

Introduction

About this manual

The Fallon Health Provider Manual is a reference tool that describes Fallon'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'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 is a leading health care services organization that supports the diverse and changing needs of those we serve. In addition to offering innovative health insurance solutions and a variety of Medicaid and Medicare products, we excel in creating unique health care programs and services that provide coordinated, integrated care for seniors and individuals with complex health needs. Fallon has consistently ranked among the nation's top health plans and is accredited by the National Committee for Quality Assurance for its HMO, Medicare Advantage and Medicaid products.

Much more than just a health plan

At Fallon, we're guided by our mission of *making our communities healthy*. We offer plans and coverage options to help keep our members healthy and happy during every stage of life, including:

- Customized Employer Group plans
 - Harrington Advantage, The City of Worcester Advantage, GIC, Hanover
- Connector plans
 - Direct Care, Select Care, Community Care
- Commercial plans
 - Direct Care, Select Care, Fallon Preferred Care, Steward Community Care
- Medicaid ACO plans
 - Berkshire Fallon Health Collaborative, Fallon 365 Care, Wellforce Care Plan
- Medicare Advantage plans
 - Fallon Medicare Plus (FMP) Central HMO, FMP HMO, FMP Central Premier HMO, FMP Premier HMO
- Medicare Supplement plans
 - FMP Supplement, FMP Freedom
- Medicare Advantage D-SNP/Senior Care Options plan

- NaviCare HMO SNP, NaviCare SCO
- Program of All-Inclusive Care for the Elderly (PACE) program
 - Summit ElderCare