

Fallon Preferred Care

Moving forward with access to a nationwide network of providers



Your providers

Fallon Preferred Care, a preferred provider organization (PPO), gives you access to high-quality health care with maximum flexibility: the option to seek care from any provider you wish. Whether accessing care in Massachusetts or in one of the other 49 states, we have you covered with our nationwide network of over 875,000 physicians and more than 4,700 facilities through the Private Healthcare Systems (PHCS)/MultiPlan and Fallon Preferred Care networks. To find your doctor, just visit [multiplan.com](https://www.multiplan.com) and follow these steps:

- Click on **"Find a Provider"** in the top right hand corner of the page. Then click **"OK"** at the bottom right of the screen, acknowledging that you have read the notice at the bottom of the screen.
- Click on **"Select Network"**, then on **"PHCS."** Then you will be asked additional questions. **"Do you see any of these statements on your benefits ID card?"** Answer, **"I don't see any of these statements."** Next question, **"Where is the logo on your ID card?"** Answer, **"FRONT."**
- **Use the search field to specify what you are searching for.** Enter a practitioner name, facility name, type of facility or NPI number. As you type your selection, you may be prompted with suggestions. You must fill the search field.
- **Set your location and begin your search.** Click on the pre-populated ZIP code to change the ZIP code of the area you want to search.
- **Receive your search notes and refine as you desire.** You will also need to acknowledge reading another notice, then click **"OK"**. A list of providers will be shown and you can then narrow your results. A printer friendly icon is available for viewing your search results on a printed page.
- If you have any problems with your search, or if you can't find your doctor, call our dedicated Fallon Preferred Care Customer Service Department toll-free at 1-888-468-1541 (TRS 711) and a representative will help you.

If you prefer to use the Fallon Health website, visit fallonhealth.org and follow the "Find a doctor" prompts in the members section.

How the Preferred Care network works

Our Preferred Care network is a PPO network that includes doctors and facilities throughout Massachusetts, New England, and across the nation. When you elect to receive care from one of the participating Fallon Preferred Care network providers, you will enjoy access to high-quality care and coverage. If you would like to see a provider who is not a member of the Preferred Care network (out-of-network), or a non-participating provider, you'll share a larger portion of the cost.

As a Fallon Preferred Care member, you do not need to designate a primary care physician, and you never need a referral. However, there may be times that you need to get permission ahead of time for a particular service. This is called prior authorization. For a listing of services which require prior authorization, please see the other side of this flyer.

If you have a medical emergency, the most important thing is that you get the care you need. With Fallon Preferred Care, you are covered for worldwide emergency care. So, if you have an emergency, you should always go to the nearest emergency room or call 911.

Your pharmacy coverage

Whether you're in California or on Cape Cod, as a Fallon Preferred Care member, you can get your prescriptions filled through our nationwide network of pharmacies. For pharmacy and prescription drug information go to fallonhealth.org for access to our online drug formulary, pharmacy network, mail-order prescriptions and specialty drugs information.

myFallon.org, one stop to access helpful online tools

See your claims and manage your account and your health. Set your communications preferences and view your benefits and plan documents online. Plus you'll find links to more helpful online tools.

Services that require prior authorization with Fallon Preferred Care

As a Fallon Preferred Care member, you need prior authorization, or permission, from the plan for certain services before you receive them. The appropriate medical management office of contact depends on whether you are a Massachusetts resident, and what service you are seeking. To receive prior authorization, you—or someone acting on your behalf—must call Fallon Preferred Care at least five business days before the service is scheduled to take place. If you do not request and receive prior authorization, you may be responsible for the cost of the services.

The following services require prior authorization:

- Admissions to all inpatient facilities, including admissions for medical and surgical care, skilled nursing and rehabilitation, and mental health and substance abuse (including intermediate care)
- Bariatric weight loss surgery
- Brand name prescription contraceptive drugs and devices with no generic equivalent
- Enteral formulas and special medical formulas
- Gender reassignment, gender identity or gender dysphoria and related health care services
- Genetic testing
- Habilitative or rehabilitative care, including but not limited to ABA therapy
- High-tech radiology, including, but not limited to, all outpatient MRI/MRA, CT/CTA, PET and nuclear cardiology imaging studies
- Hospice care
- Infertility/assisted reproductive technology services
- Injections and injectables that are included on the formulary, for covered medical benefits, and ordered, supplied and administered by a plan provider
- Intensity modulated radiation therapy (IMRT) of the breast
- Medically necessary nonemergency ambulance transport
- Neuropsychological testing
- Oral surgery (with the exception of the extraction of impacted teeth)
- Organ transplants
- Outpatient mental health services (including intermediate care), beyond eight sessions
- Outpatient surgery
- Oxygen
- Prosthetics/orthotics and durable medical equipment
- Proton beam therapy
- Pulmonary rehabilitation services for chronic obstructive pulmonary disease (COPD)
- Reconstructive and restorative services
- Sleep study and/or sleep therapy
- Speech therapy services
- Stereotactic radiosurgery and stereotactic body radiotherapy
- Therapeutic care
- Treatment of cleft lip and cleft palate

If you have questions, or need additional information, please call toll-free at **1-888-468-1541 (TRS 711)**.



Program eligibility and benefits may vary by employer, plan and product.

Fallon Preferred Care is offered through Fallon Health & Life Assurance Company, a wholly owned subsidiary of Fallon Community Health Plan.