

Frequently Asked Questions for My Care Family MassHealth Members

January 2019

1. Why am I becoming a member of My Care Family?

Your primary care provider has joined an Accountable Care Organization (ACO) Partnership Plan called My Care FamilySM. MassHealth is enrolling you in My Care Family so that you can continue to receive care from your primary care provider. AllWays Health Partners is the insurer for My Care Family. An ACO is a group of clinicians, doctors, hospitals, and other health care providers who come together to give coordinated high-quality care to their MassHealth patients.

2. What is My Care Family?

My Care Family offers complete care and coverage by Greater Lawrence Family Health Center, Lawrence General Hospital, and AllWays Health Partners. In My Care Family, your doctor leads a team of doctors, clinicians, and community partners who work together with you to support your needs for care—whether they be medical, behavioral, or social. The goal is to coordinate your care so it better serves you and improves your health and well-being.

3. My Primary Care Provider is in this new plan, but what about my other doctors?

If you are currently receiving care from a Greater Lawrence Family Health Center or Lawrence General Hospital-affiliated primary care provider, chances are good that your other doctors and providers will be participating in My Care Family. When you need specialty or hospital care, your primary care provider will refer you to providers they know and trust in the My Care Family/AllWays Health Partners network. This helps ensure the best quality and coordination of care for you. It is a good idea to make a list of your current doctors and hospitals, then check our Find a Doctor tool at mycarefamily.org to make sure that they participate.

When using the Find a Doctor tool, be sure to select My Care Family as your plan.

My Care Family doctors and hospitals will display this next to their name: **My Care Family**

4. What do I do if I am pregnant, in treatment, or have an upcoming surgery, on or after I become a member of My Care Family?

To help ensure the continuity of your care, there are certain instances in which you can continue seeing your current doctors even if your current doctors are not in our network.

For example, if you are pregnant and in any trimester, you will be able to keep seeing your doctor through the postpartum period after the baby is born.

Also, if you are in active treatment for a chronic or acute medical condition, you may be able to keep seeing your doctor for up to 30 days after you become a member of My Care Family.

5. What drugs are covered?

Our goal is to provide you and your doctor with a wide variety of safe and effective medications.

You can visit mycarefamily.org to find your covered medications. Just click on “Find a Drug” at the top of the page. We cover a wide variety of prescription drugs and even cover many over-the-counter medications with a prescription from a clinician.

6. What can I expect through this new plan?

My Care Family will offer programs and services to help you achieve your health goals, whether you want to stay healthy, need help to lose weight, get your high blood pressure under control, or stop smoking. If you are living with a chronic condition such as asthma or diabetes, we'll make sure you get the support and information to be as well as you can be.

7. What happens next?

You will get a welcome packet from My Care Family that will explain how to get the most out of your health plan benefits. You will use your current MassHealth ID card (the card with the picture of Massachusetts on it), and you'll also receive a new member ID card from My Care Family. Please bring both cards to all your appointments.

8. Can you tell me about AllWays Health Partners? I have not had them as my insurer before.

AllWays Health Partners is a not-for-profit health plan that has provided coverage to hundreds of thousands of MassHealth members. With over 30 years of experience, AllWays Health Partners comes from a tradition of innovation, value, and customer service, built on the combined strengths of Neighborhood Health Plan and Partners HealthCare.

9. What if I have questions?

There are several ways for you to get more information:

Call: You can call AllWays Health Partners Customer Service at **800-462-5449** (or TTY 711 for the hearing impaired) with any questions. We are available Monday through Friday, 8:00 AM to 6:00 PM and Thursday from 8:00 AM to 8:00 PM. For MassHealth-related questions, you can also call MassHealth at **800-841-2900**. TTY users may call **800-497-4648**. Hours are Monday through Friday from 8:00 AM to 5:00 PM.

Online: Visit the My Care Family web site at mycarefamily.org to look up doctors, medications and find more questions and answers. You can also visit MassHealth to learn more about your health plan options and how to change your plan at MassHealthChoices.com. You can also read about health plan options in the Enrollment Guide sent to your household and available at mass.gov/masshealth.