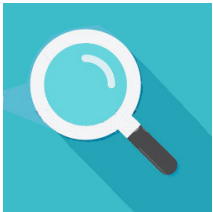


# ConnectorCare Shopping Guide



Use this guide to help you choose a ConnectorCare health insurance plan through the Massachusetts Health Connector.



## Step 1: Know which plans you qualify for

First, you'll need to know which plans are available to you. You will have up to 5 plans to choose from, depending on where you live. If you applied online, you'll be able to see your choices after you complete your application and then click the **Find a Plan** button. If you applied by paper application or by phone, you'll need to call Customer Service.



## Step 2: Compare premium costs

Your ConnectorCare plan choices have different monthly premium costs, depending on the insurance company offering the plan. Covered benefits and out-of-pocket costs are the same for all plans. You can see a list of covered benefits for all plans on the next page.



## Step 3: Find out whether the providers you want are in a plan's network

If there are providers you want to use for care (such as doctors, hospitals or health centers), make sure they are in a plan's provider network before you enroll. Learn more about provider networks on page 2.



## Step 4: Choose your new plan and enroll!

Once you choose a plan, you can enroll online at **MAhealthconnector.org**, or call Customer Service to enroll by phone. You'll need to pay your first premium (if you have one) to complete enrollment. Payment is always due by the **23rd** of the month before your coverage begins.

## Questions to help you get started

Write down your answers to the questions below before you start shopping for health insurance. Your answers will help you decide which ConnectorCare health plans are best.

- 1.** Do you have **prescription medications** that you and anyone on your plan take regularly? If so, for each medicine write:

**Medicine 1** exact name \_\_\_\_\_

The number of pills or dose that you have filled at the pharmacy each month \_\_\_\_\_

**Medicine 2** exact name \_\_\_\_\_

The number of pills or dose that you have filled at the pharmacy each month \_\_\_\_\_

**Before you enroll in a plan, make sure the plan covers all of your medicines.**

- 2.** Are there any **doctors or specialists** that you or anyone on your plan will want to be able to see for appointments? If so, list those doctors here.

\_\_\_\_\_  
\_\_\_\_\_

- 3.** Do you have a **hospital or health center** that you or anyone on your plan will want to be able to go to if you need care? If so, what is the name of the hospital or health center?

\_\_\_\_\_

**Before you enroll in a plan, check to make sure the providers you want are in the plan's network.**

## Glossary of Terms

Below is a list of terms you will see and hear when choosing your health plan. These terms may be new to you. Learning them will help you better understand your health insurance.

### Co-insurance

If a health care service has co-insurance, you pay a percentage (part) of the cost for that service. Usually, you start to pay co-insurance after you meet your deductible. It is not a fixed cost like a co-pay. The amount depends on the total cost of the service.

### Co-pay

A fixed price you pay when you get certain health care services. Not all services require a co-pay.

### Health care services

Health care services are things like going to the doctor, getting a prescription filled, or having an operation.

### Maximum out-of-pocket cost (MOOP)

The most you pay in one year for health care services. Once you pay this, your plan pays all of your covered services for the rest for the year.

### Plan Type

There are different ConnectorCare Plan Types that you may qualify for, based on your household size and income. All of the plans in each Plan Type have the same costs for covered benefits.

### Provider network

A provider network is a group of doctors, hospitals and other providers that works with the health plan to give you care. Before you enroll, make sure any providers you want to use are in the plan's provider network. If you get care from a provider that is not in the plan's network, you could have to pay out-of-pocket for all or part of the costs.

### Premium

The amount you pay each month for your health insurance. You must pay your premium every month, whether or not you use health care services. Your premium will always be due by the 23rd of the month.

### Primary Care Physician (PCP)

The primary (main) doctor that you go to for care. If you need a specialist, your PCP will coordinate that care and give you a referral.

## Answers to help you choose a plan

These commonly asked questions can help you understand the different plans and costs, and help you decide which plan is right for you.

### 1. What benefits do the health plans cover?

All of the ConnectorCare health plans you can choose offer these **health benefits**:

- **Outpatient care** – Treatment you get without being admitted to a hospital
- **Inpatient care** – Treatment you get in the hospital
- **Emergency room treatment, including emergency dental**
- **Prenatal/postnatal care** – Care before and after your baby is born
- **Mental health and substance use disorder services** – This includes behavioral health treatment, counseling, and psychotherapy
- **Prescription drugs**
- **Services and items to help you recover if you are injured, or have a disability or chronic condition** – This includes physical and occupational therapy, speech-language pathology, psychiatric rehabilitation, and more
- **Lab tests**, such as bloodwork or Pap smears
- **Preventive services** – Services to help keep you healthy, like counseling, screenings, vaccines, and routine eye exams
- **Pediatric services** – Services for children, including vision care

### 2. How do the health plans differ?

Differences between plans include:

- Which health insurance company offers the plan
- Provider networks (the doctor, hospitals, and other providers in the plan)
- Monthly premium
- Prescription drugs covered by the plan

In **Questions to help you get started**, you wrote the names of doctors and hospitals you want to be sure are in the plan you choose. Before you enroll in a plan,

check to make sure the providers you want are in that plan's network. You can find out by calling the insurance company directly, or going to the plan's website and doing a "provider search."

