

For members of BMC HealthNet Plan

February 2009

## Announcing a new service: mail order pharmacy

Now you can avoid some trips to the pharmacy.

With our mail order pharmacy benefit, you can have certain prescription drugs mailed right to your home. If your prescription qualifies, you can get a three month supply of your prescription sent to you. Prescription medicines you take regularly are what qualify for mail order. For example, a prescription for high blood pressure medication may qualify. That's because you take it regularly.



For more information on our mail order pharmacy benefit, visit us at [bmchp.org](http://bmchp.org) and go to the pharmacy page. You can also call Informed Mail at 1-800-881-1966. Or call our Member Services Department.

## How long should it take to get an appointment with your doctor?

When you don't feel well or when you really want to see your healthcare provider, you don't want to wait too long for an appointment. The grid below shows you how long it should take to get an appointment. For example, you should expect to be able to see your primary care provider (PCP) for preventive care within 45 days of requesting an appointment.

You can see that there are different standards depending on what type of care you seek. Your PCP coordinates all of your health care needs. You see your PCP for annual checkups, sick visits, etc. Sometimes your PCP may work with a nurse practitioner or physician's assistant who may be able to address your health care needs. Specialty care is care you get from doctors who focus on one type of medicine. Examples of specialists include foot doctors, heart doctors and skin doctors. Behavioral health includes any mental health or substance abuse problem.

### Non-urgent care with symptoms

This is care you get when you're sick or have other symptoms that are not urgent.

### Routine care without symptoms

Preventive care you get when you're not sick and don't have any symptoms. These would be annual doctor's appointments and other routine preventive care.

### Urgent care

This is care you get for something that you think is urgent and

Appointment Type	Primary Care	Specialty Care	Behavioral Health
Non-Urgent with Symptoms	10 calendar days	30 calendar days	10 business days
Routine Without Symptoms (preventive care)	45 calendar days	60 calendar days	(does not apply)
Urgent Care	48 hours	48 hours	48 hours
Emergency Services	24 hours a day / 7 days a week	(does not apply)	24 hours a day / 7 days a week
All Other BH Services	(does not apply)	(does not apply)	10 business days

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## Your Frequently Asked Questions

### What's the difference between BMC HealthNet Plan and MassHealth?

BMC HealthNet Plan is one of the organizations that contracts with MassHealth to provide healthcare coverage for MassHealth recipients. MassHealth is the state agency that qualifies you for MassHealth benefits. You must qualify for MassHealth to be eligible for BMC HealthNet Plan.

### Do I have to apply for MassHealth benefits every year?

Yes. About every 12 months, MassHealth sends most BMC HealthNet Plan members a form to make sure they still qualify for MassHealth benefits. If you get this form, you must fill it out and return it as soon as possible. If you don't, you and your family could lose your MassHealth eligibility. That means you would also lose your BMC HealthNet Plan membership and benefits. If you need help filling out the form, call Member Services. The number is 1-888-566-0010.

### New ways to help your child fight tooth decay

Fluoride is a substance that can help prevent tooth decay. Your child's dental health may benefit from having fluoride varnish applied to his or her teeth. **As of October 1, 2008**, your child's medical provider can now do this procedure. Before this date only a dentist could perform this service.

Fluoride varnish is mostly for children up to age three. But it is allowed for members up to age 21 if they do not have access to a dentist. It's best to have the varnish applied when the child is very young. That means as soon as the front teeth begin to show at around age six months.

If your child has not seen a dentist for this fluoride varnish, ask your child's doctor about it. Do this during your child's next office visit.

### Health Risk Assessments – a great way for us to help you get the care you need



We want you to stay healthy. That's why you should complete a Health Risk Assessment.

Our Health Risk Assessment is a short list of questions that asks about your health. It helps us find out if you have any special health needs. If you do, we can help you get the care you need through our care management program.

It's important for all of our members to complete a Health Risk Assessment. If you have already completed one, thank you. If you'd like to fill one out, go to our Web site and use your secure member login or call Member Services to have one sent to you.

### How long should it take to get an appointment with your doctor? *continued from page 1*

needs to be treated soon, but is not an emergency. It's a condition that if not treated soon, it could get worse and possibly become an emergency.

### Emergency services

This is for any medical or behavioral health emergency. Examples of these emergencies include broken bones, chest pain, serious accidents, or wanting to harm yourself or other people.

You shouldn't need to wait any longer than what is listed. If you think that any of these timeframes have not been met, then you have the right to file a grievance with us. For more information on filing grievances, see your *Member Handbook* or call Member Services.

# health and Safety

## Regular visits to the doctor and screenings are important to your child's health

It's important for kids and young adults under age 21 to see a primary care provider (PCP) [nurses can be PCPs] regularly to stay healthy. These "well child visits" should happen at least once a year. They should happen more often if your child is under age two. At these visits the PCP checks the child's or young adult's physical health, dental health, behavioral health, development and need for shots.

### Screenings can help your child

At each well child visit for MassHealth members under age 21, the PCP must offer to use a standardized behavioral health (mental health and substance abuse) screening 'tool.' This is a list of questions or a checklist that the provider fills out and then talks about with the parent or child (depending on the child's age). These screening tools help find issues with behavioral health, social or emotional well-being or mental health. They also

help spot behavioral health concerns early.

Once the screening is finished, you can talk to the doctor or nurse to decide if follow-up care is needed. If you decide that you (if you're under age 21) or your child must see a behavioral health provider, the PCP or nurse will tell you how.

If you need help, call BMC HealthNet Plan's Behavioral Health Access Line. The number is 1-888-217-3501.



## We're working to improve quality care for members

BMC HealthNet Plan recently looked closely at how we have been doing with our efforts to improve the quality of care and services you get. We are pleased to report that we are making progress. Here are some areas where we improved.

- ▶ Care for members with diabetes
- ▶ Care for pregnant women who are at high risk for problems with their pregnancies
- ▶ Overall member satisfaction with BMC HealthNet Plan
- ▶ Member satisfaction with how your doctors communicate with you

The Plan has been working on additional efforts to improve quality. They include:

- ▶ Improving follow-up after discharge from an inpatient behavioral health hospital and reducing readmission
- ▶ Continuing to improve care for members with diabetes
- ▶ Improving care for members with asthma
- ▶ Improving care management services to members
- ▶ Continuing to improve member and provider satisfaction

We can send you a more detailed report of the results of our evaluation. If you want one, please call the Member Services Department.

## what's inside

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66 West Street, Suite 205  
Pittsfield, MA 01201

[www.bmchp.org](http://www.bmchp.org)



## Don't share your BMC HealthNet Plan ID card

You should never let anyone else use your BMC HealthNet Plan ID card. If you do, you're in danger of having the wrong information added to your medical history. You also could be accused of fraud.

If you notice someone sharing a BMC HealthNet Plan ID card, you can call BMC HealthNet Plan's Fraud & Abuse Hotline. The number is 1-888-411-4959. This is a completely private line that allows you to leave information without using your name.

