

# Introduction

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## 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 provides health care services designed to meet the unique and changing needs of all we serve. Fallon is both an insurer and provider of care.

Our insurance and self-insurance product portfolio includes a variety of health plan options (including Medicaid and Medicare Advantage plans) featuring flexible and innovative benefit designs. In addition, Fallon offers a Program of All-Inclusive Care, called Summit ElderCare and a Medicare Advantage Special Needs Plan/Senior Care Options program, called NaviCare. 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 earned consistent rankings from the National Committee for Quality Assurance (NCQA—a private, non-profit organization dedicated to improving health care quality) as one of the nation's highest-rated health plans.

## Much more than a health plan

At Fallon, we're guided by our mission of *improving health and inspiring hope*. We offer plans and coverage options to help keep our members healthy and happy, including:

- Connector plans
  - Community Care
- Medicaid ACO plans
  - Berkshire Fallon Health Collaborative, Fallon 365 Care, Fallon Health-Atrius Health Care Collaborative
- Medicare Advantage plans
  - Fallon Medicare Plus HMO, Fallon Medicare Plus Central HMO, Fallon Medicare Plus Premier HMO, Fallon Medicare Plus Central Premier HMO

- Medicare Supplement plans
  - Fallon Medicare Plus Supplement,
- 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