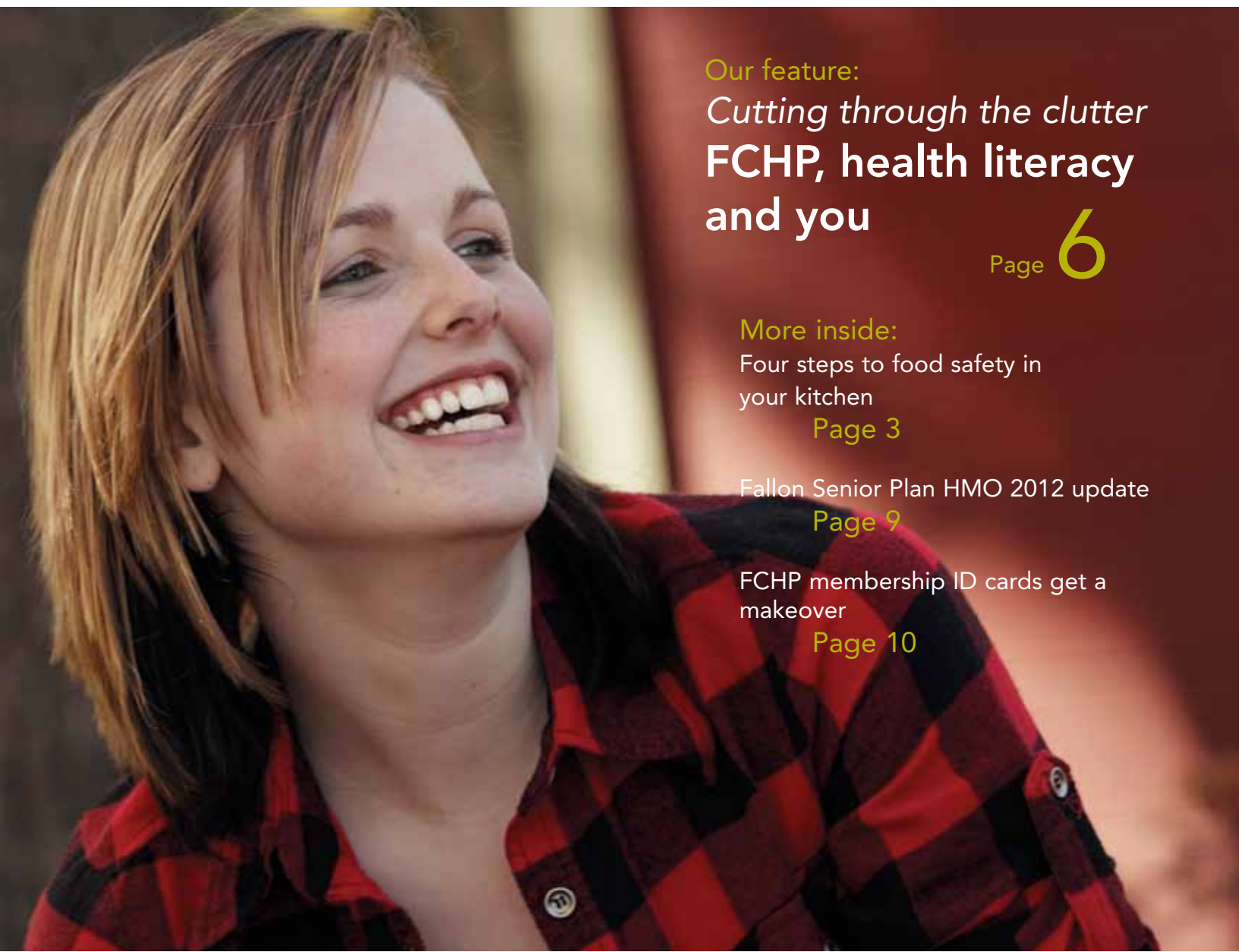


# Healthy Communities



Our feature:  
*Cutting through the clutter*  
**FCHP, health literacy  
and you**

Page **6**

More inside:  
Four steps to food safety in  
your kitchen  
Page 3

Fallon Senior Plan HMO 2012 update  
Page 9

FCHP membership ID cards get a  
makeover  
Page 10

# More You

W. Patrick Hughes, President and CEO,  
Fallon Community Health Plan



## Our goal: Be extraordinary!

Life on every level is all about setting goals—and making plans to realize those goals. We set our sights on getting a good job or a dream home, pursuing an education or a relationship, taking a vacation, losing weight or even cooking the best chicken parmesan ever. To be successful, it takes knowing who we are, who we want to be and how we'll bridge the gap. The same approach holds true for success in the world of business, particularly one as personal and unpredictable as health care.

