

healthy

AUTUMN 2013

communities

feature

Healthy eating on a budget p. 8



you

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Investing in customer service; investing in you!

Back in July, senior leadership at Fallon Community Health Plan took inventory of what we had accomplished on our to-do list half way through 2013. We checked off many items that are helping us better serve our members.

Some items are very visible—such as launching our revamped member portal with more self-service tools; introducing our customized wellness program (The Healthy Health Plan); expanding our major senior care programs, NaviCare® and Summit ElderCare®; and developing Fallon Total CareSM to begin participating this fall in a new state program for certain individuals at higher-risk for significant health issues.

We held many popular wellness programs at our FCHP Information Center in Shrewsbury, and participated in the FOX 25 Zip Trips throughout the state, giving on-air and in-person tips on healthier living. We also reassessed our major Community Benefits Grant program, which resulted in expanded funding priorities and a more statewide focus.

Others items on our list were more behind-the-scenes improvements that keep us technologically up to date and enhance our ability to provide great service. We made several major changes to core computer systems and applications that allow us to serve you and other customers in an even more timely and accurate fashion. We also implemented a new care management system that will guide us in better coordinating your care across our organization.

As all great companies do, FCHP continues to invest in infrastructure, products and services so we can continue to exceed your needs and expectations. As always, however, our greatest asset is our employees. According to our latest survey, FCHP employees continue to be highly engaged in our mission of *making our communities healthy* by serving each and every one of you with dedication and compassion.

We remain committed to investing in our organization in all the ways that will translate into great customer service for our members.

Enjoy the autumn air and be well. Share your thoughts with us at healthycommunities@fchp.org.



Patrick Hughes, President and CEO, Fallon Community Health Plan

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Well visits - make them an annual outing!

Childhood is a time of rapid growth and change, which is one reason annual well visits are so important. If you have children under the age of 21, have they seen their primary care provider (PCP) for a checkup this year? It's covered—with no copayment.

Each visit includes a complete physical examination. At this exam, the PCP or nurse will check your child's growth and development—and can find and treat problems early.

Well visits are key times for communication. The PCP will share information about normal development, nutrition, sleep, safety, diseases that are "going around," and other important topics.

Ask your PCP about the body mass index (BMI) curve, which is the most important tool you can use to identify and prevent childhood obesity. Your PCP may offer nutrition and activity tips. For more tips on how to help kids to eat better and move more, visit mass.gov/massinmotion.

FCHP data shows that kids between the ages of 13 and 21 are less likely to get a complete physical exam. A lot



of changes are happening in these teen years—and we encourage you to guide teenagers to keep up annual visits with their PCP.

Make the most of these visits by taking time in advance to write down and bring with you important questions and concerns you have. Also, you might want to take notes in the office to help you remember the doctor's answers and instructions after you leave. Another great online resource is a website hosted by the American Academy of Pediatrics: healthychildren.org.

At Fallon Community Health Plan, we understand that regular well visits promote continuity of care and help to build trust and improve communication between parents and their child's PCP. These partnerships improve the quality of health care. We're committed to having your child receive the best health care possible—and well visits help you and us achieve that goal. ●



Less stress, more joy for the holidays

You may be looking forward to the coming weeks as a fun time to reconnect with friends and family. But, you may also be dreading how hectic and stressful your life usually becomes.

Here are a few tips to reduce the stress and maximize the joy this coming holiday season:

Be realistic! Don't pile on the pressure by trying to make everything perfect—or expect that family problems will be put on hold. Focus on one or two traditions that are special to you and set your limits.

Don't overspend. Match your gift giving with your budget. Don't buy gifts that you'll still be paying off next year. Consider giving something that is personal and meaningful, like a handmade craft or even making a long-distance call.

Know your limits. Assign others tasks from your to-do lists. Get together with friends to share decorating, wrapping gifts and preparing a meal. Learn to say "no" when you're too busy or simply don't care to participate.

Take care of yourself. Get enough sleep, exercise, limit caffeine and alcohol, and eat healthy. It's easy to overeat or turn to "comfort" foods when you're stressed, which often make you feel worse physically and emotionally.

Get support. The holiday season can trigger sadness over a broken relationship, loved ones who are gone or far away or traditions that have changed. If you're feeling extra blue, reach out to those around you. Talk to your doctor about counseling or medication.

