

# Boston Medical Center HealthNet Plan

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- BMCHP partners with Beacon Health Options to deliver mental health and substance abuse benefits
- Members may call us at 888-566-0010
- Members may contact Beacon at 877-957-5600

# Role of Social Care Management and Community Health Workers

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- Focus on assessment and coordination of resources in member's community
- “Feet on the street” approach to meet member “where they are”
- Identifies, coordinates and advocates for Member access to services that provide for basic needs such as:
  - Adequate shelter and/or affordable housing
  - Adequate access to food resources/food stamps/WIC
  - Transportation Needs
  - Federal and State Income/Entitlement Programs
  - Financial Assistance Programs
  - Health Plan Benefits
  - Vocational Opportunities
  - Family Resources/Furniture/Clothing
  - Assistance with utilities to include fuel & heating
- Establishes and maintain relationships with social service agencies
- Maintains current knowledge of community resources
- Facilitates interdisciplinary approach with member's care team for medical, social, behavioral health support

# HealthCare Financial (HFI)

## HealthCare Financial (HFI)



**Contact Information:**

866-627-7434

Monday – Friday 9:00 am to 5:00 pm

[www.hfihealthcare.com](http://www.hfihealthcare.com)

BMCHP partners with several external companies to ensure that our members are receiving the best care possible. These partners will send letters and may call members throughout the year.

# HealthCare Financial (HFI)

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## HealthCare Financial (HFI)

- Better Healthcare benefits and a monthly check from the Social Security Administration (SSA)
- Members will receive a letter or phone call to notify of their benefits.
- HFI can assist in filling out applications for MassHealth Disability and Social Security Benefits free of charge to the member.
- HFI can also assist the member in filing reconsiderations (1<sup>st</sup> appeals) and hearing level cases if the member is denied coverage.
- Members are identified by referrals from case management and claim information. All privacy practices apply.
- Members will be transferred to their personal HFI representative listed on their initial letter or phone call.

# Prescription for Transportation (PT-1)

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## Prescription for Transportation (PT-1)

Care Management Staff assists members and providers with the coordination of access and coverage of non-emergent transportation to a covered service in the state of Massachusetts by completing and submitting the Prescription for Transportation (PT-1 form) to MassHealth via the Virtual Gateway.



**Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Office of Medicaid**  
600 Washington Street  
Boston, MA 02111  
[www.mass.gov/masshealth](http://www.mass.gov/masshealth)

