



# Welcome to Fallon Health

## Here's how to get started!

We want to make your transition to Fallon as smooth as possible. Here are some tips that will help you get the care you need as easy as 1-2-3.

- 1. Carefully fill out your enrollment form, listing your PCP and your spouse's and children's PCPs as well.** Please be sure your responses are clear and easy to read. **Make sure that you've chosen a primary care provider (PCP) and that he or she is in your network.** To find a PCP, or to see if a provider is in your network, check our online "Find a Doctor" tool. Once you've selected a PCP, call Customer Service so that we can enter your PCP into our system. Or, you can go to [fallonhealth.org](http://fallonhealth.org) and log into *myFallon*, our secure member portal, and use the "Change PCP" tool.
- 2. Taking prescription medications?** Avoid delays at the pharmacy by calling customer service or checking our online drug list (also called a "formulary"). You can see if your prescriptions are covered, what tier they are in, or if they require prior authorization from your doctor. You can also save money by using our mail order pharmacy service.
- 3. Already have a doctor's appointment scheduled?** Pregnant? Dealing with an ongoing condition? Call us. We'll help to make sure your doctor is in your network and that the medical services you need are covered under your plan.

Tell your providers that your health insurance has changed, and give them your new insurance information. This will help you avoid billing problems.

### Once you're enrolled, you get even more from Fallon Health

- See your claims, view your specific benefit information, change your PCP, print a temporary ID card and more—at any time of day or night when you log into our secure member portal, *myFallon*.
- Access your Fallon Health member ID card on your smartphone with our Mobile ID app.
- Get reimbursed for healthy activities through **It Fits!** or with **The Healthy Health Plan**, which rewards subscribers and members for being—and becoming healthy.
- Get free or discounted admission at local family fun spots through the **Family Fun** program.

One Chestnut Place, 10 Chestnut Street, Worcester, MA 01608  
Mon., Tue., Thu., Fri.: 8 a.m. to 6 p.m. Wed.: 10 a.m. to 6 p.m.

1-800-868-5200 (TRS 711)  
[fallonhealth.org](http://fallonhealth.org)

