Additional Benefits and Programs for Plan Members
Member Portal—Your Online Health Plan Resource

We love to hear from our members, but we know it isn’t always convenient to call during our regular business hours. On Health New England’s Member Portal, my.HealthNewEngland.org, you can do many of the same things online that you would over the phone.

On the Member Portal, you can access recent medical and pharmacy claims, see your family’s deductible balances, and search for a provider. You can also view and print your Explanations of Benefits (EOBs) from the Claims page. EOBs are no longer automatically mailed to members, but you can change your preference on the Member Portal to have your EOBs mailed to you. You can change other mailing preferences here as well.


How to sign up for Health New England’s Member Portal

1. Have your HNE member ID card on hand
2. Go to my.healthnewengland.org
3. Select Member in the drop-down menu
4. Click the Register button
5. Enter your member ID number and follow the on-screen prompts

Follow Health New England on Social Media
Become a fan to find out what Health New England is up to in the community.

facebook.com/HealthNewEngland
twitter.com/hneinc
Cost of Care Calculator

Helping you get the right care for the best value

When choice is an option, being informed about cost can make a big difference in that decision. Health New England’s Cost of Care Calculator helps members make affordable health care choices more easily.

Members are able to search for specific treatments or services, such as an MRI; browse by topic, from inpatient and outpatient procedures to vaccines and immunizations; and compare costs among providers.

Getting started: Sign up for my.healthnewengland.org

The first step in accessing the Cost of Care Calculator is signing up for my.healthnewengland.org, our member portal, where you can also view and manage your account information. Once you have set up your account, you can access the tool through these two easy steps:

1. From the “Coverage” menu, click “Cost of Care Calculator”
2. Click the “Get Started” button

Using the Cost of Care Calculator

The Cost of Care Calculator uses your plan benefits and coverage to estimate your share of costs for many common conditions, and matches those costs to qualified providers in your area.

- Use the search bar to look up a condition, procedure or service, or click on a topic.
- View detailed cost estimates.
- Compare costs for qualified providers and make the most informed decision.
Getting started with Teladoc®

Teladoc’s U.S. board-certified doctors are available 24/7/365 to resolve many of your medical issues through phone or video consults. Set up your account today so when you need care now, a Teladoc doctor is just a call or click away.

**SET UP YOUR ACCOUNT**

It’s quick and easy online. Visit the Teladoc website at healthnewengland.org/Teladoc, click “Set up account” and provide the required information. You can also call Teladoc for assistance over the phone.

**REQUEST A CONSULT**

Once your account is set up, request a consult anytime you need care.

**PROVIDE MEDICAL HISTORY**

Your medical history provides Teladoc doctors with the information they need to make an accurate diagnosis.

- **Online**: Log into healthnewengland.org/Teladoc and click “My Medical History”.
- **Mobile app**: Log into your account and complete the “My Health Record” section. Visit Teladoc.com/mobile to download the app.
- **Call Teladoc**: Teladoc can help you complete your medical history over the phone.

Talk to a doctor anytime for $40 or less

healthnewengland.org/Teladoc
Facebook.com/Teladoc
1-800-Teladoc (835-2362)
Teladoc.com/mobile

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Support for your healthy lifestyle choices

It’s up to you to take charge of your health – but we can help! Want to lose weight? Get in shape? The motivation is there, but how do you work it into the budget? That’s where we come in.

Having trouble sticking to a fitness routine?
Why not join a fitness club or take fitness or wellness classes. Already a gym member or taking classes? Here are some incentives to keep up the good work!

When you or a covered member of your family purchases a membership to any qualified health club or takes qualified aerobic or wellness classes, Health New England will reimburse you up to $200 per individual plan and $400 per family plan per calendar year.

Maybe you’d rather focus on eating well and maintaining a healthy weight.
Check out our Health New England Weight Watchers® Reimbursement Program. When you or a covered member of your family registers and participates in weekly Weight Watchers® Traditional meetings, Weight Watchers At Work® meetings, or Weight Watchers Online®, Health New England will reimburse you up to $200 per individual plan and $400 per family plan per calendar year.

Making healthy lifestyle choices doesn’t have to be hard – especially when you have Health New England to help you!
Maximum reimbursement is $200 per individual plan and $400 per family plan per calendar year for combined Fitness and Health New England Weight Watchers® activities.

Do you have a child in a school or town sports program? You may apply this reimbursement to those activities as well. This reimbursement may be applied to:

- Qualifying fitness club memberships
- Weight Watchers®
- School and town sports
- Aerobic/wellness classes
- Personal trainer fees
- Athletic event registration fees
- Golf
- Ski tickets
- Fitness equipment and devices (i.e., treadmill, workout videos)
- Nutrition classes
- Mindfulness classes
- Community supported agriculture (CSA) or farm shares - (Farms offering CSA shares of vegetables, fruits and other agricultural products can be found across the state.)

