

## Prior Authorization (PA) and Referral requirements for Covered Services for Berkshire Fallon Health Collaborative with MassHealth CarePlus Coverage

This is a list of Prior Authorization and/or Referrals requirements for all covered services and benefits for MassHealth CarePlus members enrolled in Berkshire Fallon Health Collaborative (BFHC). BFHC will coordinate all covered services listed below. It is your responsibility to always carry your BFHC **and** your MassHealth identification cards and show them to your providers at all appointments.

You can call Fallon Customer Service for more information about services and benefits. Please see the telephone number and hours of operation for Fallon Customer Service at the bottom of every page of this document.

**If you have questions about:**

**Please call:**

Medical Services	BFHC at 1-855-203-4660 or TTY: TRS 711 for people with partial or total hearing loss. See below for hours of operation.
Behavioral Health Services	1-888-877-7184 or TTY: TRS 711 for people with partial or total hearing loss.
Pharmacy Services	Go to Fallon’s drug list at fallonhealth.org or call Fallon Customer Service at 1-855-203-4660 or TTY: TRS 711 for people with partial or total hearing loss.
Dental Services	DentaQuest Customer Service at 1-800-207-5019 or TTY at 1-800-466-7566 or Translation Line at 1-800-207-5019. Hours: 8 a.m. to 6 p.m., Monday-Friday.

In the chart that follows, if the column under “**Prior Authorization (PA) Required for Some or All of the Services**” is marked with a “**Yes,**” then some or all of these services will need Prior Authorization before receiving these services. Your provider will work with BFHC to request a PA. If the column under “**Primary Care Provider (PCP) Referral Required for Some or All of the Services?**” is marked “**Yes,**” then some or all of these services require a referral from your PCP before receiving these services.

Please keep in mind that services and benefits change from time to time. This PA and/or Referral Requirements for covered services listing is for your general information only. Please call BFHC for the most up to date information. MassHealth regulations control the services and benefits available to you. To access MassHealth regulations:

- Go to MassHealth’s website [www.mass.gov/masshealth](http://www.mass.gov/masshealth); or
- Call MassHealth Customer Service at 1-800-841-2900 (TTY: 1-800-497-4648 for people with partial or total hearing loss) Monday through Friday from 8:00 a.m. – 5:00 p.m.

This Covered Services List is effective 7/1/2021.

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<b>MassHealth CarePlus Covered Services</b>	<b>Prior Authorization (PA) Required for Some or All of the Services? Yes or No</b>	<b>Primary Care Provider (PCP) Referral Required for Some or All of the Services? Yes or No</b>
<b>Emergency Services</b>		
<b>Emergency Inpatient and Outpatient Services</b>	NO	NO
<b>Medical Services</b>		
<b>Abortion Services</b>	*	*
<b>Acupuncture Treatment</b> For use for pain relief or anesthesia.	NO 20 sessions per year without authorization; pre-authorization required for additional visits	NO
<b>Acute Inpatient Hospital Services</b> Includes all inpatient services in an acute hospital, such as daily physician intervention, surgery, obstetrics, behavioral health, radiology, laboratory, and other diagnostic and treatment procedures. (May require pre-screening.)	YES	NO
<b>Acute Outpatient Hospital Services</b> Services in a hospital's outpatient department or satellite clinic. They are generally provided, directed, or ordered by a physician. Services include specialty care, observation services, day surgery, diagnostic services, and rehabilitation services.	YES	YES
<b>Ambulatory Surgery Services</b> Surgical, diagnostic, and medical services that provide diagnosis or treatment through operative procedures, including oral surgery, requiring general, local, or regional anesthesia to patients who do not require hospitalization or overnight services upon completion of the procedure, but who require constant medical supervision for a limited amount of time following the conclusion of the procedure.	YES	NO
<b>Audiologist (Hearing) Services</b> Services include, but are not limited to, testing related to the determination of hearing loss, evaluation for hearing aids, prescription for hearing-aid devices, and aural rehabilitation.	YES	NO
<b>Chiropractic Services</b> Chiropractic manipulative treatment, office visits, and some radiology services (e.g., X-rays).	NO	NO
<b>Chronic Disease and Rehabilitation Hospital (CDRH) Services</b>	YES	NO

