



**Neighborhood  
Health Plan™**

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**FOR IMMEDIATE RELEASE**

**NHP to Offer Prevention, Rehab, Pain Relief Treatments Cost-free**  
*First-In-Nation Benefit Design Waives Out-of-Pocket Expenses for  
Comprehensive Alternatives to Opioids*

**November 7, 2017 (SOMERVILLE, MA)** – Neighborhood Health Plan (NHP) announced today it will begin offering certain treatments and prescriptions on a selection of commercial plan designs for large group customers with no cost to members to help prevent health risks from developing, and aid in patient recovery whenever medical interventions are needed. Large employer groups enrolling with NHP will be able to select comprehensive treatment options that members can access without additional out-of-pocket costs. NHP is the first health plan in the nation to offer such a comprehensive benefit.

Called “Care Complement,” the new program eliminates financial obstacles that discourage patients from seeking treatments to mitigate or prevent certain serious health conditions. Care Complement waives co-pays for 11 common prescription medications that treat chronic conditions, such as high cholesterol, high blood pressure, heart disease and depression. The plan gives members access to prevention services like diabetic education and nutritional counseling at no additional cost. Cost-sharing is waived for certain pain treatments offered in place of opioid prescriptions. Cost-sharing is also waived for cardiac rehabilitation services to speed recovery after a heart attack.

“Care Complement improves adherence and management of chronic disease, and offers affordable alternatives to opioids for the treatment of pain,” said Dr. Anton B. Dodek, Chief Medical Officer for Neighborhood Health Plan. By eliminating cost sharing, this benefit design encourages members to work with their doctors and optimally manage their conditions, which results in healthier outcomes and improved patient satisfaction.”

“Care Complement reflects NHP’s ongoing commitment to a member-centric approach as we develop new and innovative ways to give our members the care that is right for them, at the right time,” added Katie Catlender, Chief Commercial Officer for Neighborhood Health Plan. “By using benefit design to remove financial barriers for treatments targeted to our members’ specific needs, we can help to improve their overall health and quality of life.”

Care Complement also provides a new option for those suffering from acute or chronic pain who can now access drug-free, pain-management treatments at no out-of-pocket cost. This important new option gives pain sufferers and their doctors an effective and affordable alternative to powerful prescription drugs, including opioids that can lead to substance use disorders, which claim about 100 lives each month in Massachusetts alone.

Where patients and their doctors determine they can benefit from alternative pain treatments, NHP will now cover all costs for up to:

- 6 physical therapy/occupational therapy sessions.
- 6 chiropractic visits.
- And 6 acupuncture visits.

NHP will also pick up the prescription and office visit costs for medication-assisted therapy (MAT) for members who already have a drug dependency, as well as expenses for individual coaches to guide them through the recovery process. These coaches link patients to important services across the delivery system and reduce relapses and hospital admissions by serving as a safety net while members transition between different levels of care.

The 3,000+-member Plumber's Union Local 12, having joined NHP September 1, was one of the first large commercial groups to take advantage of the new Care Complement program.

"Plumbers as much as anyone understand that one size does not fit all," said Lenna Bablouzian, Practice Leader, Population Health and Wellbeing, for Boston Benefit Partners, LLC, which designs and implements benefit packages for Local 12. "We were very impressed by NHP's eagerness to work collaboratively with us to get to know our union membership better, so that we could develop a comprehensive and proactive plan that keeps our members healthy instead of treating them only after they become sick."

NHP is the first health plan in the nation to waive members' cost sharing in a comprehensive way for certain drug-free, chronic pain alternative treatments. Other companies cover similar pain-management treatments, but none cover the large number of sessions NHP provides as part of an all-encompassing package of prevention treatments.

## **About NHP**

Neighborhood Health Plan ([NHP](#)) is an NCQA-accredited, not-for-profit health plan that provides coverage to over 380,000 commercial and MassHealth members. For more than 30 years, employers, individuals, and families across Massachusetts have turned to NHP for health care coverage that is both high quality and affordable. NHP is known for plans that are easy-to-understand and manage. Members have access to a robust network of top doctors, community

health centers, and academic and regional hospitals. Founded in 1986 with a commitment to promote health equity for members within the diverse communities we serve, NHP's service and care management programs today continue the tradition of personalized and high-quality care. NHP is a member of Partners HealthCare.

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