

Additional resources

[Website](#)

[Healthy Communities, Fallon Health's member magazine](#)

[Healthwise Knowledgebase](#)

[Quit to Win: Fallon's Tobacco Treatment Program](#)

[Contact list](#)

Additional resources

Website

Fallon Health's website, located at www.fallonhealth.org, contains information on Fallon's benefits, services and wellness programs. Members may use the site to request information, consult our online provider directories, change plan options, change primary care physicians, and more.

Fallon's member magazines

Twice each year, Fallon members receive our member magazine. Our commercial plan members receive *Healthy Communities*, and members of our Fallon Medicare Plus, Fallon Medicare Plus Central and NaviCare plans receive *To Your Health*. Articles on a wide array of health and wellness topics, fitness programs and community resources are designed to inform and reflect the health care concerns of our members.

Healthwise Knowledgebase

With Healthwise Knowledgebase, your patients have easy access to all kinds of health information online:

- There are more than 5,800 topics on health conditions, medical tests and procedures, medications, prevention and home treatment and wellness issues that are easy and convenient to access.
- Content is written and reviewed by an expert team of physicians, nurses, medical writers and researchers. It is updated as new research is reported. Healthwise Knowledgebase is approved by URAC as an accredited health website.
- The pages include:
 - *Decision Points* that can help your patients learn about tests and treatment options.
 - *Actionsets* that give in-depth information and practical tools to help make decisions.
 - *Interactive Tools*, a fun way to learn about health risks and wellness.
 - *Know Your Medicines* which checks for drug-to-drug and drug-to-food interactions.

Let your patients know about Healthwise Knowledgebase located on the Fallon website under the member section.

Quit to Win: Fallon's Tobacco Treatment Program

Fallon would like to help your patients quit smoking. Our phone coaching program, *Quit to Win*, is open to all Fallon members. Participants will learn to create a quit plan that's right for them. The calls are facilitated by professional Quit Coaches.

Fallon also offers text support to its members. This includes text messages from our Quit Coaches to support and encourage those who are trying to quit smoking.

Fallon enrollees can call us at 1-888-807-2908, or email us at QuitToWin@fallonhealth.org. Your office can also fax us at 1-508-798-8394, and we will contact your patient.

Additional resources

Contact list

Toll-free general number:

1-800-333-2535

Local number:

1-508-799-2100

Physical mailing address:

Fallon Health
10 Chestnut St.
Worcester, MA 01608

Claims mailing address:

For claims that cannot be delivered to a P.O. Box:

Fallon Health Claims
Smart Data Solutions*
960 Blue Gentian Road
Eagan, MN 55121

For claims that can be delivered to a P.O. Box:

Fallon Health
P.O. Box 211308
Eagan, MN 55121-2908

All appeals and corrected claims related to Zelis edits should be directed to Zelis:

Zelis Claims Integrity, Inc.
2 Crossroads Drive
Bedminster, NJ 07921
Attn: Appeals Department
Or faxed to: 1-855-787-2677

Important Fallon fax numbers

Provider Appeals fax.....1-508-368-9890
Provider Relations fax.....1-508-368-9902
Claims adjustment fax.....1-508-368-9890
Please fax claims adjustments only; first-time submissions cannot be faxed.

Email:

askfchp@fallonhealth.org

Additional resources

Provider Service line:

Toll-free: 1-866-275-3247

Eligibility & Benefits, Prompt 1

Claims, Prompt 2

Care Services Department, Prompt 3

Provider Services Department, Prompt 4

Pharmacy Services, Prompt 5

EDI and ProAuth password resets, Prompt 6

Additional resources

American Specialty Health (ASH)

For chiropractic information

Health provider line.....1-800-972-4226

Beacon Health Options

For information regarding behavioral health

24 hr. clinical access for Fallon Health providers.....1-888-421-8861

Provider Relations.....1-781-994-7556

Fax number1-781-994-7600

CareCentrix

For information regarding sleep studies and therapy management

Prior authorizations.....1-866-827-2469

Fax number.....1-866-536-3618

Dental Benefit Providers (DBP)

For information and referrals regarding dental services

Customer Service.....1-800-822-5353

eviCore healthcare

For prior authorization number requests for outpatient radiology services

Customer Service.....1-888-693-3211

EyeMed Vision Care

For information regarding routine vision care

Health provider line.....1-888-581-3648

HealthCare Administrative Solutions, Inc. (HCAS)

For information about increasing efficiency and reducing administrative costs

Main number.....1-617-246-6451

Magellan Rx Management

For information about prior authorizations and medical benefit drug management questions

Customer Service.....1-800-424-1740

MassHealth Accountable Care Organization (ACO) Partnership Plans

For inquiries regarding MassHealth services, benefits, or procedures

Fallon 365 Care Customer Service.....1-855-508-3390

Wellforce Care Plan Customer Service.....1-855-508-4715

Berkshire Fallon Health Collaborative Customer Service.....1-855-203-4660

Additional resources

MultiPlan, Inc. (PHCS/MultiPlan)

For contract questions related to Fallon Preferred Care

Main number.....1-866-416-6489

Payspan

For information on patient payment options.

Payspan provider services line1-877-331-7154, option 1

Rx Savings Solutions

For questions related to lower cost prescription drug recommendations made for Fallon Medicare Plus and Fallon Medicare Plus Central members

Main number.....1-800-268-4476

Zelis Healthcare

For information on Zelis claim edits

Health provider line.....1-866-489-9444

Fax number1-855-787-2677