

Fall | Winter 2024

Get the right care at the right time



Dear valued member,

Your plan includes benefits tailored to you

Annual checkups, preventive screenings, immunizations—they're all important to your health and they're covered by your plan! Depending on your age and gender, screenings are covered for blood pressure, breast cancer (mammograms), Hepatitis C, colorectal cancer, and more. Learn what's covered at Member.MGBHP.org. Here are a few tips to get you started:

1

Recommended for ages 11–26: A single dose HPV vaccine is highly effective at preventing infections over three years. Getting one significantly reduces the chance of getting cervical cancer and other malignancies. It works best when given before any exposure.

2

A seasonal flu shot keeps you, your family, and your community healthy. And it's covered by your plan. Get one at no cost from an in-network provider or pharmacy location.

3

Women who are 40–74 years old are recommended to get a mammogram every two years. Different recommendations may be used for women at higher-than-average risk.

Mental health is essential to your overall well-being:

We offer a whole range of resources and support, including providers in the Optum network, available to you at MGBHP.org/behavioral-health.

Fast and easy access to mental health support

with Lyra Health: Get comprehensive care for the whole family—including teens and children ages 2+. Schedule virtual or in-person appointments with therapists, health coaches, and others, often within 1–3 days. You can also access resources in the digital self-care library. Get started at Member.MGBHP.org.

Women's health support for every stage of life: We offer our members access to leading-edge programs and apps for women in important stages of their lives. Get help with pregnancy, postpartum and loss, menopause, or pelvic health issues. Learn more at MGBHP.org/pregnancy-menopause.

A Health Profile survey lets you start a wellbeing program: After you complete the survey, you'll get a personalized report with health recommendations. To get started, log in to Member.MGBHP.org. For help, connect to a health coach by calling the number on the back of your member ID card.

A health coach or tobacco cessation specialist is here for you: Want to lose weight, start a fitness program, eat healthier, or quit tobacco? To connect with a health coach or tobacco cessation specialist, call Customer Service at the number on the back of your member ID card.

To your good health,



Jonathan Biron
Director of Customer Service

Important information for our members

To get the most out of your plan and learn more about your coverage and costs, log in to Member.MGBHP.org.

Member rights and responsibilities:

Your rights and responsibilities as a Mass General Brigham Health Plan member.

Benefit coverage and obtaining care: How to use your benefits and what's covered and not covered, including how to:

- Get care when you are outside of your plan's service area and benefit restrictions
- Get help with translation
- Submit a claim
- Find information about providers in your plan's network
- Find a Primary Care Provider (PCP) or a primary care location in your plan's network
- Get a referral or authorization from your PCP for specialty care, behavioral health care, and hospital services when necessary
- Seek care after hours and how to get emergency care
- Understand the way we evaluate new technology for inclusion as a covered benefit
- Find cost-sharing responsibilities

Notice of privacy practices and confidentiality:

Describes how we collect, protect, use, and disclose your health information.

Post-mastectomy benefits: What you're entitled to if you have a mastectomy.

Appeal and grievance process: How to appeal a denial or submit a formal complaint.

Preventive care guidelines for children:

When your child should have preventive care, and what's covered.

Preventive care guidelines for adults: When you should have preventive care and what's covered.

Pharmacy benefits and pharmacy

management procedures: Pharmacy benefits, procedures, programs, and a list of medications covered by your plan.

Incentives statement: Coverage decisions are based on the appropriateness of care, service, and coverage. Mass General Brigham Health Plan does not specifically reward providers or any organization reviewing our coverage decisions. Nor does Mass General Brigham Health Plan give rewards to utilization management decision makers to try to encourage outcomes that result in underutilization.

Utilization management: How to learn more about coverage requests, approvals, and denials.

Advance directives/health care proxy: How to choose a representative to speak for you in case you can't make your own medical decisions.

Quality improvement programs: Learn about our annual plan for ongoing improvements to clinical care, customer service, and patient safety.

Transitioning from pediatric care: How to find an adult PCP for a child who is turning 18.

Care management and disease management

services: Mass General Brigham Health Plan offers care management services to help members navigate the healthcare system and coordinate their care. We also offer many disease and diagnosis management programs to manage a range of acute and chronic conditions, as well as maternal-child health. Refer yourself or a covered family member by calling Customer Service at the number on the back of your member ID card.

Health coaching and tobacco cessation:

Mass General Brigham Health Plan offers you telephonic health coaching. Our health coaches help you set and meet your personal wellness goals. They can help you stick to your provider's recommendations, eat healthier, increase physical activity, manage stress, and quit using tobacco.

To speak with a health coach, call the customer service number on the back of your member ID card or email HealthPlanHealthandWellness@mgb.org.