, please call to let us know if you are pregnant, in treatment, or have an upcoming surgery on or after March 1, 2018. Neighborhood Health Plan is the insurer for My Care Family. We will work with you and your providers to avoid any interruptions to your care.

To help ensure the continuity of your care, there are certain instances in which you can continue seeing your current doctors even if your current doctors are not in our network.

For example, if you are pregnant and in any trimester, you will be able to keep seeing your doctor through the postpartum period after the baby is born.

Also, if you are in active treatment for a chronic or acute medical condition, you may be able to keep seeing your doctor for up to 30 days after March 1, 2018.

## 7. What drugs are covered?

Our goal is to provide you and your doctor with a wide variety of safe and effective medications.

If you are a current NHP member, we will continue to cover your current medications. We soon will add several medications to our covered drugs list, and also implement some additional guidelines for using certain drugs. We'll send you a communication separately about these upcoming changes.

If your MassHealth coverage is through another health plan, you can visit [mycarefamily.org](http://mycarefamily.org) to find your covered medications. Just click on "Find a Drug" at the top of the page. We cover a wide variety of prescription drugs and even cover many over-the-counter medications with a prescription from a clinician.

To help ensure the continuity of your care, we'll provide a limited transition period so you can fill your current medication until permanent approvals or changes are made by your doctor.

## 8. What can I expect through this new plan?

My Care Family will offer programs and services to help you achieve your health goals, whether you want to stay healthy, need help to lose weight, get your high blood pressure under control, or stop smoking. If you are living with a chronic condition such as asthma or diabetes, we'll make sure you get the support and information to be as well as you can be.

## 9. What happens next?

Before March 1, 2018, you will get a welcome packet from My Care Family that will explain how to get the most out of your health plan benefits. You will continue to use your current MassHealth ID card (the card with the picture of Massachusetts on it), and you'll also receive a new member ID card from My Care Family. Please bring both cards to all your appointments.

## 10. Can you tell me about Neighborhood Health Plan? I have not had them as my insurer before.

Neighborhood Health Plan (NHP) is a not-for-profit health plan that has provided coverage to hundreds of thousands of MassHealth members for more than 30 years. NHP was founded in 1986 with a commitment to promote health equity for members within the diverse communities we serve. NHP's focus on world-class service and high-quality support for members in need today continues that tradition of personal and high-quality care. NHP also is a member of Partners HealthCare.

## 11. What if I have questions?

There are several ways for you to get more information:

**Call:** You can call NHP Customer Service at **800-462-5449** (or TTY 711 for the hearing impaired) with any questions. We are available Monday through Friday, 8:00 AM to 6:00 PM and Thursday from 8:00 AM to 8:00 PM. For MassHealth-related questions, you can also call MassHealth at **800-841-2900**. TTY users may call **800-497-4648**. Hours are Monday through Friday from 8:00 AM to 5:00 PM.

**Online:** Visit the My Care Family web site at **mycarefamily.org** to look up doctors, medications and find more questions and answers. You can also visit MassHealth to learn more about your health plan options and how to change your plan at **MassHealthChoices.com**. You can also read about health plan options in the Enrollment Guide sent to your household and available at **mass.gov/masshealth**.