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Services in a chronic disease hospital or rehabilitation hospital for up to 100 days. If the member becomes eligible for another MassHealth coverage type (e.g., MassHealth Standard or CommonHealth), this coverage may be extended beyond 100 days. [Note: Admission in a CDRH and a Nursing Facility will be treated as one admission. In those cases, 100 days of combined CDRH and Nursing Facility Services is covered.]		
<b>Community Health Center Services</b> Examples include: <ul style="list-style-type: none"> <li>• Specialty office visits</li> <li>• OB/GYN services</li> <li>• Pediatric services, including Early and Periodic Screening, Diagnostic and Treatment (EPSDT) services</li> <li>• Medical social services</li> <li>• Nutrition services, including diabetes self-management training and medical nutrition therapy</li> <li>• Vaccines/immunizations</li> <li>• Health education</li> </ul>	YES	YES
<b>Dialysis Services</b> Medically necessary renal dialysis that includes all services, supplies, and routine laboratory tests; also includes training for home dialysis.	YES	NO
<b>Diabetes Self-Management Training</b> Diabetes self-management training and education services furnished to an individual with pre-diabetes or diabetes by a physician or certain accredited qualified health care professionals (e.g., registered nurses, physician assistants, nurse practitioners, and licensed dietitians).	NO	YES
<b>Durable Medical Equipment (DME)</b> <ul style="list-style-type: none"> <li>• Including but not limited to the purchase or rental of medical equipment, replacement parts, and repair for such items.</li> <li>• Enteral Nutritional Supplements (formula) and breast pumps (one per birth or as medically necessary) are covered under your DME benefit.</li> </ul>	YES Med supplies = NO	NO

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<b>Family Planning Services</b>	NO	NO
<b>Hearing Aid Services</b>	YES	NO
<b>Home Health Services</b> Skilled and supportive care services provided in the member's home to meet skilled care needs and associated activities of daily living to allow the member to safely stay in their home. Available services include skilled nursing, medication administration, home health aide, and occupational, physical, and speech/language therapy.	YES	NO
<b>Hospice Services</b> Members should discuss with MassHealth or their health plan the options for receiving hospice services.	YES	NO
<b>Infertility Services</b> Diagnosis of infertility and treatment of underlying medical condition.	YES	YES
<b>Laboratory Services</b> All services necessary for the diagnosis, treatment and prevention of disease, and for the maintenance of health.	NO	NO
<b>Medical Nutritional Therapy</b> Nutritional, diagnostic, therapy and counseling services for the purpose of a medical condition that are furnished by a physician, licensed dietician, licensed dietician/nutritionist, or other accredited qualified health care professionals (e.g., registered nurses, physician assistants, and nurse practitioners).	NO	YES
<b>Nursing Facility Services</b> Services in a nursing facility for up to 100 days. If the member becomes eligible for another MassHealth coverage type (e.g., MassHealth Standard or CommonHealth), this coverage may be extended beyond 100 days. [Note: Admission in a Nursing Facility and a CDRH will be treated as one admission. In those cases, 100 days of combined Nursing Facility and CDRH services is covered.]	YES	NO
<b>Orthotic Services</b> Braces (non-dental) and other mechanical or molded devices to support or correct any defect of form or function of the human body.	YES	NO

