

December 2021

Dear My Care Family Member,

Occasionally, MassHealth makes updates to the benefits, copays, or services that come with your MassHealth (My Care Family) plan. Now is one of those times.

Below is a list of some of the updates to your Covered Service List issued in 2021 and posted to **[mycarefamily.org](http://mycarefamily.org)**. Some members will not be impacted by these changes – but we are required to notify you when changes occur. The changes include

- Changes to pharmacy copayment caps
  - Effective 7/1/2021, there is now an individual monthly cap instead of an individual annual cap for some members. If this applies to you MassHealth has sent you a letter explaining this.
- The Covered Service list now includes a more complete explanation of Behavioral Health and Substance Use Disorder services.

Additionally, there are Preventative Behavioral services available for children.

- Early identification and intervention are key to providing children, adolescents, and their caregivers with needed behavioral health supports to promote well-being. For members under age 21, six sessions are allowed without prior authorization, effective 9/1/21.

If you have any questions, or to request a printed copy of your Handbook or Covered Services List, email us at [customerservice@alwayshealth.org](mailto:customerservice@alwayshealth.org) or call Customer Service at 1-800-462-5449. TTY users may call 711. Our hours are Monday through Friday from 8 AM to 6 PM and Thursday from 8 AM to 8 PM.

If you have questions about your MassHealth membership, visit the MassHealth website or call 1-800-841-2900. TTY users may call 1-800-497-4648. Their hours are Monday through Friday from 8 AM to 5 PM.

Sincerely,



Jonathan Biron  
Director of Customer Service, AllWays Health Partners