

“Switching health plans is a big change. Will my care change, too?”

Avoid disruption in your behavioral health care with Smooth Switch from Fallon Health.



Welcome to Fallon Health!

Now that you're a Fallon Health member, we want to do everything we can to make it easy for you to continue getting the care you need—and to start moving forward with your new health plan. Here's what to do if you're new to Fallon and you or a family member on your plan is receiving mental health or substance use disorder treatment—also called behavioral health care.

Beacon Health Options

We partner with Beacon Health Options to provide mental health and substance use disorder treatment to our members. Beacon has a large network of providers who can assist you—your spouse or partner, and your children—with behavioral health needs. To learn more about Beacon, visit their website, beaconhealthoptions.com.

To do:

- Call Beacon Health Options to confirm my authorization.
- Call Beacon if I need or am receiving behavioral health care.

If you or anyone on your plan is currently receiving mental health or substance use disorder treatment, call Beacon. Rest assured, you are covered. Beacon will help coordinate your care during your transition. If your current provider is not in our network, Beacon will work with you to help you find a new provider. You can receive transitional care of four visits within 30 days. Be sure to tell your current provider about your new health coverage. You are not covered for visits to out-of-network providers except for out-of-area emergency services, unless you have out-of-network benefits.

- To confirm that your provider is in Beacon's network, go to beaconhealthoptions.com.
- If you are having trouble finding a Beacon provider, call Beacon for assistance.

You do not need a referral from your primary care physician to see an in-network behavioral health provider. However, it's still a good idea to coordinate all care you receive with your regular doctor.

Also, you do not need prior authorization for your first eight therapy visits per benefit year, or for visits to a network psychiatrist for medication management. Once you have seen your behavioral health specialist, he or she will let Beacon know about future visits. After you have had eight therapy visits in one benefit year, your provider must submit an authorization request for additional visits.

You can search for an in-network Beacon mental health or substance use disorder provider right on Beacon's website, beaconhealthoptions.com/members/login. Select "Massachusetts" as your state. Select "Fallon Health," as your plan name. Call Beacon during regular business hours at 1-888-421-8861 for help finding a provider. They're also available for emergencies 24 hours a day, seven days a week.

Beacon Health Options: 1-888-421-8861
beaconhealthoptions.com



Program eligibility and benefits may vary by employer, plan and product.