As we have throughout our history, Fallon Community Health Plan last year put a strategic plan in place that sets out in detail our priorities for the next three years (2011-2013).

With our short-term goals in place, FCHP took a closer look at who we are, what we value and where we're headed in the future. We confirmed our mission of *making our communities healthy*, and we refocused our vision, which is *extraordinary innovation, quality, health care*.

It is our values, however, that we believe our members most care about and that make us unique. Our values are the guiding behaviors that embody how FCHP and all of its employees are expected to operate. They are the backbone of our mission and vision.

In short, our values reflect the FCHP way to focus on our members, supporting them in being as healthy as they can be at a cost they can reasonably afford. *We are member-driven. Innovative. Accountable. And one solid team.*

For our employees who serve you, these aren't just words—they are everyday actions. "Team FCHP" is dedicated to supporting you, as an FCHP member, in a caring and compassionate way, and advocating for you as you navigate through the complexities of the health care system.

Thank you for guiding us in setting such high standards.

If you'd like to comment or send a suggestion, I encourage you to write to me at [healthycommunities@fchp.org](mailto:healthycommunities@fchp.org).

## Get protected

Make time this fall to get a flu shot—your best protection against the three viruses that the Centers for Disease Control and Prevention believe will be most common this flu season. Everyone 6 months of age and older should get a flu shot.

You do need a new vaccine every year, and it's best to get yours before December so it will be effective at the height of the flu season. Contrary to rumors, it is medically impossible to get the flu from the vaccine.

If you get the vaccine, what will you miss out on? Chills, fever, sore throat, coughing and a headache, achiness and tiredness that can keep you down and out for days. Some people who get the flu also can have severe breathing problems.

You'll still need to watch out for the stomach flu, which is something different. That is caused by bacteria or a virus that invades your body and causes vomiting and diarrhea. The best way to avoid it is to wash your hands often and keep them out of your face—and stay clear of anyone who is sick with it.

For more flu information, go to [cdc.gov/flu/about/qa/flu vaccine.htm](http://cdc.gov/flu/about/qa/flu vaccine.htm).



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 Web sites 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 Relay 711), or contact [customerservice@fchp.org](mailto:customerservice@fchp.org).

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Visit our Web site at [fchp.org](http://fchp.org).



## Four steps to food safety in your kitchen



You may be a good cook, but are you a safe cook? With the holidays on the horizon, there will be lots of home cooking! Now's a good time to review the basics to keep your foods, and you, germ-free through the season—and throughout the year.

Under the watchful eye of the U.S. Department of Agriculture (USDA), food producers work hard to keep germs out of our meat, cheese,

poultry and vegetables. But the system isn't perfect. It's still easy for bacteria to spread throughout your kitchen and get on your hands, cutting boards, knives and countertops. Fortunately, you can protect your family against many kinds of food-borne illness with good cooking practices in the kitchen.

The USDA summarizes these good practices in four words: Clean, Separate, Cook and Chill:

- **Clean.** Wash your hands, utensils and cutting boards before and after contact with raw meat, poultry, seafood and eggs. Also, be sure to wash vegetables and fruits before cooking—and especially if you'll be eating them raw.
- **Separate.** Keep raw meat and poultry (and their juices) apart from the foods you don't cook. Don't use the same knife or cutting board for raw meat that you use for vegetables.

- **Cook.** Use a food thermometer—you can't tell food is cooked safely by how it looks. Most chops and roasts should be cooked to 145 degrees inside; ground meats to 160 degrees; and poultry to 165 degrees. Get more information on cooking temperatures and thermometers at [isitdoneyet.gov](http://isitdoneyet.gov).
- **Chill.** Put leftovers and takeout foods in a fridge or cooler within two hours. Keep your refrigerator at 40 degrees or below. Thaw frozen foods in the fridge, not on the countertop.