*Not all employer groups offer reimbursement for all items and activities listed. Not all employer groups offer this reimbursement amount. Reimbursement amount is valid beginning Jan. 1, 2019. Please check your membership materials for details, or contact Member Services if you need more information.

See reverse for instructions on filling out your reimbursement online.
Submit your reimbursement request online

Submitting your Wellness Reimbursement request is simple to do, and it can all be done online.

   If it’s your first time to the Member Portal, you will need to register first.

2. Select “Forms” from menu at the left of the screen, and click on “Wellness Fitness Reimbursement Form.”

3. Then click “Next Step” and fill out the online form to complete your request.
   There is nothing to mail in.

If you prefer, you can download the reimbursement form to print, complete and mail in. The form can be found on the Wellness Fitness Reimbursement Form page on the Member Portal, or you can call Member Services at (800) 310-2835 to request a form.

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$0 for preventive care
For most of our plans we no longer require a deductible, copayment, or coinsurance for most in-plan preventive care services. HNE covers the following preventive care services 100% – members pay nothing.
- Adolescent and adult routine exams
- Routine prenatal care
- Well-child exams
- Childhood and adult preventive immunizations
- Annual routine gynecological exams
- Annual routine vision exams
- Preventive screenings, including: breast, cervical, colorectal, and prostate cancer

No referrals for ALL in-plan specialty services!
Health New England members do not need a referral to see any in-plan specialist.
Health New England supports the role of the PCP in coordinating care, and we encourage our members to discuss treatment options with their PCP.
Just remember, this only applies to In-Plan specialty referrals. Prior Approval still is required for certain services and Out-of-Plan care. Services that need prior approval are listed in the member agreement. Any benefit limits and cost sharing requirements (copayments, deductibles, coinsurance) apply as well.
Nutritional Counseling

Trying to eat healthy?

We’ll help pay.

Nutritional counseling with a certified nutritionist is available as part of your health plan.*

* Number of visits may vary by plan/group.

For more information about our nutritional counseling program, contact us at (413) 787-4004

Health New England
Massachusetts

Athol (1)
Athol Memorial Hospital
2033 Main St.
Athol, MA 01331
(978) 249-3511

Burlington (2)
Lahey Clinic
41 Mall Rd.
Burlington, MA 01805
(781) 744-5100

Clinton (3)
Health Alliance Hospital Clinton Hospital
201 Highland St.
Clinton, MA 01510
(978) 368-3000

Fitchburg (4)
Health Alliance Hospital Burbank Campus
275 Nichols Rd.
Fitchburg, MA 01420
(978) 343-5000

Gardner (5)
Heywood Hospital
242 Green St.
Gardner, MA 01440
(978) 632-3420

Great Barrington (6)
Fairview Hospital
29 Lewis Ave.
Great Barrington, MA 01230
(413) 528-0790

Greenfield (7)
Baystate Franklin Medical Center
164 High St.
Greenfield, MA 01301
(413) 773-0211

Holyoke (8)
Holyoke Medical Center
575 Beech St.
Holyoke, MA 01040
(413) 534-2500

Leominster (9)
Health Alliance Hospital Leominster Campus
60 Hospital Rd.
Leominster, MA 01453
(978) 466-2000

Marlborough (10)
Marlborough Hospital
157 Union St.
Marlborough, MA 01752
(508) 481-5000

North Adams (11)
Northern Berkshire Campus of BMC
(formerly North Adams Regional Hospital)
71 Hospital Ave.
North Adams, MA 01247
(413) 664-5000

Northampton (12)
Cooley Dickinson Hospital
30 Locust St.
Northampton, MA 01060
(413) 582-2000

Palmer (13)
Baystate Wing Hospital
40 Wright St.
Palmer, MA 01069
(413) 283-7651

Pittsfield (14)
Berkshire Medical Center
725 North St.
Pittsfield, MA 01201
(413) 447-2000

Southbridge (15)
Harrington Hospital
100 South St.
Southbridge, MA 01550
(508) 765-9771

Springfield (16)
Baystate Medical Center
759 Chestnut St.
Springfield, MA 01199
(413) 794-0000

Springfield (17)
Mercy Medical Center
271 Carew St.
Springfield, MA 01104
(413) 748-9000

Springfield (18)
Shriners Hospitals For Children
516 Carew St.
Springfield, MA 01104
(413) 787-2000

Westfield (19)
Baystate Noble Hospital
115 West Silver St.
Westfield, MA 01086
(413) 568-2811

