

Fallon Health: Improving health and inspiring hope for 45 years

We invite you to take a journey through the decades to learn how Fallon's evolved to become a mission-focused, community-based, not-for-profit health care services organization that is nationally recognized.

■ 1977 to 1979

In February 1977, a unique and innovative organization is born in Worcester. Fallon Community Health Plan, a provider-payer partnership created in conjunction with Fallon Clinic (now Reliant Medical Group), launches with a mission to support the health care needs of the community it serves.

Fallon quickly becomes the first federally qualified HMO in Central Massachusetts (the fourth in the state, 75th in the nation) and wins the first state contract to cover Medicaid beneficiaries.

■ 1980 to 1989

In 1980, Fallon becomes the first health plan in the country to offer a Medicare Advantage plan. In 1989, we become part of

the Fallon Healthcare System, a national model for managed care that integrates the resources of a multispecialty medical group (Fallon Clinic), a health insurer (Fallon Community Health Plan) and a hospital (Saint Vincent).

■ 1990 to 1999

Fallon partners with Fallon Clinic to open a Program of All-Inclusive Care for the Elderly (PACE) site on East Mountain Street in Worcester, providing health care services to older adults. Now called Summit ElderCare®, our PACE eventually becomes the largest in New England.

Both Newsweek and U.S. News & World Report rank Fallon as the #1 HMO in the U.S., and Fallon is the only HMO in the country to get a perfect score on U.S. News & World Report's annual rankings of America's Best Health Plans.

■ 2000 to 2009

Fallon continues to innovate in the 21st century. In 2004, we separate from Fallon Clinic, introduce the first \$0 premium Medicare Advantage plan in Massachusetts, and eliminate copays for routine physicals, annual gynecological exams and well-child visits—the first in the state to do so and before it was federally mandated. Leveraging our expertise in Medicare and Medicaid, we launch our NaviCare® plan and provide comprehensive health care coverage to people with MassHealth Standard who are age 65 and over.

Summit ElderCare expands with PACE sites opening in Charlton and Leominster, and a second site in Worcester.

■ 2010 to 2019

It's clear through our ongoing commitment to providing Massachusetts residents with comprehensive health insurance, coordinated care, caregiver support and health incentives, that Fallon has become more than just a health plan. In 2014, we reintroduce ourselves as Fallon Health, a change that reflects our broad expertise and experience in health care.

In keeping with our tradition of creating products and services that meet the needs of our community, Fallon launches Community Care for individuals eligible for health insurance subsidies through the Massachusetts Health Connector.

When the commonwealth announces plans to reform MassHealth, Fallon is ready. Tapping into our experience caring for people with complex health needs, we partner with key provider groups to develop three MassHealth Accountable

Care Organization Partnership Plans: Fallon 365 Care, Berkshire Fallon Health Collaborative and Wellforce Care Plan.

New Summit ElderCare sites open in Springfield and Lowell, making ours the fifth-largest PACE in the nation.

■ 2020 to 2022

2020 brings the COVID-19 pandemic to Fallon and the world. Classified as an essential business, Fallon immediately moves 95% of office-based employees to remote work. We mobilize quickly to help members by covering costs of COVID-19 testing and counseling, and waiving copayments for treatments. We also launch a dedicated hotline for our members, send them meals and care packages, and help coordinate and administer vaccinations. We convert our Grove Street, Worcester PACE site to a

temporary 24/7 infirmary with skilled nursing care, and award \$350,000 in community grants for relief efforts. In 2021, we announce that we will focus predominantly on government-sponsored health insurance programs such as Medicare and Medicaid. In April that year, we begin to shift away from most commercial products to focus on programs that serve older adults and lower-income individuals. We end the year by being named one of the best Medicare Advantage Plan companies for 2022 by U.S. News & World Report.

Continuing along a strategic path that is unique among independent health plans, we have our sights set on becoming the leader in providing exceptional coordinated care and coverage that meets the unique, diverse and changing needs of individuals enrolled in Medicare and Medicaid.

Fallon Health—improving health and inspiring hope yesterday, today and tomorrow.