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<b>Oxygen and Respiratory Therapy Equipment</b>	YES	NO
<b>Podiatrist Services</b> Services for footcare	YES	NO
<b>Primary Care (provided by member's PCC or PCP)</b> Examples include: <ul style="list-style-type: none"> <li>• Office visits for primary care</li> <li>• Annual gynecological exams</li> <li>• Prenatal care</li> <li>• Diabetes self-management training</li> <li>• Tobacco cessation services</li> </ul>	NO	NO
<b>Prosthetic Services</b>	YES	NO
<b>Radiology and Diagnostic Services</b> Examples include: <ul style="list-style-type: none"> <li>• X-Rays</li> </ul>	NO	YES
<ul style="list-style-type: none"> <li>• Magnetic resonance imagery (MRI) and other imaging studies</li> <li>• Radiation oncology services performed at radiation oncology centers (ROCs) that are independent of an acute outpatient hospital or physician service</li> </ul>	YES	YES
<b>Specialists</b> Examples include: <ul style="list-style-type: none"> <li>• Office visits for specialty care</li> <li>• OB/GYN (No referral needed for prenatal care and annual gynecological exam)</li> <li>• Medical nutritional therapy</li> </ul>	NO	NO
<b>Therapy Services</b> Therapy services include diagnostic evaluation and therapeutic intervention, which are designed to improve, develop, correct, rehabilitate, or prevent the worsening of functional capabilities and/or disease, injury, or congenital disorder. Examples include: <ul style="list-style-type: none"> <li>• Occupational therapy</li> <li>• Physical therapy</li> </ul>	NO up to 60 combined OT/PT and 30 ST visits; YES after those numbers	NO

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<ul style="list-style-type: none"> <li>• Speech/language therapy</li> </ul>		
<b>Tobacco Cessation Services</b> Face-to-face individual and group tobacco cessation counseling and tobacco cessation drugs, including nicotine replacement therapy (NRT).	NO	NO
<b>Wigs</b> As prescribed by a physician and related to a medical condition.	NO	NO
<b>Dental Services</b>		
<b>Adult Dentures</b> Full and partial dentures, and adjustments and repairs to those dentures, for adults ages 21 and over.*	*	*
<b>Diagnostic, Preventive, Restorative, and Major Dental Services</b> Used for the prevention, control, and treatment of dental diseases and the maintenance of oral health for children and adults.	*	*
<b>Emergency-Related Dental Care</b>	NO	NO
<b>Oral Surgery</b> Performed in a dental office, outpatient hospital, or ambulatory surgery setting and which is medically necessary to treat an underlying medical condition.	YES	NO
<b>Transportation Services</b>		
<b>Transportation Services - Emergency</b> Ambulance (air and land) transport that generally is not scheduled but is needed on an emergency basis. These include specialty care transport (that is, an ambulance transport of a critically injured or ill member from one facility to another, requiring care beyond the scope of a paramedic).	NO	NO
<b>Transportation Services - Non-Emergency</b> Transportation by land ambulance, chair car, taxi, and common carriers to transport a member to and from a covered service.	*	*
<b>Vision Services</b>		
<b>Vision Care</b> Includes: <ul style="list-style-type: none"> <li>• Comprehensive eye exams once every year for members under 21 and once every 24 months for members 21 and over, and</li> </ul>	NO	NO

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whenever medically necessary		
<ul style="list-style-type: none"> <li>• Vision training</li> <li>• Ocular prosthesis; contacts, when medically necessary, as a medical treatment for a medical condition such as keratoconus</li> </ul>	YES	NO
<ul style="list-style-type: none"> <li>• Bandage lenses</li> </ul>	YES	NO
<ul style="list-style-type: none"> <li>• Prescription and dispensing of ophthalmic materials, including eyeglasses and other visual aids, excluding contacts</li> </ul>	*	*
<b>Pharmacy Services</b>		
<b>See copay information at the end of this section.</b>		
Over-the-counter medicines	YES	NO
Prescription drugs	YES	NO
<b>Behavioral Health Services</b>		
<b>Non 24-hour Diversionary Services</b>		
<b>Community Support Program (CSP)</b> Services delivered by a community-based, mobile, multi-disciplinary team. These services help members with a long-standing mental health or substance use disorder diagnosis. Services support members, and their families, who are at increased medical risk, and children and adolescents whose behavioral health issues impact how well they can function at home or in the community. Services include outreach and supportive services.	YES	NO
<b>Intensive Outpatient Program (IOP)</b> A clinically intensive service that follows a discharge from an inpatient stay and helps members avoid readmission to an inpatient service and help move back to the community. The service provides coordinated treatment using a range of specialists.	NO	NO
<b>Partial Hospitalization (PHP)</b> These services offer short-term day mental health programming available seven days per week, as an alternative to inpatient hospital services. These services include daily psychiatric management.	YES	NO
<b>Program of Assertive Community Treatment (PACT)</b> A treatment team approach to providing acute, active, and long-term	YES	NO

