

# 2019 Summary of Benefits

Boston Medical Center HealthNet Plan Senior Care Options (SCO)

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BOSTON MEDICAL CENTER  
**HEALTHNet PLAN**  
SENIOR CARE OPTIONS



# Boston Medical Center HealthNet Plan Senior Care Options (SCO): Summary of Benefits

## Introduction

This document is a brief summary of the benefits and services covered by Boston Medical Center HealthNet Plan Senior Care Options (SCO). It includes answers to frequently asked questions, important contact information, an overview of benefits and services offered, and information about your rights as a member of Boston Medical Center HealthNet Plan Senior Care Options (SCO). Key terms and their definitions appear in alphabetical order in the last chapter of the *Evidence of Coverage*.

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**If you have questions**, please call Boston Medical Center HealthNet Plan Senior Care Options (SCO) at 1-855-833-8125, TTY 711. From October 1 to March 31, we are available 7 days a week from 8 a.m. to 8 p.m. EST, and from April 1 to September 30, we are available from Monday through Friday from 8 a.m. to 8 p.m. EST. The call is free. **For more information**, visit [www.SeniorsGetMore.org](http://www.SeniorsGetMore.org).

# Boston Medical Center HealthNet Plan Senior Care Options (SCO): Summary of Benefits

## Disclaimers



This is a summary of health services covered by Boston Medical Center HealthNet Plan Senior Care Options (SCO) for January 1, 2019 through December 31, 2019. This is only a summary. Please read the *Evidence of Coverage* for the full list of benefits. If you don't have an *Evidence of Coverage*, call Boston Medical Center HealthNet Plan Senior Care Options (SCO) Member Services at the number at the bottom of this page to get one.

- ❖ Boston Medical Center HealthNet Plan Senior Care Options (SCO) is an HMO plan with a contract with the Massachusetts Medicaid program. Enrollment in Boston Medical Center HealthNet Plan Senior Care Options depends on contract renewal. Boston Medical Center HealthNet Plan Senior Care Options is a voluntary MassHealth (Medicaid) program in association with Executive Office of Health and Human Services and the Centers for Medicare & Medicaid Services. Boston Medical Center HealthNet Plan is a health plan that contracts with MassHealth to provide benefits to enrollees. It is for people with MassHealth age 65 and older.
- ❖ Under Boston Medical Center HealthNet Plan Senior Care Options (SCO) you can get your MassHealth services in a health plan called a Senior Care Options plan. A Boston Medical Center HealthNet Plan Senior Care Options (SCO) care manager will help manage your health care needs.
- ❖ This information is not a complete description of benefits. Contact the plan for more information.
- ❖ For more information about **MassHealth**, call 1-800-841-2900. TTY users should call 1-800-497-4648.
- ❖ ATENCIÓN: Si habla Español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-833-8125 (TTY: 711).
- ❖ ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-833-8125 (TTY: 711).
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call Boston Medical Center HealthNet Plan Senior Care Options (SCO) at 1-855-833-8125, TTY 711, from October 1 to March 31, we are available 7 days a week from 8 a.m. to 8 p.m. EST, and from April 1 to September 30, we are available from Monday through Friday from 8 a.m. to 8 p.m. EST. The call is free.

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## A. Frequently Asked Questions (FAQ)

The following chart lists frequently asked questions.



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## Boston Medical Center HealthNet Plan Senior Care Options (SCO): Summary of Benefits

Frequently Asked Questions	Answers
<b>What is a Senior Care Options Plan?</b>	A Senior Care Options Plan is a health plan that contracts with MassHealth to provide benefits to enrollees. It is for people age 65 and older. A Senior Care Options Plan is an organization made up of doctors, hospitals, pharmacies, providers of long-term services and supports (LTSS), and other providers. It also has care managers to help you manage all your providers and services and supports. They all work together to provide the care you need.
<b>Will you get the same Medicare and MassHealth benefits in Boston Medical Center HealthNet Plan Senior Care Options (SCO) that you get now?</b>  (continued on the next page)	<p>You will get your covered benefits directly from Boston Medical Center HealthNet Plan Senior Care Options (SCO). You will work with a team of providers who will help determine what services will best meet your needs. This means that some of the services you get now may change. You may also get other benefits the same way you do now, directly from a State Agency like the Department of Mental Health or the Department of Developmental Services.</p> <p>When you enroll in Boston Medical Center HealthNet Plan Senior Care Options (SCO), you and your care team will work together to develop an Individualized Plan of Care to address your health and support needs, reflecting your personal preferences and goals.</p>
<b>Will you get the same benefits in Boston Medical Center HealthNet Plan Senior Care Options (SCO) that you get now?</b>  (continued from the previous page)	If you are taking any prescription drugs that Boston Medical Center HealthNet Plan Senior Care Options (SCO) does not normally cover, you can get a temporary supply and we will help you to transition to another drug or get an exception for Boston Medical Center HealthNet Plan Senior Care Options (SCO) to cover your drug if medically necessary. For more information, call Member Services.