**When you search or call an insurance company to ask about a provider, be sure to give the plan's full name.**



### 3. What are the costs for each plan?

There are five costs for each plan:

- **Premium:** This is the cost you pay each month, whether or not you use health care services. You will pay your monthly premium bill to the Health Connector. The premium is always due by the 23rd of the month.
- **Co-pay:** This is the cost you pay at the time you get certain health care services.
- **Co-insurance:** If a health care service has co-insurance, you pay a percentage (part) of the cost for that service. Usually, you start to pay co-insurance after you meet your deductible. It is not a fixed cost like a co-pay. The amount depends on the total cost of the service.

For ConnectorCare plans, you only pay co-insurance for medical equipment such as crutches, wheelchairs, or respiratory (breathing) equipment.

- **Maximum out-of-pocket cost (MOOP):** This is the most you pay in one year for health care services. Once you have paid this amount, your plan will pay all of your covered services for the rest of the year. For ConnectorCare, there is a MOOP for the cost of prescription medications and a separate MOOP for the costs of other health care services.

## Compare ConnectorCare health plans

The cost of ConnectorCare plans is based on your Plan Type and health insurance company. These charts show a sample of ConnectorCare monthly premiums and co-pays. See a full list of benefits and co-pays at [MAhealthconnector.org](http://MAhealthconnector.org).

### ConnectorCare Plan Premiums 2015

	Plan Type 1	Plan Type 2A	Plan Type 2B	Plan Type 3A	Plan Type 3B
Lowest cost plan	\$0	\$0	\$40	\$78	\$118

### ConnectorCare Benefits and Co-pays

Benefit	Plan Type 1	Plan Type 2A & 2B	Plan Type 3A & 3B
Medical maximum out-of-pocket (individual/ family)	\$0	\$750/\$1,500	\$1,500/\$3,000
Prescription drug maximum out-of-pocket (individual/ family)	\$250/\$500	\$500/\$1,000	\$750/\$1,500
Preventive care / screening / immunization	\$0	\$0	\$0
Primary care visit to treat injury or illness (except for x-rays, Well Baby, and preventative care visits)	\$0	\$10	\$15
Specialist office visit	\$0	\$18	\$22
Mental / behavioral health and substance abuse disorder outpatient services	\$0	\$10	\$15
Rehabilitative speech therapy	\$0	\$10	\$20
Rehabilitative occupational and rehabilitative physical therapy	\$0	\$10	\$20
Emergency room services	\$0	\$50	\$100
Outpatient surgery	\$0	\$50	\$125
All inpatient hospital services (including mental / behavioral health and substance abuse disorder services)	\$0	\$50	\$250
High cost imaging (CT / PET scans, MRIs, etc.)	\$0	\$30	\$60
Laboratory outpatient and professional services	\$0	\$0	\$0
X-rays and diagnostic imaging	\$0	\$0	\$0
Skilled nursing facility	\$0	\$0	\$0
Retail prescription drugs:			
Generics .....	\$1	\$10	\$12.50
Preferred brand drugs .....	\$3.65	\$20	\$25
Non-preferred brand drugs .....	\$3.65	\$40	\$50
Specialty high cost drugs .....	\$3.65	\$40	\$50

## ConnectorCare hospital network list

Use this list to see the hospitals that participate in each health plan's network as of January 1, 2015. You may need approval before getting services at a hospital. Check with your health plan.