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community-based mental health treatment, outreach, rehabilitation, and support. This service helps members to maximize their recovery, set goals, and be in the community. Services are provided in the community and are available 24 hours a day, seven days a week, 365 days a year, as needed.		
<b>Psychiatric Day Treatment</b> Mental health services for members who do not need an inpatient hospital stay, but who needs more treatment than a weekly visit. Psychiatric day treatment includes diagnostic, treatment, and rehabilitative services.	YES	NO
<b>Recovery Coaching</b> A non-clinical service provided by peers who have lived experience with substance use disorder and who have been certified as recovery coaches. Members are connected with recovery coaches. Recovery coaches help members start treatment and serve as a guide to maintain recovery and to stay in the community.	YES	NO
<b>Recovery Support Navigators (RSN)</b> Specialized care coordination services for members who have substance use disorder. This service helps members to access and receive treatment, including withdrawal management and step-down services, and to stay motivated for treatment and recovery.	NO	NO
<b>Structured Outpatient Addiction Program (SOAP)</b> Substance use disorder services that are clinically intensive and offered in a structured setting in the day or evening. These programs can be used to help a member transition from an inpatient substance use disorder program. It can also be used by individuals who need more structured outpatient services for a substance use disorder. These programs may include specialized services for pregnant members, adolescents, and adults who need 24-hour monitoring.	NO	NO
<b>24 Hour Diversionary Services</b> <b>Mental health and substance use disorder services used instead of inpatient hospital services. These services support a member returning to the community after an inpatient hospital stay, or help a member maintain functioning in the community.</b>		
<b>Acute Treatment Services (ATS) for Substance Use Disorders</b>	NO	NO

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Services used to treat substance use disorders on a 24-hour, seven days a week basis. Services may include assessment; use of approved medications for addictions; individual and group counseling; educational groups; and discharge planning. Pregnant members receive specialized services. Members receive additional services to treat other mental health conditions.		
<b>Clinical Support Services for Substance Use Disorders</b> 24-hour treatment services that can be used by themselves or after acute treatment services for substance use disorders. Services include education and counseling; outreach to families and significant others; medications for treating substance use disorders; referrals to primary care and community supports; and planning for recovery. Members with other mental health disorders receive coordination of transportation and referrals to mental health providers. Pregnant members receive coordination with their obstetrical care.	NO	NO
<b>Community Crisis Stabilization</b> Services provided instead of inpatient hospital services. These services provide 24-hour observation and supervision for members.	YES Exception-Community Crisis stabilization through Emergency Service Provider (ESP) requires authorization after the first day/night.	NO
<b>Substance Use Disorder Diversionary Services</b>		
<b>Adult Residential Rehabilitation Services for Substance Use Disorders</b> Services for substance use disorder offered in a 24-hour residential setting. Services include: at least five hours of individual or group therapy each week; case management; education; and rehabilitation based in the residence. Some residential programs serve pregnant and post-partum members, and provide assessment and management of gynecological, obstetric, and other prenatal needs, and offer parenting skills education, child development education, parent support, family planning, nutrition, as well as opportunities for parent/child relational and developmental groups. Members receive coordination of transportation and referrals to	*	*