Taking these simple steps will go a long way in protecting you and your loved ones from getting sick from the foods you eat. For more information about these steps, visit [befoodsafe.gov](http://befoodsafe.gov). For a poster version that you can download as a daily reminder, visit [fsis.usda.gov/PDF/BFSPoster.pdf](http://fsis.usda.gov/PDF/BFSPoster.pdf).

## Healthy spiced applesauce

### Ingredients

- 5-6 medium sweet apples (such as McIntosh or Golden Delicious)
- ½ cup water
- 1 tbsp lemon juice
- ½ tsp cinnamon (optional)
- 3-5 cloves or crushed allspice berries (optional)

### Directions

Peel, core and cut up apples into chunks. In large saucepan, place apples, water and lemon juice. Heat to boiling, then turn heat down to medium low. Simmer the apples until soft, about 10-15 minutes. Add cloves and most of the cinnamon in the last five minutes of cooking; mix well. Sprinkle remaining cinnamon on top and serve warm.





## More support for living well with a chronic condition

Fallon Community Health Plan is dedicated to working with you to maintain and improve your health. That's one reason we offer a program called Disease Management. It's designed to support our members in better managing chronic conditions such as asthma, diabetes and certain types of heart disease.

If you have one of these conditions and meet certain criteria, you already may be enrolled in our Disease Management Program—or could hear from us soon. You could also enroll yourself. By participating, you'll receive quarterly educational materials focusing on:

- Important screenings (We'll send you a reminder if you've missed one.)
- Relevant information about the disease
- The latest information on living well with your disease

Some of you may even receive periodic telephone calls from nurses or health educators in our Disease Management Department. Our purpose for these calls will be to evaluate your health status and discuss with you the best ways to take care of yourself.

Participating in the program is almost like having your own health coach who guides and motivates you to take the steps for wellness that help you

avoid emergency room visits and stay out of the hospital.

Of course, your participation in this program is always voluntary, and will in no way affect your FCHP benefits. Please be aware that we follow the FCHP privacy policy, so your health information is treated in a confidential manner.

If you wish to enroll yourself into the Disease Management Program, please call 1-800-333-2535, ext. 69898 (TTY users, please call TRS Relay 711), Monday through Friday from 8:30 a.m. to 5:00 p.m. Interpreter services are available if you need them.

### FCHP insider tip: Setting your personal goals

*Karen Gagliastre, Manager, Health Promotions*



Everything we do in the Health Promotions Department at Fallon Community Health Plan is focused on helping our members prevent and manage disease. Our programs and tools target what we call "diseases of lifestyle" or "diseases of prevention," such as coronary artery disease, stroke, diabetes, chronic obstructive pulmonary disease and cancer. In many circumstances, these conditions can be prevented or managed with changes in our activity level, our choices of food, and/or other healthy lifestyle practices.

We can successfully make changes to our daily routine if we take *small steps* and set *realistic goals*. What are some of the changes you would like to make in your life?

- Eat healthier?
- Become physically active?
- Lose weight?
- Quit smoking?

The possibilities are endless and personal to each one of us. The secret to success is to choose something

that is meaningful to you and to make small changes to get there.

For example, if you want to improve your eating habits, keep a journal of what you eat every day. If you notice you need to add more fruits and vegetables to your diet, ask yourself what you can realistically do and commit to it three, four or five days a week. Some mini-steps might be:

- Add fresh fruit or berries to your cereal.
- Replace a less-healthy snack with a fruit or vegetable that is in season.
- Put an apple, box of raisins or fruit cup into your lunch bag.

By doing a little bit every day, day after day, you'll find yourself following a healthy, lifetime habit.