Stay calm and have fun. Make quiet time for yourself to listen to music, take a walk with your pet, watch a favorite TV show or just meditate. Do things you consider fun. Stay in the moment, and feel the joy! ●



more continued

Get smart, get tested

Have you seen the “Can we talk?” campaign promoting breast and cervical cancer screenings? The Massachusetts Department of Public Health encourages women to talk to their doctor about these preventive screenings.

With regular screenings and follow-up care, breast and cervical cancers can be stopped before they start or found early when treatment works best. Getting screened regularly is important because women who are not screened or have not been screened in a long time could have cancer and not know it.

Breast and cervical cancer screenings are covered by your health insurance with no copayment. Getting screened is as easy as talking to your doctor and making an appointment. One simple conversation could save your life.

For more information about the screenings and when they are appropriate to have, visit mass.gov/dph/cancerscreenings. ●



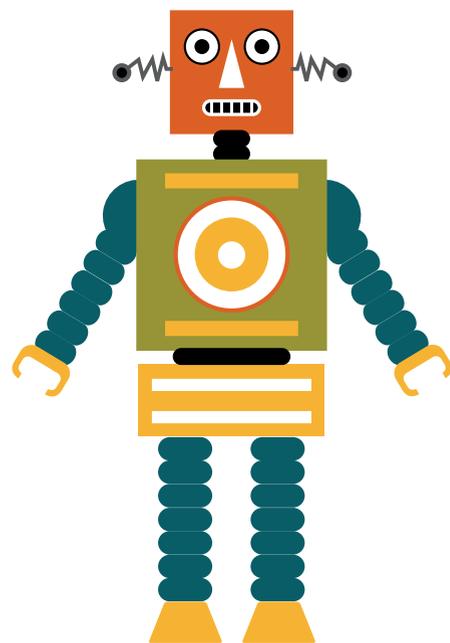
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Check toy safety before buying

If you'll be buying toys for upcoming holidays, make sure they are age-appropriate—and safe! The Consumer Product Safety Commission (CPSC) has a website devoted to product recalls and safety—see cpsc.gov/en/recalls.

Search under the toy category to see if any toys you're interested in buying have been recalled for safety reasons. Also, look for the guides on Buying Toys for Children Ages 0-5 and Ages 6-12, which you can download.

The CPSC recommends that you select toys to suit the age, abilities, skills and interest level of the intended child. For young children,



avoid toys with small parts, which can cause choking, toys with sharp edges and electric toys with heating parts.

On the website, you also may sign up to get recall updates via email! And be sure to read their official blog, *OnSafety*, for the latest safety information. ●

Manage your insurance—any day, any time

Got a bill from a provider? Don't understand your Health Benefits Statement? Visit the FCHP member portal to check your claims in real-time, any day or night!

The myFCHP member portal now has easy-to-use tools that make managing your health insurance easier. View your benefits, order a new ID card, change your address and print important tax documents—and much more.

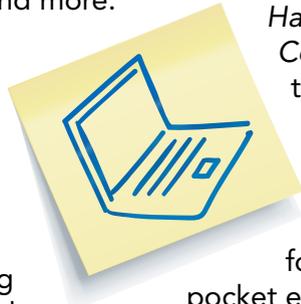
All members have to complete a simple registration.

Register today! Go to fchp.org/members. You just need to enter some basic information (such as your member ID number) and create a password! Please visit soon! ●



Visit our health and wellness blog

“Well Now” features healthy eating and lifestyle tips, exercise and activity suggestions and more. For example, read our blogs on “Bringing fitness home” (April 12), “Beating high blood pressure”(May 22) and “Keeping active as you age” (July 18). You’ll find dozens of other interesting topics in our archive. Stop by for a quick and informative read at fchp.org/blog/posts ●



Review your benefits booklet

As a member of FCHP, the benefits you have are described in a booklet, called *Member Handbook/Evidence of Coverage*. It’s a good idea to review your booklet periodically to remind yourself what tests and type of medical care you’re covered for, as well as any out-of-pocket expenses you may have. The booklet is mailed either to the individual subscriber (person who pays the premium) or to the employer if you get insurance with your job.

Either way, a copy of the *Member Handbook/Evidence of Coverage* is available online to download for many of our members:

- **Commercial plan:** fchp.org/members (log in to *myFCHP*)
- **MassHealth:** fchp.org/members/masshealth-members

Also, you may request a copy by calling the FCHP Customer Service number on the back of your membership ID card. ●

Take advantage of our customized wellness program

Need extra support to stay healthy? See if you’re eligible for The Healthy Health Plan,* our program that rewards subscribers for being—and becoming—healthy.