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mental health providers to ensure treatment for any other mental health conditions.		
<b>Co-occurring Enhanced Residential Rehabilitation Services for Substance Use Disorders</b> Services provided in a 24-hour, safe, structured setting in the community. These services support the member's recovery from substance use disorders and moderate to severe mental health conditions. The services support a move back into the community and a return to social, work, and educational roles. Services are provided to support recovery. Clinical services, additional outpatient levels of care, and access to prescribers for medications are available	YES	NO
<b>Family Residential Rehabilitation Services for Substance Use Disorders</b> Services provided in a 24-hour residential setting for families in which a parent has a substance use disorder. Rehabilitative services that support parents and children are provided along with ongoing support for developing and maintaining interpersonal and parenting skills and support family reunification and stability. Members receive therapy, case management, education, and rehabilitation based in the residence.	*	*
<b>Transitional Age Youth and Young Adult Residential Rehabilitation Services for Substance Use Disorders</b> Services provided in a 24-hour residential setting for youth ages 16 to 21 or young adults ages 18 to 25 who are recovering from alcohol or other drug problems. Services include: individual or group therapy; case management; education; and rehabilitation based in the residence. Members also receive coordination of transportation and referrals to mental health providers for any co-occurring mental health conditions.	*	*
<b>Inpatient Services</b> <b>24-hour hospital services that provide mental health or substance use disorder treatment, diagnoses, or both.</b>		
<b>Administratively Necessary Day (AND) Services</b> Day(s) of inpatient hospital services for members who are ready for discharge, but the right setting is not available. Services include appropriate continuing clinical services.	YES	NO

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<b>Inpatient Mental Health Services</b> Inpatient hospital services to evaluate and treat acute psychiatric conditions.	YES	NO
<b>Inpatient Substance Use Disorder Services</b> Inpatient hospital services that provide medically directed care and treatment to members with complex withdrawal needs, as well as co-occurring medical and behavioral health conditions.	NO	NO
<b>Observation/Holding Beds</b> Hospital services, for a period of up to 24 hours, that are used to assess, stabilize, and identify resources for members.	YES	NO
<b>Outpatient Behavioral Health Services</b>		
<b>Acupuncture Treatment</b> The insertion of metal needles through the skin at certain points on the body as an aid to persons who are withdrawing from, or in recovery from, dependence on substances.	YES	NO
<b>Ambulatory Withdrawal Management</b> Outpatient services for members who are experiencing a serious episode of excessive substance use or complications from withdrawal when neither life nor significant bodily functions are threatened.	NO	NO
<b>Case Consultation</b> A meeting between the treating provider and other behavioral health clinicians or the member's primary care physician, concerning a member. The meeting is used to identify and plan for additional services; coordinate or revise a treatment plan; and review the individual's progress.	NO	NO
<b>Couples/Family Treatment</b> Therapy and counseling to treat a member and their partner or family in the same session.	YES After 12 Initial Encounters are exhausted	NO
<b>Diagnostic Evaluation</b> An assessment of a member's functioning, used to diagnose and to design a treatment plan.	YES After 12 Initial Encounters are exhausted	NO
<b>Dialectical Behavioral Therapy (DBT)</b> Outpatient treatment involving strategies from behavioral, cognitive, and	YES	NO

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supportive psychotherapies for members with certain disorders, including members with borderline personality disorder.		
<b>Family Consultation</b> A meeting with family members or others who are important to the member and to a member's treatment. The meeting is used to identify and plan for additional services; coordinate or revise a treatment plan; and review the individual's progress.	NO	NO
<b>Group Treatment</b> Therapy and counseling to treat unrelated individuals in a group setting.	NO	NO
<b>Individual Treatment</b> Therapy or counseling to treat an individual on a one-to-one basis.	YES After 12 Initial Encounters are exhausted	NO
<b>Inpatient-Outpatient Bridge Visit</b> A single-session consultation led by an outpatient provider while a member is still in an inpatient psychiatric unit. This visit includes the member and the inpatient provider.	YES After 12 Initial Encounters are exhausted	NO
<b>Medication Visit</b> A visit to evaluate the appropriateness of the member's prescriptions for drugs used for behavioral health needs, as well as any need for monitoring by a psychiatrist or registered nurse clinical specialist for whether such drugs are useful and any side effects.	NO	NO
<b>Opioid Treatment Services</b> Supervised assessment and treatment of an individual, using medications approved by the Food and Drug Administration, along with a range of medical and rehabilitative services to relieve the effects of opiate addiction. Includes detoxification and maintenance treatment.	NO	NO
<b>Psychiatric Consultation on an Inpatient Medical Unit</b> A meeting between a psychiatrist or advanced practice registered nurse clinical specialist and a member at the request of the medical unit. It is used to assess the member's mental status and to consult on a behavioral health plan, including proper medications, with the medical staff.	NO	NO
<b>Psychological Testing</b>	YES	NO