Fallon Community Health Plan has many programs and tools to guide you with lifestyle changes. For starters, our commercial plan members may visit our Web site at:

- [fchp.org/members/healthy-extras/wellness.aspx](http://fchp.org/members/healthy-extras/wellness.aspx)
- [fchp.org/employers/resources/wellness-flyers.aspx](http://fchp.org/employers/resources/wellness-flyers.aspx)

And, be sure to read our regular blog, "Well Now", at [fchp.org/blog/posts.aspx](http://fchp.org/blog/posts.aspx).

*Eligibility for programs and benefits may vary by employer, plan and product.*

## Online tool checks drug interactions

Healthwise® Knowledgebase\*, under “Quick links to helpful tools” on fchp.org, has a great tool called the Drug Interaction Checker. Could the drugs you’ve been prescribed be affected by over-the-counter drugs you take, foods you eat, your vitamins, herbal supplements or other medicines? Find out today. On the Healthwise home page, look under Quick Links for the Drug Interaction Checker and follow the directions. If you have any questions about interactions that are flagged, be sure to talk with your doctor or pharmacist. Please let others know about this great safety tool.

*\*The products and services described above are neither offered nor guaranteed under our contract with the Medicare program. In addition, they are not subject to the Medicare appeals process. Any disputes regarding these products and services may be subject to the FCHP grievance process.*

## Review your benefits booklet

As a member of Fallon Community Health Plan, 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 types of medical care you’re covered for, as well as any out-of-pocket expenses you may have.

In many cases, an individual subscriber (person who pays the premium) receives this booklet directly. If you get insurance through your employer, the booklet is mailed to the employer.

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.aspx](http://fchp.org/members.aspx) (log in to My FCHP)
- **Fallon Senior Plan:** [fchp.org/find-insurance/medicare/2011/helpful-documents.aspx](http://fchp.org/find-insurance/medicare/2011/helpful-documents.aspx)
- **MassHealth:** [fchp.org/members/masshealth-members.aspx](http://fchp.org/members/masshealth-members.aspx)
- **NaviCare:** [fchp.org/find-insurance/navicare-2011/benefits.aspx](http://fchp.org/find-insurance/navicare-2011/benefits.aspx)

Also, any member may request a copy by calling FCHP Customer Service at 1-800-868-5200 (TTY users, please call TRS Relay 711), Monday through Friday, 8 a.m. to 6 p.m. Fallon Senior Plan members, please call 1-800-325-5669 (TTY users, please call TRS Relay 711), Monday through Friday, 8 a.m. to 8 p.m. (From October 15 to February 14, we’re available seven days a week.) NaviCare members, please call 1-877-700-6996 (TDD/TTY: 1-877-795-6526), 24 hours a day, seven days a week.

## Visit our health and wellness blog

“Well Now” features healthy eating, lifestyle tips, exercise and activity suggestions, and more. For example, read our June 27 blog for a review of the icon, “MyPlate,” which visually represents the government’s new food guidelines for healthy eating. Stop by for a quick and informative read at [fchp.org/blog/posts.aspx](http://fchp.org/blog/posts.aspx).

## Follow us on Facebook and Twitter

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- **Jobs at FCHP**  
[twitter.com/fchp\\_careers](http://twitter.com/fchp_careers)

## Cutting through the clutter

# FCHP, health literacy and you



You're right. Health insurance is complicated and confusing. It makes your eyes glaze over and your head hurt. Many players—from doctors and hospitals, to governments, employers and brokers, to health plans and members like you—have a piece of the pie. It's highly regulated by state and federal government. It's full of legal stuff. In short, it's very, very hard to make health insurance very simple.

Still, Fallon Community Health Plan is trying—and making great progress.

There's a lot at stake. Surveys have shown, and common sense tells us, that people who don't understand what their benefits are and how to use them probably won't stay as healthy as those who do.



### What is health literacy?

FCHP has been involved in what is called the Health Literacy Movement. Health literacy is a person's ability to read, understand and act on basic health information to make appropriate health decisions and get needed services. It usually refers to medical care with doctors and hospitals, but the insurance side of health literacy is also in the spotlight. Health literacy has gained newfound attention recently as being important to getting the national health care law in place and controlling medical costs.