City	Massachusetts hospital	ConnectorCare health plan						
		BMC HealthNet Plan (Wrap Silver)	Ambetter from CeliCare Health Plan	Fallon Community Health Plan (Community Care Network)	Health New England	Minuteman Health	Neighborhood Health Plan	Tufts-Network Health
Athol	Athol Memorial Hospital	✓	✓		✓		✓	✓
Attleboro	Sturdy Memorial Hospital	✓					✓	✓
Ayer	Steward Nashoba Valley Medical Center		✓			✓	✓	✓
Beverly	Northeast Hospital Corp – Beverly Hospital	✓	✓			✓	✓	✓
Boston	Beth Israel Deaconess Medical Center	✓					✓	✓
	Boston Medical Center	✓	✓				✓	✓
	Children's Hospital	✓					✓	✓
	Dana-Farber Cancer Institute						✓	
	Massachusetts Eye & Ear Infirmary						✓	✓
	New England Baptist Hospital						✓	
	Partners HealthCare – Brigham & Women's Hospital						✓	
	Partner's HealthCare – Massachusetts General Hospital						✓	
	Steward Carney Hospital	✓	✓			✓	✓	✓
	Tufts Medical Center					✓	✓	✓
Brighton	Steward St. Elizabeth's Medical Center	✓	✓			✓	✓	✓
Brockton	Signature Healthcare Brockton Hospital	✓	✓			✓	✓	✓
	Steward Good Samaritan Medical Center	✓	✓			✓	✓	✓
Burlington	Lahey Clinic Hospital				✓	✓	✓	✓
Cambridge	Cambridge Health Alliance – Cambridge Hospital	✓	✓				✓	✓
	Mount Auburn Hospital	✓					✓	✓
Clinton	UMass Memorial – Clinton Hospital	✓	✓	✓	✓		✓	✓
Concord	Emerson Hospital	✓					✓	
Everett	Cambridge Health Alliance – Whidden Hospital	✓	✓				✓	✓
Fall River	Southcoast Hospital Group – Charlton Memorial Hospital	✓	✓			✓	✓	✓
	Steward Saint Anne's Hospital	✓	✓			✓	✓	✓
Falmouth	Falmouth Hospital	✓	✓				✓	✓
Fitchburg	UMass Memorial – Health Alliance Hospital (Burbank)	✓	✓		✓		✓	✓
Framingham	MetroWest Medical Center - Framingham	✓	✓			✓	✓	✓
Gardner	Heywood Memorial Hospital	✓	✓		✓	✓	✓	✓
Gloucester	Northeast Hospital Corp – Addison Gilbert Hospital	✓	✓			✓	✓	✓
Great Barrington	Berkshire Health Systems – Fairview Hospital		✓		✓		✓	✓
Greenfield	Baystate Franklin Medical Center		✓		✓			
Haverhill	Steward Merrimack Valley Hospital	✓	✓			✓	✓	✓
Holyoke	Holyoke Medical Center	✓	✓		✓		✓	✓
Hyannis	Cape Cod Hospital	✓	✓				✓	✓
Jamaica Plain	Partners HealthCare – Brigham & Women's Faulkner Hospital						✓	

## ConnectorCare hospital network list *(continued)*

City	Massachusetts hospital	ConnectorCare health plan						
		BMC HealthNet Plan (Wrap Silver)	Ambetter from CeltiCare Health Plan	Fallon Community Health Plan (Community Care Network)	Health New England	Minuteman Health	Neighborhood Health Plan	Tufts-Network Health
Lawrence	Lawrence General Hospital	✓	✓			✓	✓	✓
Leominster	UMass Memorial – Health Alliance Hospital (Leominster)	✓	✓	✓	✓		✓	✓
Lowell	Lowell General Hospital		✓				✓	✓
Lynn	Partner's HealthCare – North Shore Medical Center (Union)	✓					✓	
Marlborough	UMass Memorial – Marlborough Hospital	✓	✓	✓	✓		✓	✓
Medford	Hallmark Health System – Lawrence Memorial Hospital	✓	✓				✓	✓
Melrose	Hallmark Health System – Melrose Wakefield Hospital	✓	✓				✓	✓
Methuen	Steward Holy Family Hospital	✓	✓			✓	✓	✓
Milford	Milford Regional Medical Center			✓			✓	✓
Milton	Beth Israel Deaconess Hospital – Milton	✓					✓	✓
Nantucket	Partner's HealthCare – Nantucket Cottage Hospital						✓	
Natick	MetroWest Medical Center – Natick	✓	✓			✓	✓	✓
Needham	Beth Israel Deaconess Hospital	✓					✓	✓
New Bedford	Southcoast Hospital Group – St. Luke's Hospital	✓	✓			✓	✓	✓
Newburyport	Anna Jacques Hospital	✓	✓				✓	✓
Newton	Partner's HealthCare – Newton-Wellesley Hospital						✓	
Northampton	Cooley-Dickinson Hospital	✓			✓			✓
Norwood	Steward Norwood Hospital	✓	✓			✓	✓	✓
Oak Bluffs	Partner's HealthCare – Martha's Vineyard Hospital						✓	
Palmer	BayState – Wing Memorial		✓		✓		✓	✓
Pittsfield	Berkshire Health Systems – Berkshire Medical Center		✓		✓		✓	✓
Plymouth	Jordan Hospital						✓	✓
Quincy	Steward Quincy Medical Center	✓	✓			✓	✓	✓
Salem	Partner's HealthCare – North Shore Medical Center (Salem)	✓					✓	
Somerville	Cambridge Health Alliance – Somerville Hospital	✓	✓				✓	✓
South Weymouth	South Shore Hospital	✓	✓				✓	✓
Southbridge	Harrington Memorial Hospital	✓	✓	✓			✓	
Springfield	Baystate Medical Center		✓		✓			
	Mercy Hospital	✓	✓		✓		✓	✓
Taunton	Steward Morton Hospital & Medical Center	✓	✓			✓	✓	✓
Ware	Baystate Mary Lane Hospital		✓		✓			
Wareham	Southcoast Hospital Group – Tobey Hospital	✓	✓			✓	✓	✓
Westfield	Noble Hospital	✓	✓		✓		✓	✓
Winchester	Winchester Hospital					✓	✓	✓
Worcester	Saint Vincent Hospital	✓	✓	✓	✓	✓	✓	✓
	UMass Memorial Medical Center	✓	✓		✓		✓	✓

Questions? Visit [MAhealthconnector.org](https://MAhealthconnector.org) or call 1-877 MA ENROLL (1-877-623-6765)  
or TTY: 1-877-623-7773.