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Standardized tests used to assess a member's cognitive, emotional, neuropsychological, and verbal functioning.		
<b>Other Behavioral Health Services</b>		
<b>Electro-Convulsive Therapy (ECT)</b> A treatment that is used to treat depression that has not responded to medications and psychotherapy. This treatment initiates a seizure with an electric impulse while the individual is under anesthesia.	YES	NO
<b>Emergency Services Program (ESP)</b> Services provided to adults age 18 and over who are experiencing a behavioral health crisis. This service is provided by designated emergency service program providers or, in some cases, by outpatient hospital emergency departments. Services help identify, assess, treat, and stabilize the situation and to reduce the immediate risk of danger. Services are available 24 hours a day, seven days a week.	NO	NO
<b>Repetitive Transcranial Magnetic Stimulation (rTMS)</b> A treatment that is used to treat depression that has not responded to medications and psychotherapy. In this treatment, rapidly changing magnetic fields are applied to the brain through a wire attached to the scalp.	YES	YES
<b>Specializing</b> Treatment services provided to a member in a variety of 24-hour settings, on a one-to-one basis, to maintain the individual's safety.	YES	NO

**\*These services are covered directly by MassHealth and may require authorization; however, Fallon Health will assist the coordination of these services. Please contact Case Management for more information.**

**\*\*If you are pregnant, you should contact MassHealth or BFHC because you will qualify for additional benefits due to your pregnancy.**

**\*\*\*Pursuant to the requirements of Section 19 of Chapter 258 of the Acts of 2014 and MassHealth policy, there are no Prior Authorization requirements for the following Substance Use Disorder Recovery Services:**

- Inpatient substance use disorder services

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- Enhanced acute treatment services for substance use disorder
- Acute treatment services for substance use disorder
- Clinical support services – substance use disorder
- Partial hospitalization
- Structured Outpatient Addition Program (SOAP)
- Intensive Outpatient Program (IOP)
- Outpatient counseling or ambulatory detoxification

### **Copays**

A copay is a small amount that a member pays when they get health services. The only time that a member may have a copay is when they get certain prescription drugs. Most members pay the following pharmacy copays:

- \$1 for each prescription and refill for each generic drug and over-the-counter drug covered by MassHealth in the following drug classes: antihyperglycemics, antihypertensives, and antihyperlipidemics; and
- \$3.65 for each prescription and refill for all other generic, brand-name, and over-the-counter drugs covered by MassHealth that are not \$1 as outlined above or excluded.

If a member is receiving a 90-day supply of a MassHealth covered prescription drug, the total copay amount for that 90-day supply will still either be \$1 or \$3.65 as outlined above.

### **The following prescriptions and refills do NOT have any pharmacy copays:**

- Drugs used for substance use disorder (SUD) treatment, such as medication-assisted therapy (MAT) (for example, Suboxone or Vivitrol),
- Certain preventive drugs such as low-dose aspirin for heart conditions, drugs used to prevent HIV, and drugs used to prepare for a colonoscopy,
- Certain vaccines and their administration,
- Family planning drugs or supplies, such as birth control pills (oral contraceptives),
- Drugs to help you stop smoking,
- Emergency services,
- Provider preventable services, or
- Other services described in MassHealth regulations (130 CMR 506.015 and 130 CMR 520.037).

Prescription drugs are the only benefit that may have copays. There are no copays for other covered services and benefits.