### Why do we care?

According to the National Patient Safety Foundation, the strongest predictor of an individual's health is not age, income, employment, education level, race or ethnicity. *It is literacy skills.*

Alarming, only 12% of adults have "proficient" (high-level) health literacy, according to an often-quoted 2003 National Assessment of Adult Literacy. In other words, nearly nine out of 10 adults may lack the skills needed to manage their health and prevent disease.

What does this mean? People don't get screenings that catch health problems in early stages. They take medication incorrectly because they don't understand instructions. They miss appointments and don't follow up. They're not able to follow treatment that cures or controls their illness.

"The chain reactions set off by low health literacy have serious consequences for all of us," says Elizabeth Malko, M.D., Chief Medical Officer at Fallon Community Health Plan. "People end up in the emergency room and hospital more often, and report poorer overall health—all of which costs the health care system billions of dollars every year. We pay for it with our health and our wallets."



### What are we doing?

Back to Fallon Community Health Plan.

Five years ago, FCHP joined the Health Literacy Task Force formed by America's Health Insurance Plans (AHIP), a national association representing 1,300 health insurance

companies. Recognizing the need for and challenge of improving health literacy, AHIP and plans like FCHP began promoting awareness and taking action.

Our focus over time has been to produce materials that consumers and our members can understand and use more easily. That means putting a lot of technical, legal and regulatory “stuff” into plain language and easy-to-read formats.

For example, we created several reader-friendly brochures with basic information on HMOs, deductibles, pharmacy services, Medicare, and understanding health care costs. (You’ll find them on [fchp.org](http://fchp.org).) Also, we’re excited that, in January, we’ll be introducing new “welcome books” for our new commercial plan members that will be more educational and specific to each health plan we offer.

Another major change you might notice is our newly designed FCHP member ID card. The cards are color-coded and information you need is spelled out and easier to find. (See our article on page 10.) New cards are being phased in during 2011-2012 as members join a plan or benefits change.

Turning to another communication tool, last fall we overhauled our Web site, [fchp.org](http://fchp.org), to improve readability and navigation. You’ll find a lot of resources throughout, particularly under our member section, including a helpful glossary of health insurance terms ([fchp.org/members/resources/glossary.aspx](http://fchp.org/members/resources/glossary.aspx)).

We’ve also opened a dialogue with people interested in health care issues on Facebook (find us at [facebook.com/morefchp](http://facebook.com/morefchp)) and on Twitter at @fchp\_tips (general health and wellness), @fchp\_asthma (managing asthma) and @fchp\_diabetes (managing diabetes). Join us!

## More you.

At FCHP, we know that being able to talk with someone in person can really make a difference in “getting” it. As part of our “More you” approach, we’ve long had a client service coordinator who gives personal customer service at many work sites for our commercial plan members, including conducting new member orientations, holding Q&A sessions, responding to members’ specific concerns and giving guidance on service or medical care issues.

This summer, we took that personal connection to another level when we created a unique online group, called Build a Better Health Plan Community. Up to 300 FCHP members and other consumers were invited to join the community to tell us what a health insurance plan should look like and how it should act.

In these first months, participants have given us feedback on simplifying insurance jargon. They’ve shared what is and isn’t working well with their health plans. They’ve told us whether or not they like and understand some product and program ideas we’re working on.

Participants have been enthusiastic. One wrote, “I’m thrilled to have the opportunity to shape a service that is so vitally important to my family and so many people.” Another added, “There’s nothing like going to bed at the end of the day knowing you contributed to a better and more beneficial experience for others, and in the meantime learning a thing or two yourself!”

Senior Director of Marketing Communications Robert Nolan, who helped spearhead the online community, notes, “This has been a very valuable experience for us at Fallon Community Health Plan.”

He explains, “We’re seeing that many people want to make a difference and be involved in something relevant, like simplifying how health care works. Our community is giving people that chance to be engaged and to be heard. We’ve had several ‘a-ha moments’ and are using the insights we gain to, in fact, build a better health plan.”

Health insurance is probably the most difficult type of insurance to understand and buy because when it comes to people’s health, there’s no one-size-fits-all for the benefits and plans they need. However, all of us share a common desire to feel confident and in control when making health decisions, and improved health literacy will help us get there. Fallon Community Health Plan is trying very hard to get there with you.

