



# fchp direct care

## benefit summary for MNHG

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### fchp direct care network

Fallon Community Health Plan Direct Care is a high-performing network of providers at medical centers you know and trust. Our network providers are carefully chosen for their medical excellence, patient access and innovation. You can be seen at physician practices, community hospitals and medical facilities across our Direct Care service area.

### the fchp difference

With FCHP Direct Care, Fallon Community Health Plan offers you a unique option built around several high-quality provider groups. You have the convenience of receiving your care close to where you live or work, from a group of primary care physicians (PCPs) and specialists who work together to efficiently coordinate your care. You also receive comprehensive benefits and features, including:

- **Preventive dental services** for the whole family with participating dentists.
- **A fitness reimbursement of up to \$400** for families (\$200 for individual contracts) for healthy activities including town and school sports, Weight Watchers®, gym memberships, yoga and Pilates.
- **Member discounts** on products and services to keep you healthy and features you won't find anywhere else.

### how to receive care

#### choosing a primary care provider (pcp)

Your relationship with your PCP is very important because he or she will work with FCHP to provide or arrange most of your care. To pick a PCP, just complete the section on your FCHP membership enrollment form.

#### obtaining specialty care

When you want to visit a specialist, talk with your PCP first. He or she will help arrange specialty care for you. The following services do not require a referral when you see a provider in your plan's network: routine obstetrics/gynecology care, screening eye exams, behavioral health services and some dental services. For more information on referral procedures for specialty services, consult your *FCHP Direct Care Member Handbook/Evidence of Coverage*.

#### emergency medical care

Emergency services do not require referral or authorization. When you have an emergency medical condition, you should go to the nearest emergency department or call your local emergency communications system (police, fire department or 911). For more information on emergency benefits and plan procedures for emergency services, consult your *FCHP Direct Care Member Handbook/Evidence of Coverage*.

Benefit may vary by employer group.  
Weight Watchers® is a registered trademark of Weight Watchers International, Inc.

<b>benefits</b>	<b>your cost</b>
<b>office</b>	
Office visits (primary care provider)	\$5 per visit
Office visits (specialist)	\$5 per visit
Routine eye exams (one every 12 months)	\$5 per visit
Short-term rehabilitative services (20 visits per illness or injury)	\$5 per visit
Prenatal care	\$5 first visit only
Postnatal care	\$5 per visit
Preventive services	Covered in full
Diagnostic services	Covered in full
Imaging (CAT, PET, MRI)	Covered in full
Chiropractic care (20 visits per calendar year)	\$5 per visit
<b>prescriptions</b>	
	<b>tier 1/tier 2/tier 3</b>
Prescription drugs, including oral contraceptives, insulin and insulin syringes	\$5/\$15/\$35 (30-day supply)
Prescription medication refills obtained through the mail order program	\$10/\$30/\$105 (90-day supply)
<b>inpatient hospital services</b>	
Room and board in a semiprivate room (private when medically necessary)	Covered in full
Physicians' and surgeons' services	Covered in full
Physical and respiratory therapy	Covered in full
Intensive care services	Covered in full
Maternity care	Covered in full
<b>same-day surgery</b>	
Same-day surgery in a hospital outpatient or ambulatory care setting	Covered in full
<b>emergencies</b>	
Emergency room visit	\$25 per visit (waived if admitted)
<b>dental benefits and discounts</b>	
Exams (one every six months) including cleanings and routine X-rays	\$10 copayment
Fillings (minor restorative) when performed by a general dentist	Variable copayments
Sealants, crowns and inlays, bridges, root canals, gingivectomies and dentures when performed by a general dentist	25% to 50% discount
Specialist services such as periodontist, endodontist or prosthodontist	20% discounts
<b>skilled nursing</b>	
Skilled care in a semiprivate room	Covered in full

<b>benefits</b>	<b>your cost</b>
<b>substance abuse</b>	
Office visits	\$5 per visit
Detoxification in an inpatient setting	Covered in full
Up to 30 days rehabilitation in an inpatient setting	Covered in full
<b>mental health</b>	
Office visits	\$5 per visit
Services in a general or psychiatric hospital	Covered in full
<b>other health services</b>	
Skilled home health care services	Covered in full
Durable medical equipment (\$1,500 per calendar year)	Covered in full
Medically necessary ambulance services	Covered in full
<b>value added features</b>	
It Fits!, an annual fitness reimbursement (including school and town sports programs, gym memberships, Weight Watchers®, aerobics, Pilates and yoga classes)	\$200 individual \$400 family
Oh Baby!, a program that provides prenatal vitamins, a convertible car seat and other "little extras" for expectant parents—all at no additional cost.	Included
Free 24/7 nurse call line	Included
Free chronic care management	Included
Free stop-smoking program	Included
Member discount program	Included
Free online access to health and wellness encyclopedia	Included
<b>exclusions</b>	
Hearing aids and the evaluation for a hearing aid Long-term rehabilitative services Nonprescription drugs and vitamins Cosmetic surgery Experimental procedures or services that are not generally accepted medical practice Dental services not described in the FCHP Direct Care Member Handbook/Evidence of Coverage Routine foot care Custodial confinement	

A complete list of benefits and exclusions is in the *FCHP Direct Care Member Handbook/Evidence of Coverage*, available by request. This is only a summary of benefits and exclusions.

## questions?

If you have any questions, please contact Fallon Community Health Plan Customer Service at 1-800-868-5200 (TDD/TTY: 1-877-608-7677), or visit our Web site at [www.fchp.org](http://www.fchp.org).

✓ *This health plan **meets minimum creditable coverage standards** and **will satisfy** the individual mandate that you have health insurance. As of January 1, 2009, the Massachusetts Health Care Reform Law requires that Massachusetts residents, eighteen (18) years and older, must have health coverage that meets the minimum creditable coverage standards set by the Commonwealth Health Insurance Connector.*