The program is available with FCHP commercial plans at the time of a member’s anniversary enrollment. Some employers may not offer the program, so check with your Human Resources representative.

Once offered the plan, subscribers can simply go to fchp.org/healthyhealthplan to log in to the My Healthy Health Plan portal, fill out the health assessment, and then be eligible to receive up to \$200. (The financial incentive is available to subscribers only, but adult dependents are encouraged to participate.)

Enroll in a customized action health plan that includes health coaching, wellness workshops, interactive tools and more. For example, the My Healthy Health Plan portal offers meal plans specific to an individual’s needs and goals. Choose from more than 25 exercise/fitness plans (or create your own)—including Beginner Walker, Boot Camp Fitness and Skier Conditioning. Try the Wellness Blog and Member Forum for social networking and interactive discussions, or search out a diet buddy.

If your employer offers The Healthy Health Plan, be sure to make the most of it! ●

* The program is not available to our MassHealth members.



- facebook.com/MoreFCHP
- Twitter:
 - **General health and wellness tips:** twitter.com/fchp_tips
 - **Managing asthma:** twitter.com/fchp_asthma
 - **Managing diabetes:** twitter.com/fchp_diabetes
 - **Quitting smoking:** twitter.com/quittowin
 - **General FCHP news:** twitter.com/fchp_news
 - **Jobs at FCHP:** twitter.com/fchp_careers ●



Specialty meds, special prices

Described as high cost, high complexity and high touch, “specialty” drugs for complex and chronic conditions are getting a lot of attention these days.

More specialty drugs are coming on the market and are being used to treat more conditions, from multiple sclerosis, cancer and rheumatoid arthritis to hepatitis C and hemophilia. While they make a real difference in people’s lives, they come with a high price tag. They are individually very costly and drive up health plan premiums.

Specialty drugs can be injected, infused or taken orally; they may be self-injected, or administered at a doctor’s office or through home health services. They typically require careful handling, that is, they may need to be refrigerated or delivered quickly. Among the top 10 specialty drugs today are Rituxan®, Humira®, Avastin®, Enbrel®, Copaxone® and Remicade®.

Within two years, by 2016, seven of the top 10 drugs will be in the “specialty” category. These medications often average \$2,000 to \$4,000 per treatment or per month. Today, specialty medications covered by Fallon Community Health Plan account for more than 20% of our pharmacy costs, and that cost is expected to double to 40% by 2020.

Lowering cost, improving care

To be proactive in managing the coordination and cost of this type of medication, FCHP requires that members who self-administer a specialty medication enroll (after filling their first prescription at a retail pharmacy) in the CVS Caremark Specialty Mail Order Pharmacy program. This approach ensures that expensive medications are purchased at a volume discount and handled in the right way.

More importantly, the CVS program provides personalized care, education and support, which help our members to get the full benefit of their treatment with specialty medicines. This program gives members access to an on-call pharmacist 24 hours a day, seven days a week; coordination of care with their doctor; convenient delivery to the home or their doctor’s office; and more. This program is an excellent way to manage and monitor the effectiveness of specialty drug therapy and any side effects.

If you have questions about the CVS Caremark Specialty Mail Order Pharmacy program, call our Customer Service team at 1-800-868-5200, Monday, Tuesday, Thursday, Friday, 8 a.m. - 6 p.m.; Wednesday 10 a.m. - 6 p.m. ●

Welcome new members!

You’ve received your new Fallon Community Health Plan (FCHP) ID card, an FCHP member welcome kit with a *Schedule of Benefits*, and a welcome call from us to answer any questions you might have.

Now we encourage you to visit fchp.org/newmember* to find out what to do next, how we’ll help you transition to FCHP coverage if you’re receiving care for an ongoing medical condition or pregnancy, and get answers to frequently asked benefit questions.

Of course, you can always call Customer Service at the number you’ll find on the back of your member ID card. ●

* Please note that the information on the fchp.org welcome page does not apply to MassHealth and Commonwealth Care plan members. For more information, see fchp.org/masshealth-members and fchp.org/commonwealthcare.