What is the one health insurance term that confuses you the most? Do you have a suggestion to simplify how we communicate or interact with you? Let us know by writing to us at [healthycommunities@fchp.org](mailto:healthycommunities@fchp.org), or Tweet us: @fchp\_tips.



## Mail-order Rx requires payment up front

One of the valuable features of our prescription benefit plan is the CVS Caremark Mail Service Pharmacy, which offers FCHP members\* the convenience of home delivery of up to a 90-day supply of their prescriptions.

FCHP members who order prescription medications from the CVS Caremark mail-order service now are required by CVS Caremark to make payments at the time they place their order. Please note, in order to get refills or new prescriptions, any past due balances must be paid.

Members have the option of paying via electronic check processing, credit or debit card, check or money order, or Bill Me Later® (a credit card-like service).

*\* Please note that this information does not apply to FCHP MassHealth members.*

## A caution about revealing personal information

We've all heard the cautions about not giving personal information over the phone.

At Fallon Community Health Plan (FCHP), we want you to know that we do not call members to ask for confidential personal, medical or financial information. We also will fully identify ourselves to you when we do call for any reason.

If you receive a call from someone claiming to represent FCHP who asks for medical information or your Social Security, credit card or bank account numbers, do not give out that information. Hang up and call FCHP at 1-800-868-5200 (TTY users, please call TRS Relay 711) to report the incident. If you need to give FCHP bank account information for payments, then you may do so safely by calling us.

We also strongly recommend that you do not provide personal information, including your health insurance information, to any individual whom you do not know.

## Moms—it's your turn!

If you recently had a new baby, congratulations!

Caring for a baby is hard work—and usually means putting your own well-being at the bottom of your to-do list. However, maintaining your own health is just as important as keeping your baby healthy.

One of the most important things you can do for yourself is to have a postpartum (after childbirth) appointment with your health care professional— usually around six weeks after your delivery. Your body has been through a lot, so a complete check-up is a good idea. It also gives you a chance to ask questions about your experience and mention any concerns you might have physically or emotionally.

Make sure you schedule and keep your postpartum check-up appointment.

## Colonoscopies that become diagnostic now covered in full

FCHP has implemented a new policy to cover in full preventive colonoscopies that become diagnostic, effective last March. This policy applies to all FCHP plan members.

FCHP members have always had no cost-sharing (copayment/deductible) for this preventive colorectal cancer screening. However, if polyps were identified and removed during the colonoscopy, the service was labeled diagnostic in nature and cost-sharing applied. Under our new policy, FCHP does not expect members to be responsible for cost-sharing in this scenario.

*A Health plan with a Medicare contract.*

*The benefit information provided herein is a brief summary, not a comprehensive description of benefits. For more information, contact the plan. Benefits, formulary, pharmacy network, premium and/or copayments/coinsurance may change on January 1, 2012.*

*This information is available for free in other languages. Please contact our customer service number at 1-800-325-5669 for additional information.*

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To our Fallon Senior Plan™ HMO individual members

## We look forward to another year with you

Thank you for choosing us for your health care coverage throughout 2011. You have received your *Annual Notice of Change* and *Evidence of Coverage*, and we want to remind you to review them as soon as possible because they give a detailed explanation of your 2012 benefits and cost-sharing.

### What's new

- Your eyewear benefit will cover up to \$150 each calendar year for one pair of new eyeglasses, contact lenses, lens replacement, fitting, and adjustment or repair. You will pay all charges over \$150 per calendar year. For details, see your *Evidence of Coverage*.

### Important reminders

- This year, your **annual election period is earlier—from October 15 to December 7** for plan coverage effective January 1, 2012. During this time, anyone wishing to make a change in how they get Medicare may do so—including joining or switching Medicare Advantage plans. *Great news: Fallon Senior Plan HMO members don't have to do anything if they want to stay in their current plan.*
- Fallon Senior Plan HMO members continue to have the **SilverSneakers® Fitness Program, which includes a basic membership at participating fitness centers, at no additional cost.** (SilverSneakers® Steps is available

for members residing outside the participating facility locations—usually 15 miles).

