

Welcome to Fallon Medicare Plus™



Plans tailor-made for Worcester County residents.

fallonhealth.org/medicare



Fallon Medicare Plus™ Premier HMO

Worcester County

You've worked hard. Now, let us work for you!

Fallon Medicare Plus Premier HMO is Fallon Health's Medicare Advantage plan for retirees. Our plan offers comprehensive coverage, and more benefits than members would get with Original Medicare alone.



As a resident of Worcester County, you have two options. Copayments are the same in both plans. Your monthly premium, Benefit Bank amount and providers you see will be determined by the plan you choose.

1. With Fallon Medicare Plus Central Premier HMO, you must receive care and services from a tailored group of local providers that includes:

- All Reliant Medical Group providers
- St. Vincent Hospital
- Heywood Hospital and providers
- Select Steward Health Care providers

To join this plan, you must be a resident of Worcester County. You'll get a larger Benefit Bank amount and you will pay a lower monthly premium when you choose this plan.

2. Fallon Medicare Plus Premier HMO includes all of the providers listed in our "Central" plan above, plus all of our contracted physicians, hospitals and medical centers throughout the state—from Boston to the Berkshires.

With this plan, you'll have more choice around which providers you want to see.

(Turn over to learn about benefits)



Both plans include rich benefits like:

- Benefit Bank—a card that can be used to pay for dental care, eyewear, fitness memberships and/or hearing aids
- Free SilverSneakers® wellness program that includes a free gym membership and on-demand library of classes, workouts and instructional videos
- Free 13-consecutive-week WW® membership (formerly Weight Watchers)
- Prescription drug coverage, with no coverage gap
- Hearing aid coverage with copayments ranging from \$695 to \$995—in addition to your Benefit Bank
- Coverage for dental care services like fillings, root canals and dentures—in addition to your Benefit Bank
- \$150 toward eyewear, every year—in addition to your Benefit Bank
- \$0 telehealth visits with primary care providers and outpatient mental health or substance abuse providers
- 24/7 access to Teladoc® doctors by phone, video or mobile app, at a \$0 copay

When you choose Fallon Medicare Plus Central Premier HMO, you get a larger amount in your Benefit Bank—\$500 compared to \$250 with our other network option.

See inside this kit for additional information about Fallon Medicare Plus Premier HMO, as well as all the tools you need to enroll today!

1-866-231-3669 (TRS 711)
8 a.m.–8 p.m., Monday–Friday
(Oct. 1–March 31, seven days a week.)
fallonhealth.org/medicare



Fallon Medicare Plus™ Premier

Pre-Enrollment Checklist

Before making an enrollment decision, it is important that you fully understand our benefits and rules. If you have any questions, you can call and speak to a Fallon representative at 1-866-231-3669 (TRS 711).

Understanding the Benefits

- ☐ Review the full list of benefits found in the *Evidence of Coverage (EOC)*, especially for those services for which you routinely see a doctor. Visit fallonhealth.org/medicare or call 1-866-231-3669 (TRS 711) to view a copy of the *EOC*.
- ☐ Review the provider directory (or ask your doctor) to make sure the doctors you see now are in the network. If they are not listed, it means you will likely have to select a new doctor.
- ☐ Review the pharmacy directory to make sure the pharmacy you use for any prescription medicines is in the network. If the pharmacy is not listed, you will likely have to select a new pharmacy for your prescriptions.

Understanding Important Rules

- ☐ In addition to your monthly plan premium, you must continue to pay your Medicare Part B premium. This premium is normally taken out of your Social Security check each month.
- ☐ Benefits, premiums and/or copayments/coinsurance may change on January 1, 2022.
- ☐ Except in emergency or urgent situations, we do not cover services by out-of-network providers (doctors who are not listed in the provider directory).



Fallon Medicare Plus™ Central Premier HMO Summary of Benefits

January 1, 2021–December 31, 2021



Fallon Medicare Plus Central Premier HMO

2021 Summary of Plan Benefits

This is a summary of drug and health services covered by Fallon Medicare Plus Central Premier HMO for January 1, 2021–December 31, 2021.