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Frequently Asked Questions	Answers
<b>Can you go to the same doctors you see now?</b>	<p>Often that is the case. If your providers (including doctors, hospitals, therapists, pharmacies, and other health care providers) work with Boston Medical Center HealthNet Plan Senior Care Options (SCO) and have a contract with us, you can keep going to them.</p> <ul style="list-style-type: none"><li>• Providers with an agreement with us are “in-network.” Network providers participate in our plan. That means they accept members of our plan and provide services our plan covers. <b>You must use the providers in Boston Medical Center HealthNet Plan Senior Care Options (SCO) network.</b> If you use providers or pharmacies that are not in our network, the plan may not pay for these services or drugs.</li><li>• If you need urgent or emergency care or out-of-area dialysis services, you can use providers outside of Boston Medical Center HealthNet Plan Senior Care Options (SCO) plan. Please note, however, that these services must be provided in the United States or its territories. The plan does not provide coverage of any services outside the United States and its territories.</li></ul> <p>To find out if your doctors are in the plan’s network, call Member Services or read Boston Medical Center HealthNet Plan Senior Care Options (SCO) <i>Provider and Pharmacy Directory</i>. If Boston Medical Center HealthNet Plan Senior Care Options (SCO) is new for you, we will work with you to develop an Individualized Plan of Care to address your needs.</p>
<b>What is a Boston Medical Center HealthNet Plan Senior Care Options (SCO) care manager?</b>	<p>A Boston Medical Center HealthNet Plan Senior Care Options (SCO) care manager is one main person for you to contact. This person helps to manage all your providers and services and make sure you get what you need.</p>
<b>What are long-term services and supports (LTSS)?</b>	<p>Long-term services and supports are help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are</p>



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Frequently Asked Questions	Answers
	provided at your home or in your community but could be provided in a nursing home or hospital.
<b>What is a Geriatric Services Supports Coordinator (GSSC)?</b>	A Boston Medical Center HealthNet Plan Senior Care Options (SCO) GSSC is a person for you to contact and have on your care team who is an expert in home and community-based services and supports. This person helps you get services that help you live independently in your home.
<b>What happens if you need a service but no one in Boston Medical Center HealthNet Plan Senior Care Options (SCO) network can provide it?</b>	Most services will be provided by our network providers. If you need a service that cannot be provided within our network, Boston Medical Center HealthNet Plan Senior Care Options (SCO) will pay for the cost of an out-of-network provider.
<b>Where is Boston Medical Center HealthNet Plan Senior Care Options (SCO) available?</b>	The service area for this plan includes: Barnstable, Bristol, Hampden, Plymouth and Suffolk Counties. You must live in one of these areas to join the plan.
<b>What is prior authorization? (continued on next page)</b>	<p>Prior authorization means an approval from Boston Medical Center HealthNet Plan Senior Care Options (SCO) to seek services outside of our network or to get services not routinely covered by our network <b>before</b> you get the services. Boston Medical Center HealthNet Plan Senior Care Options (SCO) may not cover the service, procedure, item, or drug if you don't get prior approval.</p> <p><b>If you need urgent or emergency care or out-of-area dialysis services, you don't need to get approval first.</b> Boston Medical Center HealthNet Plan Senior Care Options (SCO) can provide you or your provider with a list of services or procedures that require you to get prior authorization from Boston Medical Center HealthNet Plan Senior Care Options (SCO) before the service is provided. If you have questions about whether prior authorization is required for specific services, procedures, items, or drugs, call Member Services for help.</p>



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## Boston Medical Center HealthNet Plan Senior Care Options (SCO): Summary of Benefits

Frequently Asked Questions	Answers
<b>What is prior authorization? (continued from the previous page)</b>	Please note that the plan does <b>not</b> cover emergency or urgent care services outside the United States or its territories.
<b>Do you pay a monthly amount (also called a premium) under Boston Medical Center HealthNet Plan Senior Care Options (SCO)?</b>	No. Because you have MassHealth, you will not pay any monthly premiums for your health coverage.
<b>Do you pay a deductible as a member of Boston Medical Center HealthNet Plan Senior Care Options (SCO)</b>	No. You do not pay deductibles in Boston Medical Center HealthNet Plan Senior Care Options (SCO).
<b>What is the maximum out-of-pocket amount that you will pay for medical services as a member of Boston Medical Care HealthNet Plan Senior Care Options (SCO)?</b>	There is no cost sharing for medical services in Boston Medical Center HealthNet Plan Senior Care Options (SCO), so your annual out-of-pocket costs will be \$0.