- With our **Fallon Senior Plan HMO provider network**, choose from thousands of doctors and facilities, including Reliant Medical Group, UMass Memorial Health Care and Hampden County Physician Associates.

### How to reach us

Have questions? Call us at 1-800-325-5669 (TTY users please call TRS Relay 711), Monday through Friday, 8 a.m. to 8 p.m. (From October 15 to February 14, we're available seven days a week.) Or, go online to [fchp.org/medicare-choices](http://fchp.org/medicare-choices).

*A Health plan with a Medicare contract. The benefit information provided herein is a brief summary, not a comprehensive description of benefits. For more information, contact the plan. Benefits, formulary, pharmacy network, premium and/or copayments/coinsurance may change on January 1 each year.*

*This information is available for free in other languages. Please contact our customer service number at 1-800-325-5669 for additional information.*

*Members may enroll in the plan only during specific times of the year. Contact FCHP for more information.*

*SilverSneakers® is a registered trademark of Healthways.*

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### Commercial plan members

## FCHP launches new substance dependence program

For eligible members, Fallon Community Health Plan has introduced an integrated and comprehensive outpatient substance dependence program, called *OnTrak™*.

This program is designed to address substance dependence as a chronic disease. Individuals who are substance dependent often have more than one medical condition at the same time, all of which have to be treated to achieve overall wellness.

*OnTrak* is different because of its approach in combining medical treatment, relapse prevention therapy and a personal Care Coach to treat each participant as an individual, and it gives a year of support for long-term success. Members must

meet eligibility requirements to participate.

"*OnTrak* is another example of FCHP providing its members with an innovative and supportive approach to successfully manage their illness," notes Elizabeth Malko, M.D., FCHP Executive Vice President and Chief Medical Officer.

\* Please note that this program is not available to our Fallon Senior Plan™, NaviCare® HMO SNP, Commonwealth Care and MassHealth plans. For more information about your benefits in these plans, refer to your Member Handbook/Evidence of Coverage.

## FCHP membership ID cards get a makeover

Starting last June, some of our members began receiving FCHP membership ID cards with a fresh look. FCHP has partnered with a specialty vendor to streamline our membership ID card print and distribution process.

At the same time, we redesigned our ID cards to be easier to read for our members and to help clarify network differences for our providers. To simplify information, we have spelled out the benefits, color-coded the cards by network and increased font sizes. We think you'll like these improvements—see the samples below.

New cards are being phased in during 2011-2012 as members join a plan or benefits change, so you may keep your current card for some time.

*A Health plan with a Medicare contract.*

*This information is available for free in other languages.*

*Please contact our customer service number at 1-800-325-5669 for additional information.*



H9001\_2012\_730\_37 File&Use 07/24/2011

## Our commercial member toolkit

It's important to understand how you and your health plan can work together in overseeing your care. Here are a few items in Fallon Community Health Plan's member toolkit. You'll find this information on our Web site, [fchp.org](http://fchp.org), or you can have information mailed to you by calling our Customer Service Department at 1-800-868-5200 (TTY users, please call TRS Relay 711), Monday through Friday from 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. To download a copy of our Quality Services brochure, go to [fchp.org/about-fchp/quality-standards.aspx](http://fchp.org/about-fchp/quality-standards.aspx). 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.aspx](http://fchp.org/members/resources/rights.aspx), 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.



## Network changes for our commercial plans

### FCHP Direct Care welcomes Saint Vincent Medical Group

While Saint Vincent Hospital in Worcester has long participated in the FCHP Direct Care network, we were pleased to also welcome earlier this year the Saint Vincent Medical Group (SVMG) as a participating physician group.

That means that SVMG, a multi-specialty group of more than 20 physicians at 10 locations in Worcester and the surrounding communities, now accepts members with our Direct Care health insurance, as well as Select Care, Preferred Care (PPO), Major Medical and NaviCare® HMO SNP.

For more information and a list of physicians, go to the group's Web site at [stvmg.com/About.aspx](http://stvmg.com/About.aspx).