Fallon Health is an HMO plan with a Medicare contract. Enrollment in Fallon Health depends on contract renewal.

The benefit information provided is a summary of what we cover and what you pay. It does not list every service that we cover or list every limitation or exclusion. To get a complete list of services we cover, please see the *Evidence of Coverage*, which is available online at fallonhealth.org/medicare or by calling the phone number at the end of this book.

To join Fallon Medicare Plus Central Premier HMO, you and/or your spouse must be a member of an employer/union group, and you and/or your spouse must be entitled to Medicare Part A, be enrolled in Medicare Part B, and live in our service area. The service area for Fallon Medicare Plus Central Premier HMO is Worcester County, Massachusetts.

Fallon Medicare Plus Central Premier HMO includes all Reliant Medical Group providers, as well as Heywood Hospital and its providers, St. Vincent Hospital and select Steward Health Care providers. If you use providers that are not in our network, the plan will not pay for these services except in certain circumstances.

Plan Costs	Monthly plan premium <i>You must continue to pay your Part B premium.</i>	Medical deductible <i>This is the amount you must pay before your health plan pays for part of the cost of medical care and services.</i>	Maximum out-of-pocket <i>This is the yearly limit that you will pay out-of-pocket for covered medical services. This amount does not include your monthly premium or any prescription drug costs.</i>
Fallon Medicare Plus Central Premier HMO	Because you pay a premium to your employer group, please contact your benefits administrator for 2021 premium information.	\$0	\$3,400

Part D Prescription Drug Benefits

These medications are ones that you need a prescription to receive, and that you typically get at a retail pharmacy or through mail-order. There are four “drug payment stages” for Part D prescription drug coverage: deductible stage, initial coverage stage, coverage gap stage and catastrophic coverage stage.

Deductible Stage

Because there is no deductible for Fallon Medicare Plus Central Premier HMO, this stage does not apply to your Part D prescription drug coverage.

Initial Coverage Stage

You pay the following amounts until your year-to-date "total drug costs" (your payments plus any Part D plan's payments) total \$6,550.

Fallon Medicare Plus Central Premier HMO						
	Retail			Mail-order		
	30-day supply	60-day supply	90-day supply	30-day supply	60-day supply	90-day supply
Tier 1: Preferred generic drugs	\$10	\$20	\$30	\$10	\$20	\$20
Tier 2: Generic drugs	\$10	\$20	\$30	\$10	\$20	\$20
Tier 3: Preferred brand drugs	\$30	\$60	\$90	\$30	\$60	\$60
Tier 4: Non-preferred brand drugs	\$65	\$130	\$195	\$65	\$130	\$162.50
Tier 5: Specialty drugs	\$65	\$130	\$195	\$65	\$130	\$162.50
Tier 6: Select care drugs	\$0	Not available for this tier	Not available for this tier	\$0	Not available for this tier	Not available for this tier

Certain drugs are not available in an extended-day supply. These drugs may be included within Tiers 1–5.

Coverage Gap Stage

You do not have a coverage gap.

Catastrophic Coverage Stage

After your yearly out-of-pocket drug costs reach \$6,550, you pay the greater of: 5% coinsurance, or \$3.70 for generic or a preferred brand drug and \$9.20 for all other drugs.

For more information about cost-sharing specific to the different phases of the benefit, please use the contact information included on the back page to call us.