Reminder: Mini clinic visits covered

Mini clinics are walk-in clinics that offer an alternative to emergency rooms for common sicknesses like strep throat, bronchitis, cold/flu, minor burns, rashes, and ear, eye, bladder and sinus infections. Mini clinics are especially convenient when you need to see a doctor during weekend or evening



Get protected!

Make time this fall to get the flu vaccine—your best protection against the flu strains that will cause the most illness this season.

Everyone 6 months of age and older should get a flu shot. Contrary to rumors, it's medically impossible to get the flu from the vaccine.

A new vaccine is needed every year, and it's best to get yours as soon as it's available. The flu season may run from October to May, and typically peaks during January and February.

If you get the vaccine, what will you miss out on? Flu symptoms such as fever, headache, body ache, dry cough and sore throat. Some people can have severe breathing problems, too. It's like a cold, but much worse. It also may take up to two weeks for you to feel better.

It's especially important for those at "higher risk" to get the vaccine: Pregnant women; people age 65 years and older; people who have asthma, diabetes, immune deficiency and chronic lung disease; and people who live with or care for those who have chronic medical conditions.

Fallon Community Health Plan will cover in full the cost of a health care professional giving you the seasonal flu vaccine. (The flu shot is not subject to any deductible.) You may have to pay out-of-pocket for the vaccination(s) if you go anywhere except a network doctor's office for your flu shot, but FCHP will reimburse you in full. (Go to fchp.org and search "flu vaccine" for details.)

For more flu information, go online to flu.gov. ●

For more information

Fallon Community Health Plan benefits and coverage may vary by product, plan design and employer.

For specific details about your FCHP coverage, including your plan, benefits and features, please check with your employer and/or be sure to review your *Evidence of Coverage* or, for MassHealth members, your *Coverage List* and *Member Handbook* from FCHP.

You also may call the Customer Service number, which you'll find on the back of your membership ID card for your specific plan, or call the numbers below. TTY users, please call TRS 711.

General FCHP Customer Service

1-800-868-5200

Monday, Tuesday,
Thursday, Friday

8 a.m. - 6 p.m.

Wednesday

10 a.m. - 6 p.m.

FCHP MassHealth members

1-800-341-4848

Monday through
Friday

8 a.m. to 6 p.m. ●



hours. And, you don't need a referral or an appointment—you can walk right in.

Mini clinic services are covered for all FCHP commercial and MassHealth members. Most members will pay the same copay that they would pay for a regular doctor's office visit. FCHP MassHealth members don't have

to pay a copay when they visit a mini clinic.

FCHP encourages you to first contact your doctor for medical care. If you do visit a mini clinic for care, be sure to follow up with your doctor.

For CVS MinuteClinic® locations, go to minuteclinic.com. For Reliant Medical Group ReadyMED™ locations, go to readymed.org. ●

Plan ahead

It's never a good idea to do decide-as-you-go food shopping. You'll spend less and save more by putting aside time each week to plan meals, take inventory and make a grocery list you stick to.

Plan your meals for the week. There are many examples of healthy 7-day meal planners to follow. (See choosemyplate.gov, "Healthy Eating on a Budget," for one example.) Try to include all the food groups: vegetables, fruits, whole grains, low-fat dairy and lean protein foods.

Keep your kitchen stocked with basic foods you buy on sale so it's easier to "whip up" a healthy meal. For example, have on hand items such as canned tuna and salmon; red, black or pinto beans (good protein sources); and whole-grain dry pasta (fiber).

Instead of buying ready-to-eat frozen foods, plan to cook in bulk and freeze the leftovers.

You'll save time and money, and the food usually tastes better, too!

Mostly stay away from red meat—it's been linked to heart disease and cancer. When you do choose it, look for sales on the leanest cuts that have "loin" in their name, such as sirloin tip steak or pork tenderloin.

Shop smart

Learn good shopping skills! Use your market's loyalty card for extra savings. Check newspapers, the internet and at the market for sales

and coupons. Take advantage of specials on expensive items like seafood, and look for bargains on day-old bread.

Comparison shop. Pay attention to what stores have the best deals. In your favorite store, compare different brands and different sizes of the same brand by the unit prices found below each product to determine which one is a better deal.

Buy in bulk—it's almost always cheaper. If you don't have freezer space, ask family or friends to split purchases with you.

Buy fruits and vegetables in season. (Avoid the pre-washed, pre-packaged versions that cost more and give you less.) Frozen fruits and veggies are just as good

anytime and often less expensive.