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# Boston Medical Center HealthNet Plan Senior Care Options (SCO): Summary of Benefits

## C. List of Covered Services

The following chart is a quick overview of what services you may need, your costs, and rules about the benefits.

Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You need hospital care</b>	Hospital stay	\$0	Prior Authorization is required for an inpatient stay.
	Doctor or surgeon care	\$0	
	Outpatient hospital services, including observation	\$0	Prior Authorization may be required for certain outpatient hospital services.
<b>You want to see a doctor</b>	Visits to treat an injury or illness	\$0	
	Specialist care	\$0	Prior Authorization may be required for certain specialist office visit services.
	Wellness visits, such as a physical	\$0	
	Care to keep you from getting sick, such as flu shots and screenings to check for cancer	\$0	



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
You need emergency care	Emergency room services	\$0	<p>There is no coverage for emergency services outside the United States and its territories.</p> <p>You can see out-of-network providers for emergency services. However, if you receive emergency care at an out-of-network hospital and need inpatient care after your emergency condition is stabilized, the plan must authorize your inpatient stay at the out-of-network hospital.</p>
	Urgent care	\$0	<p>There is no coverage for urgent care services outside the United States and its territories.</p> <p>You can see out-of-network providers for urgent care services.</p>
You need medical tests	Diagnostic radiology services, (for example, X-rays or other imaging services, such as CAT scans or MRIs)	\$0	<p>Prior Authorization may be required for some outpatient diagnostic radiology services, including but not limited to, CAT Scans, MRIs, and nuclear cardiac imaging.</p>
	Lab tests and diagnostic procedures, such as blood work	\$0	<p>Prior Authorization may be required for some lab tests (such as genetic testing), diagnostic tests and therapeutic services and supplies.</p>



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
You need hearing/auditory services	Hearing screenings	\$0	
	Hearing aids	\$0	
You need dental care	Dental check-ups and preventive care	\$0	
	Restorative and emergency dental care	\$0	<p>Prior Authorization is required for most non-routine dental services. Replacement dentures are limited to coverage once every 5 years unless authorized differently by your Primary Care Provider or Primary Care Team.</p> <p>The plan provides you with an extra benefit of up to \$1000 per year toward dental implants.</p>
You need eye care (continued on the next page)	Eye exams	\$0	
	Glasses or contact lenses	\$0	Prior Authorization is needed after the first replacement for additional lost or stolen eyeglasses within 12 months.
	Other vision care	\$0	The plan also provides you with an extra benefit of \$150 per year for glasses, lenses, frames or contact lenses.



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You have a mental health condition</b>	Mental or behavioral health services	\$0	Prior Authorization is required for Inpatient Mental Health services and for Outpatient Mental Health services beyond visit 15.
	Inpatient and outpatient care and community-based services for people who need mental health care	\$0	Prior Authorization is required for Inpatient Mental Health services and for Outpatient Mental Health services beyond visit 15.
<b>You have a substance use disorder</b>	Substance use services	\$0	
<b>You need a place to live with people available to help you</b>	Skilled nursing care	\$0	You are covered up to 100 days per calendar year. Additional days may be covered under the Medicaid Institutional Long-term Nursing Home Care (custodial care). Prior Authorization is required. We waive the 3 day hospital stay prior to admission to the Skilled Nursing Facility.
	Nursing home care	\$0	Prior Authorization is required.
	Adult Foster Care and Group Adult Foster Care	\$0	
<b>You need therapy after a stroke or accident</b>	Occupational, physical, or speech therapy	\$0	Prior Authorization is required.