Fallon Medicare Plus (FMP) Central Premier HMO Medical Benefits	You pay
Inpatient Hospital Care Includes medical, surgical and rehabilitation services. <i>Requires prior authorization.</i>	\$250 per admission
Outpatient Hospital Care • Includes outpatient surgery in an ambulatory surgical center or hospital outpatient facility. <i>Requires prior authorization.</i>	\$125
• Observation services	\$0
Doctor Visits • Primary Care Provider (PCP)	\$15
• Annual Supplemental Physical Exam with PCP	\$0
• Annual Wellness Visit with PCP	\$0
• Specialists. <i>May require referral.</i>	\$25
• Telehealth services. <i>May require referral.</i>	\$0 PCP \$0 Outpatient mental health \$0 Outpatient substance abuse \$25 Specialists, <i>except as noted above</i>
• Teladoc® provides 24/7 phone, video or mobile access to board-certified doctors.	\$0 primary care services
Preventive Care Includes Welcome to Medicare preventive visit, certain screenings, and immunizations for pneumonia and influenza, as well as other preventive care services. <i>May require prior authorization.</i>	\$0
Emergency Care Copays are per visit at in- or out-of-network facilities. Coverage is worldwide. You will not pay the emergency copay if you are admitted to the hospital within 72 hours for the same condition.	\$75
Urgently Needed Services • In the United States and its territories	\$15
• Outside of the United States and its territories	\$75
Outpatient Diagnostic Tests and Therapeutic Services and Supplies Includes Medicare-covered lab services, diagnostic procedures and tests, X-rays and therapeutic radiology services, as well as INR testing (anti-coagulant visit). <i>Some services, tests and supplies require prior authorization.</i>	\$0

Fallon Medicare Plus (FMP) Central Premier HMO Medical Benefits	You pay
Outpatient Diagnostic Imaging Includes Medicare-covered diagnostic radiology services such as CT scans, PET scans, MRIs and nuclear studies. <i>Requires prior authorization.</i>	\$0
Hearing Services • One supplemental routine exam per year	\$0
• Diagnostic exams	\$25
• Hearing aid copays apply to purchases made through Amplifon, and vary by model and manufacturer. For coverage, purchases must be made through Amplifon. <i>Limit 2 per member per year.</i>	\$695, \$795 or \$995
• Hearing aids covered as part of the Benefit Bank.	See Benefit Bank.
Dental Services • Preventive care like exams and cleanings through Dental Benefit Providers	\$25
• Dental services covered as part of the Benefit Bank.	See Benefit Bank.
Vision Care Includes: • One pair of Medicare-covered standard eyeglasses with standard frames or contact lenses after cataract surgery, when obtained by an EyeMed provider. • Medicare-covered glaucoma tests	\$0
• One supplemental routine exam per year • Medicare-covered exams to treat diseases and conditions of the eye	\$25
• \$150 coverage for one pair of non-Medicare-covered eyeglasses or contact lenses, every year, in-network only. Excludes the one pair of Medicare-covered eyeglasses or contact lenses after cataract surgery.	Costs above \$150
• Eyewear covered as part of the Benefit Bank.	See Benefit Bank.
Mental Health Care Inpatient: <i>Requires prior authorization.</i>	\$250 per admission
Outpatient: Individual and group therapy visits. <i>Prior authorization is required for Transcranial Magnetic Stimulation Therapy (TMS), Electro-Convulsive Therapy (ECT), Neuropsychological Testing, and Intensive Outpatient Therapy (IOP).</i>	In office without a psychiatrist: \$15 In office with a psychiatrist: \$25 \$0 telehealth visit, with or without a psychiatrist