Try store brands. They're usually cheaper and typically taste about the same. If you like them, you'll save a lot on your grocery bill.

Fill your cart with healthy basics first—vegetables, fruit, protein and milk—found at the perimeter of supermarkets. Stay out of the empty-calorie aisles in the center of the store stacked with potato chips, crackers, candy and soda.

Cook creatively

Dig into your favorite cookbook or go online for a new quick and healthy recipe every week. The more you cook from scratch, the more money you'll save. You'll avoid pre-packaged meals, snacks and other food items that are pricey and usually not as healthy. Pay for food, not convenience!

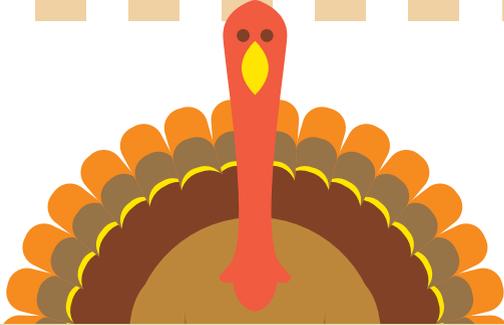
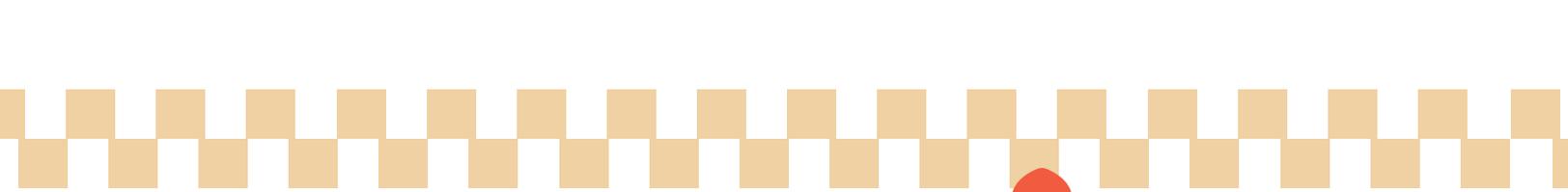
Healthy eating on a budget

Many of us think we need to spend a lot more money to eat healthy. It just isn't true. With a little planning, smart shopping and creativity, anyone can eat healthily, even on a budget.



TIP!

TIP!



Plan your meal around lots of vegetables, add a little whole-grain rice and a small portion of protein, like seafood or turkey. Consider an alternative to pasta—spaghetti squash has half the calories and more essential vitamins and nutrients. For dessert (or snacks), consider slices of reasonably-priced watermelon, bananas, apples, pears or peaches.

Be creative. For example, a roasted chicken dinner can be transformed into chicken salad, a stir-fry or a chicken sandwich later in the week. You'll spend less on take-out meals.

For more ideas, download *Recipes and Tips for Healthy, Thrifty Meals* from the USDA Center for Nutrition Policy and Promotion at cnppl.usda.gov. (Look under "Publications," then "USDA Food Plans: Cost of Food.") See page 40 for the Turkey Stir-fry recipe!

Consider meals like soups, salads, stews or even stir-fries to stretch expensive items into more portions.

TIP!

Learn to read the Nutrition Facts label on cans and other packaged foods and you'll be better able to compare and choose foods that have less fat, sodium or calories, and more vitamins, minerals and fiber. (Go to fda.gov and search "How to Understand and Use the Nutrition Facts Label.") ●

Join us!
Eating Healthy on a Budget
this Holiday Season
Thursday, November 7, 2013
11 a.m. – 12 p.m.
FCHP Information Center
White City Shopping Center
Shrewsbury
Register in advance
Call 1-866-209-5073

Making Thanksgiving healthy and affordable

For many of us, Thanksgiving is a favorite holiday—but it can be a budget and diet buster. If you're hosting the meal, it can cost you a week's worth of groceries. And, if you're like most people, you'll eat at least 4,000 calories (more than two days' worth) and 250 carbohydrates (a day's total) in one sitting.

Healthy budget

If you're on a budget (who isn't?), follow some of the smart shopping tips in this feature. Start planning your meal in early November. This will give you time to take stock of your pantry, comparison shop, take advantage of sales and buy certain items in bulk—which will all save you money! Buy a frozen turkey, which is just as good but less expensive.