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## Boston Medical Center HealthNet Plan Senior Care Options (SCO): Summary of Benefits

Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You need help getting to health services</b>	Ambulance services	\$0	Prior Authorization may be required for non-emergency medical transportation/ambulance services.
	Emergency transportation	\$0	
	Transportation to medical appointments and services	\$0	Prior Authorization may be required for non-emergency medical transportation/ambulance services. Please see the <i>Evidence of Coverage</i> for information on how to arrange this transportation.
<b>You need drugs to treat your illness or condition (continued on the next page)</b>	Medicare Part B prescription drugs	\$0	<p>Part B drugs include drugs given by your doctor in his or her office, some oral cancer drugs, and some drugs used with certain medical equipment. Read the <i>Evidence of Coverage</i> for more information on these drugs.</p> <p>Prior Authorization may be required for some Part B Drugs.</p>



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You need drugs to treat your illness or condition (continued)</b>	Generic drugs (no brand name)	\$0	There may be limitations on the types of drugs covered. Please see Boston Medical Center HealthNet Plan Senior Care Options (SCO) <i>List of Covered Drugs</i> (Drug List) for more information.
	Brand name drugs	\$0	There may be limitations on the types of drugs covered. Please see Boston Medical Center HealthNet Plan Senior Care Options (SCO) <i>List of Covered Drugs</i> (Drug List) for more information.
	Over-the-counter (OTC) drugs	\$0	<p>There may be limitations on the types of drugs covered. Please see Boston Medical Center HealthNet Plan Senior Care Options (SCO) <i>List of Covered Drugs</i> (Drug List) for more information. Please see the <i>Evidence of Coverage</i> for more information.</p> <p>The plan will give you an OTC card and you will have \$85 to spend each calendar quarter. You must use it at a network provider.</p>
<b>You need help getting</b>	Rehabilitation services	\$0	Prior Authorization is required.



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>better or have special health needs</b>	Medical equipment for home care	\$0	Prior Authorization is required.
	Dialysis services	\$0	
<b>You need foot care</b>	Podiatry services	\$0	Routine foot care is not covered except for members with certain medical conditions affecting the lower limbs. Prior Authorization may be required.
	Orthotic services	\$0	Orthotic services are not covered except for members with certain medical conditions affecting the lower limbs. Prior Authorization may be required.
<b>You need durable medical equipment (DME)</b>	Wheelchairs, crutches, and walkers	\$0	Prior Authorization is required.
	Nebulizers	\$0	Prior Authorization is required.
	Oxygen equipment and supplies	\$0	Prior Authorization is required.

**Note:** This is not a complete list of covered DME. For a complete list, contact Member Services or refer to Chapter 4 of the *Evidence of Coverage*.



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
<b>You need help living at home</b>	Home health services	\$0	Prior Authorization is required.
	Home services, such as cleaning or housekeeping	\$0	
	Adult day health or other support services	\$0	
	Day habilitation services	\$0	
	Services to help you live on your own (home health care services or personal care attendant services)	\$0	
<b>Additional services (continued on next page)</b>	Chiropractic services	\$0	
	Diabetes supplies and services	\$0	
	Prosthetic services	\$0	Prior Authorization is required.
	Radiation therapy	\$0	Prior Authorization may be required.
	Services to help manage your disease	\$0	



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Health need or concern	Services you may need	Your costs for in-network providers	Limitations, exceptions, & benefit information (rules about benefits)
	Short-term respite care not related to hospice care.	\$0	Prior Authorization is required.
	Personal emergency response system	\$0	
	Home and community-based services, including long term services and supports including but not limited to home delivered meals under certain circumstances, chore services, laundry services, and grocery shopping	\$0	
<b>Additional services (continued)</b>	Fitness Program reimbursement		The plan will reimburse you 25% of the cost of fitness programs and classes, not to exceed \$150 per year.

The above summary of benefits is provided for informational purposes only and is not a complete list of benefits. For a complete list and more information about your benefits, you can read the Boston Medical Center HealthNet Plan Senior Care Options (SCO) *Evidence of Coverage*. If you don't have an *Evidence of Coverage*, call Boston Medical Center HealthNet Plan Senior Care Options (SCO) Member Services at the number at the bottom of this page to get one. If you have questions, you can also call Boston Medical Center HealthNet Plan Senior Care Options (SCO) Member Services or visit [www.SeniorsGetMore.org](http://www.SeniorsGetMore.org).

### D. Benefits covered outside of Boston Medical Center HealthNet Plan Senior Care Options (HMO SNP)



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## Boston Medical Center HealthNet Plan Senior Care Options (SCO): Summary of Benefits

There are some services that you can get that are not covered by Boston Medical Center HealthNet Plan Senior Care Options (SCO) but are covered by MassHealth, or a State Agency. This is not a complete list. Call Member Services to find out about these services.