Fallon Medicare Plus (FMP) Central Premier HMO Medical Benefits	You pay
Skilled Nursing Facility (SNF) Care <i>Requires prior authorization.</i> <ul style="list-style-type: none"> • Per day cost, for days 1–10 per admission 	\$20
<ul style="list-style-type: none"> • Per day cost, for days 11–100 per benefit period 	\$0
Outpatient Rehabilitation Services <i>Physical and occupational therapy visits beyond 60 visits each require prior authorization. Speech language therapy visits beyond 35 visits require prior authorization.</i>	\$15
Ambulance Copays are for one-way Medicare-covered transports. Ambulance services are covered worldwide. <i>Non-emergency ambulance services require prior authorization.</i>	\$0
Transportation One-way, non-emergent chairvan transport from hospital to skilled nursing facility.	\$35
Medicare Part B Prescription Drugs Drugs that usually aren't self-administered and are injected or infused while at a doctor's office, hospital or ambulatory/outpatient facility. <i>Certain drugs require step therapy and/or prior authorization.</i>	\$0–\$65
Podiatry Includes medically necessary foot care services. <i>Requires referral.</i>	\$15
Durable Medical Equipment and Related Supplies <i>Requires prior authorization.</i>	\$0
Acupuncture for chronic low back pain Includes up to 12 visits in 90 days. <i>Requires referral. Visits 13 through 20 require prior authorization.</i>	\$15
Benefit Bank Offers you flexibility and choice by providing you an annual maximum that can be used for dental services, eyewear, fitness memberships and/or hearing aids. You receive a Benefit Bank card with an annual maximum of \$500 to use toward the covered items and services. You may choose to use the Benefit Bank for any one item or service or a combination of items and services.	Costs above \$500
Health and Wellness Programs	
Fitness membership/classes <ul style="list-style-type: none"> • SilverSneakers®—includes access to online classes and instructional videos, an at-home fitness kit and/or a gym membership 	\$0
<ul style="list-style-type: none"> • Fitness membership covered as part of the Benefit Bank. 	See Benefit Bank.
WW® (formerly Weight Watchers) One 13-consecutive-week membership each year.	\$0
Nurse Connect 24/7 access to registered nurses by phone or online.	\$0

Notice of nondiscrimination

Fallon Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Fallon does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Fallon Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats
(large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Customer Service at the phone number on the back of your member ID card, or by email at cs@fallonhealth.org.

If you believe that Fallon Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

Compliance Director

Fallon Health

10 Chestnut St.

Worcester, MA 01608

Phone: 1-508-368-9988 (TRS 711)

Email: compliance@fallonhealth.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Compliance Director is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW., Room 509F, HHH Building

Washington, D.C., 20201

Phone: 1-800-368-1019 (TDD: 1-800-537-7697)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-language Interpreter Services

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-325-5669 (TTY: TRS 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-325-5669 (TTY: TRS 711).

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-325-5669 (TTY: TRS 711).

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-325-5669 (TTY : TRS 711) 。

French Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-800-325-5669 (TTY: TRS 711).

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-325-5669 (TTY: TRS 711).

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-325-5669 (телетайп: TRS 711).

Arabic:

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-325-5669 (رقم هاتف الصم والبكم: TRS 711).

Khmer/Cambodian: ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់អ្នក។ ជូរ ទូរស័ព្ទ 1-800-325-5669 (TTY: TRS 711)។

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-325-5669 (ATS : TRS 711).

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-800-325-5669 (TTY: TRS 711).

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-325-5669 (TTY: TRS 711)번으로 전화해 주십시오.

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-800-325-5669 (TTY: TRS 711).

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-800-325-5669 (TTY: TRS 711).

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-325-5669 (TTY: TRS 711) पर कॉल करें।

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-325-5669 (TTY: TRS 711).

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More information

To learn more about Fallon Medicare Plus Central Premier HMO or to view plan documents, visit our web pages, or call us using the information listed below.

Fallon Medicare Plus Central	<p>Current members: 1-800-325-5669 (TRS 711)</p> <p>Prospective members: 1-866-231-3669 (TRS 711)</p> <p>Website: fallonhealth.org/medicare</p> <p>Hours: Monday–Friday, 8 a.m.–8 p.m. From Oct. 1–March 31, we’re available seven days a week.</p>
Provider Directory	fallonhealth.org/findphysician
Pharmacy Directory	fallonhealth.org/medicare-pharmacy
Prescription Drug Formulary	fallonhealth.org/medicare-formulary
Original Medicare More information about coverage and costs	<p>“Medicare & You” handbook</p> <ul style="list-style-type: none"> • View online: http://www.medicare.gov • Get a copy: Call 1-800-MEDICARE (1-800-633-4227) 24 hours a day, 7 days a week. TTY users should call 1-877-486-2048.

This document is available in other formats such as braille, large print or audio.

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SilverSneakers® is a registered trademark of Tivity Health, Inc.

WW® is a registered trademark of Weight Watchers International, Inc.



2021 Fallon Medicare Plus™ Premier HMO Enrollment Form – Worcester County

To enroll, please provide the following information.