Healthy body

Up front, plan lighter versions of your favorite dishes. There are healthy Thanksgiving recipes galore on the internet and in cookbooks. Substitute fresh or steamed vegetables for casseroles. For example, instead of a green bean casserole, opt for fresh green beans with slivered almonds tossed with lemon and garlic. Or, use low-fat dairy instead of heavy cream and cheese in casseroles. Make mashed potatoes with fat-free chicken broth, herbs or roasted garlic for flavor instead of butter. Better yet, use sweet potatoes.

At the meal, fill up on more lean turkey (eat white meat, no skin) and veggies and go light on the potatoes, stuffing and bread. Avoid the cranberry sauce that has more than 40 grams of sugar and 200 calories in half a cup! Have fresh fruit or low-fat dessert. For traditionalists, pumpkin pie (without the whipped cream!) is a good choice.

Practice portion control. You don't have to try everything—and you can skip the seconds. Leftovers are much better the next day! Drink lots of water before and during the meal and take a walk after eating.

Let us be a part of your caregiving team

Summit ElderCare® opens PACE center in Springfield

Last summer, FCHP opened its fifth and newest Summit ElderCare® PACE center at 101 Wason Avenue in Springfield. This Program of All-Inclusive Care for the Elderly (PACE), a national model of care, is a complete medical, insurance and social support program for older adults. Summit ElderCare is the largest PACE program in New England and the first to bring this care alternative to residents of Western Massachusetts.

Summit ElderCare offers a community-based alternative to nursing home care for frail older adults. Based on a national model of care and coverage recognized by both Medicare and Medicaid, Summit ElderCare provides medical care, geriatric case management, care coordination, adult day health



services, full insurance coverage, including Medicare Part D prescription coverage, and in-home support—all in one personalized program.

One of the hallmarks of the Summit ElderCare PACE program is the interdisciplinary team, which includes a range of professionals specializing in geriatrics: nurses, a nutritionist, a transportation coordinator, a home care coordinator, a

social worker, a primary care physician and others. The team works closely with participants and their families to develop a personalized plan of care and services to help participants to continue living in the community.

The Summit ElderCare program is open to any person age 55 or older residing in the service area of Worcester County, as well as the communities of Marlborough and Hudson; Hampden County; and the communities of Southampton, Easthampton, South Hadley and Granby in Hampshire County. Participants require a nursing-home level of care as well as the capability to live safely in the community with Summit ElderCare support.

For more information about the program and eligibility, or to schedule a tour at any location, please call 1-800-698-7566 or visit our website at www.summiteldercare.org. ●

All services must be provided by or authorized by the PACE Interdisciplinary Team (except emergency services). PACE participants may be held fully and personally liable for costs for unauthorized or out-of-PACE-program-agreement services.

H2219_SE_2013_54 CMS approved 07/23/2013

Commercial plan provider network grows

■ Significant FCHP Select Care network additions in 2013

We've continued to expand FCHP Select Care, building a robust network of doctors and hospitals—more than 35,000 providers—that our members can access throughout Massachusetts and New Hampshire.

– **New! Dana-Farber specialists join network**

FCHP welcomed nearly 600 renowned physician specialists of the Dana-Farber Cancer Institute to our FCHP Select Care network, effective June 1, 2013. Members who use the FCHP Select Care network now have the unrestricted choice to see these specialists.

– **MGH and B&W providers on board**

Similarly, FCHP Select Care members now have full access to Massachusetts General Hospital (MGH) and Brigham and Women's (B&W) Hospital, and their more than 3,800 primary care providers and specialists.

You can search for these providers on our Find a Doctor tool at fchp.org/doctor.

■ POM Program exclusive to FCHP Direct Care

As we've grown our networks and expanded into the Boston area, members who use the FCHP Select Care network have gained unrestricted access to providers in our Peace of Mind™ Program.



As a result, our Peace of Mind Program now applies only to our members who use the FCHP Direct Care network. For a second opinion and treatment for specialty services, the program guarantees FCHP Direct Care members access to Beth Israel Deaconess Medical Center, Brigham and Women's Hospital, Children's Hospital, Dana-Farber Cancer Institute and Massachusetts General Hospital as long as they meet program eligibility criteria.

See program details at fchp.org/members/doctors-facilities/peace-of-mind.