### **Members who do NOT have copayments**

Some members do not have to pay a copay at all. You do not have to pay a MassHealth copay for any service covered by MassHealth if:

- Your income is at or below 50% of the federal poverty level (FPL)

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- You are eligible for MassHealth because you are receiving certain public assistance benefits such as Supplemental Security Income (SSI), Transitional Aid to Families with Dependent Children (TAFDC), or services through the Emergency Aid to the Elderly, Disabled and Children (EAEDC) Program. See regulations at 130 CMR 506.015 and 130 CMR 520.037
- You are under 21 years old
- You are pregnant or you have recently given birth (you are in the postpartum period)
- You are receiving benefits under MassHealth Limited (Emergency Medicaid)
- You are a member who has MassHealth Senior Buy-In or MassHealth Standard, and you are receiving a drug that is covered under Medicare Parts A and B only, when provided by a Medicare-certified provider
- You are in a long-term care facility such as:
  - A nursing facility
  - Chronic-disease or rehabilitation hospital, or
  - Intermediate-care facility for individuals with intellectual disabilities, or
  - You have been admitted to a hospital from such a facility or hospital
- You are receiving hospice services
- You were a foster care child and you are eligible for MassHealth Standard, until age 21 or 26 as described in regulations 130 CMR 505.002(H)
- You are American Indian or an Alaska Native and you are currently receiving or have ever received services at the Indian Health Service (IHS), an Indian tribe, a tribal organization, or an urban Indian organization, or
- You are in another exempt category (see regulations at 130 CMR 506.015 or 130 CMR 520.037).

**Copay Cap**

Members are responsible for MassHealth pharmacy copays up to a monthly limit, called a copay cap, not to exceed 2% of the member’s monthly household income.

- A copay cap is the highest dollar amount that members can be charged in pharmacy copays in a month.
- MassHealth calculates a monthly copay cap for each member based on the lowest income in their household and their household size. MassHealth rounds the copay cap down to the nearest \$10 amount. No copay will be more than \$60. The following table shows what the member’s final monthly copay cap will be:

<b>If the member’s monthly copay cap is calculated to be:</b>	<b>The member’s final monthly copay cap will be:</b>
\$0 to \$9.99	No Copays
\$10 to \$19.99	\$10

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\$20 to \$29.99	\$20
\$30 to \$39.99	\$30
\$40 to \$49.99	\$40
\$50 to \$59.99	\$50
\$60 or More	\$60

- For example, if your monthly copay cap is \$12.50 in July, you will not be charged more than \$10 of copays in July. If your household income or family size changes in August, your monthly copay cap may change for August.

Members do not need to pay any more pharmacy copays once they have reached their pharmacy copay cap for the month. MassHealth will send members a letter when they reach the monthly copay cap. If the pharmacy tries to charge the member any more copays for that month, the member should show the pharmacy the letter and the pharmacy should not charge the copay. Members who do not receive a letter, or who have any questions, should call the MassHealth Customer Service Center if a pharmacy does not give them the drugs. See contact information below.

**Members who CANNOT pay the copay**

The pharmacy cannot refuse to give members their covered drugs even if they cannot pay the copay. However, the pharmacy can bill members later for the copay. Members must call the MassHealth Customer Service if a pharmacy does not give them the drugs. See contact information below.

**Excluded Services**

The following services or supplies are not covered under MassHealth, unless they are medically necessary, or as noted.

1. Cosmetic surgery. There are exceptions if MassHealth agrees it is necessary for:
  - a. Treating damage following injury or illness;
  - b. Breast reconstruction following a mastectomy; or
  - c. Other procedures that MassHealth determines are medically necessary.
2. Treatment for infertility. This includes in-vitro fertilization (IVF) and gamete intrafallopian tube (GIFT) procedures
3. Experimental treatment
4. A service or supply that is not provided by, or at the direction of, your provider or MassHealth. There are exceptions for:
  - a. Emergency services
  - b. Family planning services
5. Non-covered laboratory services
6. Personal comfort items such as air conditioners, radios, telephones, and televisions

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**Contact MassHealth**

If you have questions, call the MassHealth Customer Service Center, Monday through Friday from 8:00 a.m. to 5:00 p.m. at 1-800-841-2900 or TTY at 1-800-497-4648 for people who are deaf, hard of hearing, or speech disabled.

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