Other services covered by Medicare, MassHealth, or a State Agency	Your costs
Certain hospice care services covered outside of Boston Medical Center HealthNet Plan Senior Care Options (SCO)	\$0
Psychosocial rehabilitation	\$0
Targeted case management	\$0
Rest home room and board	\$0

### E. Services that Boston Medical Center HealthNet Plan Senior Care Options (SCO) and MassHealth do not cover

This is not a complete list. Call Member Services to find out about other excluded services.

Services Boston Medical Center HealthNet Plan Senior Care Options (SCO) and MassHealth do not cover	
Services considered not reasonable and necessary	
Experimental medical and surgical procedures, equipment and medications except as described in the <i>Evidence of Coverage</i>	
Personal items in your room at a hospital	



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Fees charged for care by your immediate relatives or members of your household	
Naturopath services (uses natural or alternative treatments)	
Services outside the United States and its territories, including emergency and urgent care	

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### F. Your rights as a member of the plan

As a member of Boston Medical Center HealthNet Plan Senior Care Options (SCO), you have certain rights. You can exercise these rights without being punished. You can also use these rights without losing your health care services. We will tell you about your rights at least once a year. For more information on your rights, please read the *Evidence of Coverage*. Your rights include, but are not limited to, the following:

- **You have a right to respect, fairness, and dignity.** This includes the right to:
  - Get covered services without concern about medical condition, health status, receipt of health services, claims experience, medical history, disability (including mental impairment), marital status, age, sex (including sex stereotypes and gender identity) sexual orientation, national origin, race, color, religion, creed or public assistance
  - Get information in other formats (for example, large print, braille, or audio) free of charge
  - Be free from any form of physical restraint or seclusion
- **You have the right to get information about your health care.** This includes information on treatment and your treatment options. This information should be in a format you can understand. This includes the right to get information on:
  - Description of the services we cover
  - How to get services
  - How much services will cost you
  - Names of health care providers



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- **You have the right to make decisions about your care, including refusing treatment.** This includes the right to:
  - Choose a primary care provider (PCP). You can change your primary care provider at any time during the year
  - See a women's health care provider without a referral
  - Get your covered services and drugs quickly
  - Know about all treatment options, no matter what they cost or whether they are covered
  - Refuse treatment, even if your health care provider advises against it
  - Stop taking medicine, even if your health care provider advises against it
  - Ask for a second opinion. Boston Medical Center HealthNet Plan Senior Care Options (SCO) will pay for the cost of your second opinion visit
  - Make your health care wishes known in an advance directive
- **You have the right to timely access to care that does not have any communication or physical access barriers.** This includes the right to:
  - Get timely medical care
  - Get in and out of a health care provider's office. This means barrier free access for people with disabilities, in accordance with the Americans with Disabilities Act
  - Have interpreters to help with communication with your health care providers and your health plan
- **You have the right to seek emergency and urgent care when you need it.** This means you have the right to:
  - Get emergency services without prior approval in an emergency
  - See an out-of-network urgent or emergency care provider, when necessary
- **You have a right to confidentiality and privacy.** This includes the right to:
  - Ask for and get a copy of your medical records in a way that you can understand and to ask for your records to be changed or corrected
  - Have your personal health information kept private
- **You have the right to make complaints about your covered services or care.** This includes the right to:
  - File a complaint or grievance against us or our providers
  - Ask for a state fair hearing
  - Get a detailed reason for why services were denied

For more information about your rights, you can read the *Evidence of Coverage*. If you have questions, you can also call Boston Medical Center HealthNet Plan Senior Care Options (SCO) Member Services.



**If you have questions**, please call Boston Medical Center HealthNet Plan Senior Care Options (SCO) at 1-855-833-8125, TTY 711. From October 1 to March 31, we are available 7 days a week from 8 a.m. to 8 p.m. EST, and from April 1 to September 30, we are available from Monday through Friday from 8 a.m. to 8 p.m. EST. The call is free. **For more information**, visit [www.SeniorsGetMore.org](http://www.SeniorsGetMore.org).

# Boston Medical Center HealthNet Plan Senior Care Options (SCO): Summary of Benefits

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## G. How to file a complaint or appeal a denied service

If you have a complaint or think Boston Medical Center HealthNet Plan Senior Care Options (SCO) should cover something we denied, call the number at the bottom of the page. You may be able to appeal our decision.

For questions about complaints and appeals, you can read Chapter 8 of the *Evidence of Coverage*. You can also call Boston Medical Center HealthNet Plan Senior Care Options (SCO) Member Services.