■ FCHP Direct Care welcomes CMIPA

Earlier this year we welcomed the Central Massachusetts Independent Physician Association (CMIPA), one of Worcester County's largest multi-specialty physician groups, to the FCHP Direct Care network, which has more than 22,000 providers.

CMIPA has more than 200 community-based physicians with privileges at UMass Memorial Health Care and Saint Vincent Hospital. CMIPA was already participating in the FCHP Select Care network. For more about CMIPA, visit their website at cmipa.com. ●

One-stop wellness at FCHP Info Center

FCHP's Information Center is a place where you can not only meet with health insurance professionals in person and get answers to your questions, but also take classes and get free screenings to help improve your health. Here are just some of the activities you can do:

- Meet with an FCHP representative, one-on-one.
- Address concerns about an FCHP claim or bill.
- Enroll in a Medicare, Medicaid or commercial health plan.
- Take a yoga or healthy lifestyle behavior class.
- Attend a quit smoking class.
- Get important health screenings.
- Drop in for a healthy living seminar.

We're located at White City Shopping Center on Route 9 in Shrewsbury, right next to the Dress Barn. For current hours and programs, call us toll-free at 1-866-209-5073.

For a calendar of the many free or low-cost wellness classes and fitness programs going on this fall at the center, see fchp.org/info-center. ●



Fallon Community Health Plan's health guide for members is produced by the health plan's Communications Department. The content of this magazine has been reviewed by our physicians and administrators. This publication does not advance any particular medical treatment, nor does it endorse the management of medical problems without the advice and care of health care professionals. We are not responsible for the content of websites referenced in this publication. Please note that some of the articles included in this magazine may describe services and/or procedures that are not covered benefits. Also, eligibility for programs and benefits may vary by employer, plan and product.

For clarification of your covered benefits, please contact Fallon Community Health Plan's Customer Service Department at 1-800-868-5200 (TTY users, please call TRS 711), or contact customerservice@fchp.org.

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Visit our website at fchp.org.



Si usted desea que se traduzca al español alguna información en esta publicación, favor de llamar a Departamento de Servicio al Cliente de FCHP al 1-800-868-5200 (si tiene problemas de audición, llame a número 711 de retransmisión de telecomunicaciones) de lunes a viernes de 8 a.m. a 6 p.m.

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Worcester, MA
Permit #328

Working behind the scenes for members

Fallon Community Health Plan has many practices in place that protect and support you, our members, when it comes to using your benefits and getting the best possible care. To learn more about how we work behind the scenes for you, and how you can work together with us, see more detailed information on our website, fchp.org. Or, you can have information mailed to you by calling our call FCHP Customer Service at 1-800-868-5200, weekdays 8 a.m. to 6 p.m. (Wednesdays 10 a.m. to 6 p.m.) *If you are a FCHP MassHealth member, call 1-800-341-4848 (TRS 711) weekdays 8 a.m. to 6 p.m.*

- Our **Quality Services Program** is our comprehensive approach to ensure that you receive high-quality and safe clinical care and top-notch service with FCHP. The program monitors member satisfaction/complaints, continuity and coordination of care, appropriate drug use, preventive health care and much more. To download a copy of our Quality Services brochure, go to fchp.org/about-fchp/quality-standards. You may request a copy by calling our Quality and Health Services Department at 1-508-368-9641.
- Do you know your rights and responsibilities as an FCHP member? **For a full list of your rights and responsibilities**, please go to fchp.org/members/resources/rights, or call our Customer Service Department.
- At FCHP, a team of health care professionals reviews member treatment histories to determine if the care given was medically necessary, efficient and clinically appropriate—and then looks for ways to improve all three areas in similar future cases. This process is called **utilization review**. We focus on encouraging the best possible care. Therefore, FCHP does not offer any compensation or reward to its utilization review team or affiliated providers for denying or restricting appropriate care or services. Our decisions are based first and foremost on the benefits of receiving medically necessary care for prevention or treatment of illness. ●

Fallon Community Health Plan
invites you to

Senior Spectacular 2013

A free event for people with Medicare,
their families and caregivers.

Thursday, October 24
Worcester - DCU Center

Tuesday, October 29
Springfield - Basketball Hall of Fame
1000 West Columbus Ave.

Time: 10 a.m. to 3 p.m.

- Live music and dancing
- Workshops, seminars and health screenings
- Free giveaways, samples and raffles

Come one and all!

