

Important information about your Fallon Health coverage

Fallon Health is required under Massachusetts law to continue benefit coverage for Community Care members who meet certain criteria at the time of their enrollment. These criteria are as follows:

1. You are receiving an active course of treatment for a serious disease, and disrupting this treatment would pose an undue hardship. A serious disease is one that is life-threatening or could lead to a serious or permanent disability if left untreated. The services you are receiving must be a covered benefit under your Fallon Health plan and must be medically necessary.
2. You began this active course of treatment prior to the date you enrolled in Community Care.
3. Your provider is a comprehensive cancer center, pediatric hospital, or pediatric specialty unit, as defined by Massachusetts state law.
 - Comprehensive cancer centers: Dana Farber Cancer Institute
 - Pediatric hospitals: Children's Hospital Boston, Shriners Children's, Boston and Springfield
 - Pediatric specialty units: Tufts Medical Center and Massachusetts Eye and Ear Infirmary
4. You are enrolled through a group plan sponsored by a small employer (1-50 employees), and the only plans offered to you by your employer are limited-network plans in which your provider is not a network provider.
5. Your course of treatment is not available from any plan provider.

What is active treatment?

An active course of treatment is treatment following an inpatient stay or outpatient procedure for your recovery or rehabilitation. Or it is the continuing care for a serious disease that requires diagnostic tests or the adjustment of medications or treatments at least every 6 months.

Active treatment doesn't include preventive services or services to monitor your condition after you complete treatment for a serious disease. It also doesn't include clinical trials, experimental treatments, off-label use for products, or products not approved by the Food and Drug Administration in circumstances where these services would not otherwise be covered.

To continue your active course of treatment at a hospital listed above, your provider must request prior authorization from Fallon Health before medical services are received. For information about prior authorization, please call 1-800-868-5200 (TRS 711), Monday, Tuesday, Thursday, and Friday, 8 a.m.–6 p.m. and Wednesday, 10 a.m.–6 p.m. If your provider doesn't request prior authorization before the medical services are received, you may be responsible for the full cost of the services.

With prior authorization, services for Community Care members will be covered at the same cost-sharing levels that would apply to a comparable network provider.

If you are a new member and need information on continuing care at other facilities, please call 1-800-868-5200 (TRS 711), Monday, Tuesday, Thursday, and Friday, 8 a.m.–6 p.m. and Wednesday, 10 a.m.–6 p.m.

