

Resolving Healthcare Access Issues for People with MassHealth

Having an issue getting a medical or behavioral health service or prescription?

- Start by calling your **doctor or provider** for help.

Still having an issue?

- Try calling your **health plan's customer service number** and asking for help to resolve it.
- Note that some MassHealth plans work with a behavioral health partner to manage their member's mental health and substance use related services. If you are having issues with a **behavioral health service or prescription**, you can call the **behavioral health partner customer service number**.

Still having an issue?

- Contact **My Ombudsman** at 1-855-781-9898. My Ombudsman is an independent program that empowers individuals to access their services provided by MassHealth and its managed care plans. My Ombudsman can provide information, investigate, mediate, discuss options, explain grievance/appeal processes, and make referrals. Learn more about My Ombudsman: <https://myombudsman.org/>.

Before you call:

- Write down a short description of what the issue. Make a list of what you've already tried to do to resolve the issue, including where and when you have called and what you were told, and any questions you have. This will help you explain the situation in a concise way.

When you call:

- Have a pen and paper handy, so you can take notes. Make sure to write down where you are calling, what day and time it is, and the name and title of the person you are speaking to. Don't be afraid to ask the person questions, and to repeat something if needed. Also make sure to thank them for their help before you hang up!



This information is for educational purposes only. Contact the COMPASS Helpline for additional information and resources about this topic.

call COMPASS at **617-704-6264** or **1-800-370-9085**
email COMPASS at compass@namimass.org

MassHealth Plan Contact Information

if your MassHealth plan is...	call this number for customer service	call this number for behavioral health
Be Healthy Partnership	Health New England: 1-800-786-9999	Massachusetts Behavioral Health Partnership: 1-800-495-0086
Berkshire Fallon Health Collaborative	Fallon Health: 1-855-203-4660	Beacon: 1-888-877-7184
BMC HealthNet Plan	BMC HealthNet: 1-888-566-0010	Beacon: 1-888-217-3501
BMC HealthNet Plan Community Alliance	BMC HealthNet: 1-888-566-0010	Beacon: 1-888-217-3501
BMC HealthNet Plan Mercy Alliance	BMC HealthNet: 1-888-566-0010	Beacon: 1-888-217-3501
BMC HealthNet Plan Signature Alliance	BMC HealthNet: 1-888-566-0010	Beacon: 1-888-217-3501
BMC HealthNet Plan Southcoast Alliance	BMC HealthNet: 1-888-566-0010	Beacon: 1-888-217-3501
Community Care Cooperative	Community Care Cooperative: 1-866-676-9226	Massachusetts Behavioral Health Partnership: 1-800-495-0086
Fallon 365 Care	Fallon Health: 1-855-203-4660	Beacon: 1-888-877-7182
My Care Family	Always Health Partners: 1-800-462-5449	Optum: 1-844-451-3519
Partners HealthCare Choice	Partners HealthCare Choice 1-800-231-2722	Massachusetts Behavioral Health Partnership: 1-800-495-0086
Primary Care Clinician Plan	MassHealth: 1-800-841-2900	Massachusetts Behavioral Health Partnership: 1-800-495-0086
Steward Health Choice	Steward Health Choice: 1-855-860-4949	Massachusetts Behavioral Health Partnership: 1-800-495-0086
Tufts Health Together	Tufts Health Plan: 1-888-257-1985	Tufts Health Plan: 1-888-257-1985
Tufts Health Together with BIDCO	Tufts Health Plan: 1-888-257-1985	Tufts Health Plan: 1-888-257-1985
Tufts Health Together with Boston Children's ACO	Tufts Health Plan: 1-888-257-1985	Tufts Health Plan: 1-888-257-1985
Tufts Health Together with CHA	Tufts Health Plan: 1-888-257-1985	Tufts Health Plan: 1-888-257-1985
Wellforce Care Plan	Fallon Health: 1-855-203-4660	Beacon: 1-888-877-7183

OneCare Plan Contact Information

if your MassHealth plan is...	call this number for ALL customer service
Commonwealth Care Alliance	866-610-2273
Tufts Health Unify	855-393-3154

Senior Care Options (SCO) Plan Contact Information

if your MassHealth plan is...	call this number for ALL customer service
BMC HealthNet Plan	1-855-833-8124
Commonwealth Care Alliance	866-610-2273
NaviCare	1-866-610-2273
Senior Whole Health	1-888-566-3526
Tufts Health Plan	1-855-880-0056
UnitedHealthCare	1-855-517-3462

Program of All-Inclusive Care for the Elderly (PACE) Plan Contact Information

if your MassHealth plan is...	call this number for ALL customer service
Elder Service Plan of CHA	617-575-5850
Neighborhood PACE	617-568-6377
Elder Service Plan of Harbor Health Services	617-533-2400
Element Care	781-715-6608
Fallon Health-Summit ElderCare	800-698-7566
Mercy LIFE	413-748-7223
Serenity Care	413-241-6321
Upham's Elder Service Plan	617-288-0970

to find out your MassHealth plan (without needing to talk to someone)

- 1. call MassHealth customer service at 1-800-841-2900**
- 2. press 1** for MassHealth members
- 3. press 1** for English
- 4. press 1** for automated system
- 5. press 1** for account information
- 6. press 1** for member
- 7. enter** your person info: MassHealth number OR Social Security number AND date of birth
- 8. listen** to your account info