

# Introduction

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## About this manual

The Fallon Health Provider Manual is a reference tool that describes Fallon Health's policies and procedures. It's designed to assist you with information needed when treating a Fallon Health member. It contains information regarding administrative procedures, medical management procedures and programs, and quality improvement programs, and more. Fallon Health's Provider Relations department periodically reviews this manual and performs updates as needed. The manual is located at <http://fchp.org/en/providers/provider-manual.aspx>

## About Fallon Health

Founded in 1977, Fallon Health provides health care services designed to meet the unique and changing needs of all we serve. Fallon Health is both an insurer and provider of care.

Our insurance and self-insurance product portfolio includes a variety of health plan options (including Medicaid and Medicare Advantage plans) featuring flexible and innovative benefit designs. In addition, Fallon Health offers a Program of All-Inclusive Care for the Elderly (PACE), called Summit ElderCare and a Medicare Advantage Special Needs Plan, called NaviCare. We excel in creating unique health care programs and services that provide coordinated, integrated care for seniors and individuals with complex health needs. Fallon Health delivers equitable, high-quality coordinated care and is continually rated among the nation's top health plans for member experience, service, and clinical quality.

## Much more than a health plan

At Fallon Health, we're guided by our mission of ***improving health and inspiring hope***. We offer plans and coverage options to help keep our members healthy and happy, including:

- Connector plans
  - Community Care
- Medicaid ACO plans
  - Berkshire Fallon Health Collaborative, Fallon 365 Care, Fallon Health-Atrius Health Care Collaborative
- Medicare Advantage plans
  - Fallon Medicare Plus HMO, Fallon Medicare Plus Premier HMO
- Medicare Supplement plans
  - Fallon Medicare Plus Supplement
- Medicare Advantage D-SNP
  - NaviCare HMO SNP
- Program of All-Inclusive Care for the Elderly (PACE) program
  - Summit ElderCare