For phone numbers and addresses to call or write related to complaints, grievances, and appeals, please refer to Chapter 2 of the *Evidence of Coverage*.

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## H. What to do if you suspect fraud

Most health care professionals and organizations that provide services are honest. Unfortunately, there may be some who are dishonest.

If you think a doctor, hospital or other pharmacy is doing something wrong, please contact us.

- Call us at Boston Medical Center HealthNet Plan Senior Care Options (SCO) Member Services. Phone numbers are on the cover of this summary.
- Or, call the MassHealth Customer Service Center at 1-800-841-2900. TTY users may call 1-800-497-4648.



**If you have questions**, please call Boston Medical Center HealthNet Plan Senior Care Options (SCO) at 1-855-833-8125, TTY 711. From October 1 to March 31, we are available 7 days a week from 8 a.m. to 8 p.m. EST, and from April 1 to September 30, we are available from Monday through Friday from 8 a.m. to 8 p.m. EST. The call is free. **For more information**, visit [www.SeniorsGetMore.org](http://www.SeniorsGetMore.org).

# Boston Medical Center HealthNet Plan Senior Care Options (SCO): Summary of Benefits

**If you have general questions or questions about our plan, services, service area, billing, or Member ID Cards, please call Boston Medical Center HealthNet Plan Senior Care Options (SCO) Member Services:**

1-855-833-8125

Calls to this number are free. Representatives are available Monday – Friday, 8:00 a.m. – 8:00 p.m. (Representatives are available 7 days a week, 8:00 a.m. – 8:00 p.m. from October 1 – March 31).

Member Services also has free language interpreter services available for non-English speakers.

TTY - 711

This number requires special telephone equipment and is only for people who have difficulties with hearing or speaking.

Calls to this number are free. Representatives are available Monday – Friday, 8:00 a.m. – 8:00 p.m. (Representatives are available 7 days a week, 8:00 a.m. – 8:00 p.m. from October 1 – March 31).

**If you have questions about your health:**

- Call your primary care provider (PCP). Follow your PCP's instructions for getting care when the office is closed.



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**If you have questions**, please call Boston Medical Center HealthNet Plan Senior Care Options (SCO) at 1-855-833-8125, TTY 711. From October 1 to March 31, we are available 7 days a week from 8 a.m. to 8 p.m. EST, and from April 1 to September 30, we are available from Monday through Friday from 8 a.m. to 8 p.m. EST. The call is free. **For more information**, visit [www.SeniorsGetMore.org](http://www.SeniorsGetMore.org).

## Multi-language Interpreter Services

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call **1-855-833-8125** (TTY: 711).

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**ATENCIÓN:** Si habla Español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-855-833-8125** (TTY: 711).

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**注意:** 如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-855-833-8125** (TTY: 711)。

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**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1-855-833-8125** (TTY: 711).

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**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le **1-855-833-8125** (ATS: 711).

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**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **1-855-833-8125** (TTY: 711).

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**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.  
Rufnummer: **1-855-833-8125** (TTY: 711).

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**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **1-855-833-8125** (TTY: 711) 번으로 전화해 주십시오.

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**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **1-855-833-8125** (телетайп: 711).

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**ملحوظة:** إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **1-855-833-8125** (قم هاتف الصم والبكم: 711).

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**ध्यान दें:** यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।  
**1-855-833-8125** (TTY: 711) पर कॉल करें।

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**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero **1-855-833-8125** (TTY: 711).

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**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para **1-855-833-8125** (TTY: 711).

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**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele **1-855-833-8125** (TTY: 711).

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**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer **1-855-833-8125** (TTY: 711).

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**注意事項:** 日本語を話される場合、無料の言語支援をご利用いただけます。  
**1-855-833-8125** (TTY: 711) まで、お電話にてご連絡ください。

## **Notice About Nondiscrimination and Accessibility Requirements and Nondiscrimination Statement: Discrimination is Against the Law**

Boston Medical Center HealthNet Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Boston Medical Center HealthNet Plan does not exclude people or treat them differently because of race, color national origin, age, disability, or sex.

Boston Medical Center HealthNet Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Boston Medical Center HealthNet Plan.

If you believe that Boston Medical Center HealthNet Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Civil Rights Coordinator  
529 Main Street, Suite 500  
Charlestown, MA 02129  
Phone: 1-855-833-8125 (TTY: 711)  
Fax: 1-617-897-0805

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Boston Medical Center HealthNet Plan is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are also available at <http://www.hhs.gov/ocr/office/file/index.html>.