*FCHP Direct Care is a limited provider network. This plan provides access to a network that is smaller than FCHP Select Care. In this plan, members have access to network benefits only from the providers in FCHP Direct Care. Please consult the FCHP Direct Care provider directory—a paper copy can be requested by calling our Customer Service Department at 1-800-858-5200—or visit the provider search tool at [fchp.org](http://fchp.org) to determine which providers are included in FCHP Direct Care.*

### Boston orthopedic hospital now in FCHP Direct and Select Care networks

New England Baptist Hospital, nationally recognized for its expertise in orthopedic surgery, is now a part of both the FCHP Direct Care and the FCHP Select Care networks.

Members in our Select Care and Direct Care plans can access covered services at New England Baptist with

a referral from their PCP. Although the hospital, located in Boston, is not a part of the DOI-approved FCHP Direct Care service area, Direct Care members do have access to the hospital and approximately 90 physician specialists.

Also, New England Baptist Hospital and its physicians are considered in-network for our Fallon Preferred Care members, but are still out-of-network for all of our Medicare Advantage products.

### Beth Israel Deaconess added to Peace of Mind Program™

Beth Israel Deaconess Medical Center in Boston is now part of FCHP's Peace of Mind Program, which also includes Brigham and Women's Hospital, Dana-Farber Cancer Institute, Massachusetts General Hospital, Tufts Medical Center and Children's Hospital.

Through Peace of Mind, our FCHP Direct Care and FCHP Select Care members\* have access to receive a second opinion and treatment for specialty services at these medical centers. For more details about this program and how it works, see our Web site, [fchp.org/members/doctors-facilities/peace-of-mind.aspx](http://fchp.org/members/doctors-facilities/peace-of-mind.aspx).

*\* The Peace of Mind Program™ is not available for patients enrolled in FCHP MassHealth, FCHP Independent Care, FCHP Flex Care, Fallon Preferred Care, Commonwealth Care, Fallon Senior Plan™ or NaviCare.® Program eligibility and benefits may vary by employer, plan and product.*

## Fallon Clinic has new name, affiliation

Fallon Clinic, a large multi-specialty medical group practice in Central Massachusetts, has changed its name to Reliant Medical Group.

Previously, the practice announced a new affiliation with Atrius Health, an alliance of several non-profit, community-based, physician-led medical groups in Massachusetts.

Changing in name only, Reliant Medical Group has the same physicians and offices, and its providers continue their focus on personalized care and service. Reliant Medical Group will continue to accept Fallon Community Health Plan insurance.

The name change allows the former Fallon Clinic to shed public misperceptions about its identity; it is often mistaken as part of Fallon Community Health Plan, an insurance company. Name confusion has been pervasive since FCHP and the former Fallon Clinic became separate organizations in 2004.

FCHP has had a long-standing, positive relationship with the group practice and will continue partnering with the physicians and professionals of Reliant Medical Group, who for many years have provided high-quality, cost-effective care to so many FCHP members in our community.

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 1-877-608-7677) de lunes a viernes de 8 a.m. a 6 p.m.



## NaviCare network expands

Fallon Community Health Plan (FCHP) is expanding its NaviCare® HMO SNP network, currently in Worcester County, to include all of Hampden County and portions of Franklin, Hampshire, Middlesex and Norfolk counties. The expanded service area will include cities such as Springfield, Holyoke, Lowell, Framingham, Natick, Milford and Franklin.

Effective January 1, 2012, NaviCare will contract with physicians in the following groups:

- Charlton Family Practice
- Central Mass IPA
- Hampden County Physicians Associates
- Harrington Physician Services
- Heywood Physician Hospital Organization
- Merrimack Valley Medical Group
- Metrowest Healthcare Alliance
- Reliant Medical Group
- Saint Vincent Physician Services

- UMass Memorial Healthcare
- Valley Health Partners

FCHP is committed to providing quality, affordable health care products to a broad population, and this service area expansion is one way in which we are achieving that goal.

*A Coordinated Care plan with a Medicare Advantage contract and a contract with the Massachusetts Medicaid program.*

*This information is available for free in other languages. Please contact our enrollee services number at 1-877-700-6996 for additional information.*

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## Senior Spectacular 2011

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Basketball Hall of Fame, Springfield

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