Company name:	Group number:
Authorized signature:	Requested effective date:

Select plan to enroll in:

☐ **Fallon Medicare Plus Premier HMO** ☐ **Fallon Medicare Plus Central Premier HMO** *(limited network)*

Last name: _____ First name: _____ Middle initial: _____

Birth date: (MM/DD/YYYY) ____/____/____	Sex: <input type="checkbox"/> M <input type="checkbox"/> F	Home phone number: (____) ____-____	Alternate phone number: (____) ____-____
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Permanent residence street address (P.O. Box is not allowed): _____

City/town: _____	State: _____	ZIP code: _____	County: _____
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Mailing address if different from above:

Street address: _____

City/town: _____ State: _____ ZIP code: _____

Email: _____

Please provide your Medicare insurance information.

Please take out your red, white and blue Medicare card to complete this section.

Fill out this information as it appears on your Medicare card.

OR

Attach a copy of your Medicare card or your letter from the Social Security Administration or the Railroad Retirement Board.

You must have Medicare Part A and Part B to join a Medicare Advantage plan.

Name (as it appears on your Medicare card): _____

Medicare number: _____

Is entitled to:

Effective date: _____

☐ Hospital (Part A)

☐ Medical (Part B)

Please read and answer these important questions.

1. **Are you the retiree?** ☐ Yes ☐ No

If yes, retirement date (month/date/year): _____

If no, name of retiree: _____

2. **Are you covering a spouse or dependents under this employer or union plan?** ☐ Yes ☐ No

If yes, name of spouse: _____

Name(s) of dependent(s): _____

Please read and answer these important questions (continued).

3. Do you or your spouse work? ☐ Yes ☐ No

4. Some individuals may have other drug coverage, including other private insurance, Worker's Compensation, VA benefits or State pharmaceutical assistance programs.

Will you have other **prescription** drug coverage in addition to Fallon Health? ☐ Yes ☐ No

If "yes", please list your other coverage and your identification (ID) number(s) for this coverage:

Name of other coverage: ID # for Coverage: _____

5. Are you a resident in a long-term care facility, such as a nursing home? ☐ Yes ☐ No

If "yes" please provide the following information:

Name of Institution: _____

Address & Phone Number of Institution (number and street):

6. Please Choose a Primary Care Physician (PCP), clinic or health center:

Please check the box below if you would prefer us to send you information in another accessible format:

☐ Braille ☐ Audio CD ☐ Large print

Please contact Fallon Health at 1-866-231-3669 (TRS 711) if you need information in another language or accessible format other than what is listed above.

Please read the important information on the following page and then sign below.

I understand that my signature (or the signature of the person authorized to act on my behalf under the laws of the state where I live) on this application means that I have read and understand the contents of this application. If signed by an authorized individual (as described above), this signature certifies that:

1) this person is authorized under state law to complete this enrollment, and 2) documentation of this authority is available upon request by Fallon Health or by Medicare.

X _____

Your signature/authorized representative

Today's date

If you are the authorized representative, you must sign above and provide the following information:

Name (printed)

Relationship to enrollee

Address

Phone number: (___ ___) ___ ___ - ___ ___

Please read the important information below.

By completing this enrollment application, I agree to the following:

Fallon Health is a Medicare Advantage HMO plan with a Medicare contract. Enrollment in Fallon Health depends on contract renewal. I will need to keep my Medicare Parts A and B. (This means I must continue to pay my Medicare Part B premium.) I can only be in one Medicare Advantage Plan at a time, and I understand that my enrollment in this plan will automatically end my enrollment in another Medicare health plan. It is my responsibility to inform you of any prescription drug coverage that I have or may get in the future. I understand that if I don't have Medicare prescription drug coverage, or creditable prescription drug coverage (as good as Medicare's), I may have to pay a late enrollment penalty if I enroll in Medicare prescription drug coverage in the future. Enrollment in this plan is generally for the entire year. Once I enroll, I may leave this plan or make changes only at certain times of the year when an enrollment period is available (Example: October 15–December 7 of every year), or under certain special circumstances.

Fallon Medicare Plus Premier HMO serves a specific service area. If I move out of the area that Fallon Medicare Plus Premier HMO serves, I need to notify the plan so I can disenroll and find a new plan in my new area. Once I am a member of Fallon Medicare Plus Premier HMO, I have the right to appeal plan decisions about payment or services if I disagree. I will read the *Evidence of Coverage* document from Fallon Medicare Plus Premier HMO when I get it to know which rules I must follow to receive coverage with this Medicare Advantage Plan. I understand that people with Medicare aren't usually covered under Medicare while out of the country except for limited coverage near the U.S. border.

I understand that beginning on the date Fallon Medicare Plus Premier HMO coverage begins, I must get all of my health care from Fallon Medicare Plus Premier HMO, except for emergency or urgently needed services or out-of-area dialysis services. Services authorized by Fallon Medicare Plus Premier HMO and other services contained in my plan *Evidence of Coverage* document (also known as a member contract or subscriber agreement) will be covered. Without authorization, **NEITHER MEDICARE NOR FALLON MEDICARE PLUS PREMIER HMO WILL PAY FOR THE SERVICES.**

I understand that if I am receiving assistance from a sales agent, broker, or other individual employed by or contracted with Fallon Health, he or she may be paid based on my enrollment in Fallon Medicare Plus Premier HMO.

Release of information:

By joining this Medicare health plan, I acknowledge that Fallon Medicare Plus Premier HMO will release my information to Medicare and other plans as is necessary for treatment, payment and health care operations. I also acknowledge that Fallon Medicare Plus Premier HMO will release my information including my prescription drug event data (if applicable) to Medicare, who may release it for research and other purposes which follow all applicable Federal statutes and regulations. The information on this form is correct to the best of my knowledge. I understand that if I intentionally provide false information on this form, I will be disenrolled from the plan.

FALLON USE ONLY ☐ New enrollment ☐ Group to group

OEV required: _____ Sales staff initials: _____ OEV complete: _____

Name of staff member (if assisted in enrollment): _____

EGWP: _____ Not eligible: _____

Staff verification: _____ Effective date of coverage: _____

County code: _____ Previous insurance: _____

Broker name: _____ Broker ID: _____

Please contact Fallon Health
if you need information in
another language or format (Braille).

1-866-231-3669 (TRS 711)

8 a.m.–8 p.m., Monday–Friday.
(Oct. 1–March 31, seven days a week.)



2021 Star Ratings

Fallon Health - H9001

2021 Medicare Star Ratings

Every year, Medicare evaluates plans based on a 5-star rating system. Medicare Star Ratings help you know how good a job our plan is doing. You can use these Star Ratings to compare our plan's performance to other plans. The two main types of Star Ratings are:

1. An Overall Star Rating that combines all of our plan's scores.
2. Summary Star Ratings that focus on our medical or our prescription drug services.

Some of the areas Medicare reviews for these ratings include:

- How our members rate our plan's services and care;
- How well our doctors detect illnesses and keep members healthy;
- How well our plan helps our members use recommended and safe prescription medications.

For 2021, Fallon Health received the following Overall Star Rating from Medicare.

★★★★☆
4.5 Stars

We received the following Summary Star Ratings for Fallon Health's health/drug plan services:

Health Plan Services: ★★★★★
4 Stars

Drug Plan Services: ★★★★★
4.5 Stars

The number of stars shows how well our plan performs.

★★★★★	5 stars - excellent
★★★★	4 stars - above average
★★★	3 stars - average
★★	2 stars - below average
★	1 star - poor

Learn more about our plan and how we are different from other plans at www.medicare.gov.

You may also contact us 7 days a week from 8:00 a.m. to 8:00 p.m. Eastern time at 800-325-5669 (toll-free) or 711 (TTY), from October 1 to March 31. Our hours of operation from April 1 to September 30 are Monday through Friday from 8:00 a.m. to 8:00 p.m. Eastern time.

Current members please call 800-325-5669 (toll-free) or 711 (TTY).

Star Ratings are based on 5 Stars. Star Ratings are assessed each year and may change from one year to the next.