Worcester (20)
St. Vincent Hospital
123 Summer St.
Worcester, MA 01608
(508) 363-5000

Worcester (21)
UMass Memorial Medical Center Campuses
Memorial Campus
281 Lincoln St.
Worcester, MA 01605
(508) 334-1000

University Campus
55 Lake Ave. North
Worcester, MA 01655
(508) 334-1000

Vermont

Bennington (22)
Southwestern Vermont Medical Center
100 Hospital Dr.
Bennington, VT 05201
(802) 442-6361

Brattleboro (23)
Brattleboro Memorial Hospital
17 Belmont Ave.
Brattleboro, VT 05301
(802) 257-0541

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Out-of-Area Coverage

Worldwide emergency coverage

We cover medical emergencies, urgent care, and prescription drugs outside of the Health New England service area.

Our worldwide emergency coverage includes stabilization care and post-stabilization care at the direction of your treating physician.

We also cover ambulance transportation if other means of transport would endanger your health.

*All services require prior approval and are subject to the terms of your Explanation of Coverage (EOC). Routine Care, medical evacuation and repatriation are not covered.

Student out-of-area coverage

Dependents attending school outside of the Health New England Service Area are covered* for:

- Follow-up visit after an ER or urgent care visit
- Non-routine medical office visit
  Includes Diagnostic Lab and X-ray
- Allergy injections
- Outpatient behavioral health visits
- Outpatient short-term rehabilitation services

Health New England
Urgent Care Providers

510 Medical Walk In
510 North Street
Pittsfield, MA 01201
(413) 499-0237

Accessible Medical Arts
630 S. Main Street
Lanesboro, MA 01237
(413) 236-0995

AEIOU/Ambulatory Employee Industrial
Occupational and Urgent Healthcare
170 University Drive
Amherst, MA 01002
(413) 461-3530

Cherry Rum Plaza
489 Bernardston Road
Greenfield, MA 01301
(413) 773-1394

AFC URGENT CARE
415 Cooley St
Springfield, MA 01128
(413) 782-4878

18 Union St
West Springfield, MA 01089
(413) 781-0100

117 Stafford St
Worcester, MA 01603
(508) 755-4010

AMERICAN CURRENT CARE
Concentra Urgent Care
1080 Day Hill Rd
Windsor, CT 06095
(860) 298-8442

Concentra Urgent Care
333 Kennedy Dr
Torrington, CT 06790
(866) 944-6046

Concentra Urgent Care
701 Main St
East Hartford, CT 06108
(866) 944-6046

Concentra Urgent Care
972 A W Main St
New Britain, CT 06053
(866) 944-6046

Baystate Medical Practice Rapid Care
95 Sargent Street
Belchertown, MA 01007
(413) 323-5016

BHS Urgent Care
505 East St
Pittsfield, MA 01201
(413) 997-0930

BHS Walk In Care
197 Adams Rd
Williamstown, MA 01267
(413) 458-8177

BHS Walk In Care
555 Hubbard Ave
Pittsfield, MA 01201
(413) 442-0910

Concentra Urgent Care
140 Carando Drive
Springfield, MA 01104
(413) 746-4006

Family Care Medical Center
1515 Allen Street
Springfield, MA 01118
(413) 783-9114

Heywood Urgent Care
266 Main St
Gardner, MA 01440
(978) 669-5959

MedExpress Urgent Care
1505 Memorial Drive
Chicopee, MA 01020
(413) 533-3049

1312 Boston Rd
Springfield, MA 01119
(413) 782-0784

311 E Main Street
Westfield, MA 01085
(413) 562-0482

430 Cooley Street
Springfield, MA 01128
(413) 782-0320

999 Dalton Ave
Pittsfield, MA 01201
(413) 448-6231

424 Russell St
Hadley, MA 01035
(413) 253-0483
Urgent Care Providers

Noble Express Care
57 Union Street
Westfield, MA 01085
(413) 642-7200
24 N. Westfield Street
Springfield, MA 01103
(413) 731-7800

On Call Urgent Care Center
6 Hatfield Street
Northampton, MA 01060
(413) 584-7425 (877) 489-0915

ReadyMed By Reliant Medical Group
366 Shrewsbury St
Worcester, MA 01604
(508) 595-2700

Readymed Auburn
460 Southbridge St
Auburn, MA 01501
(508) 595-2700

Readymed Hudson
234 Washington St
Hudson, MA 01749
(508) 595-2700

Readymed Milford
340 E Main St
Milford, MA 01757
(508) 595-2700

Sonic Urgent Care
406 North Main Street
East Longmeadow, MA 01028
(413) 525-7012

Urgent Care Express at Harrington
10 North Main Street
Chariton, MA 01507
(508) 248-1770

78 Sutton Ave
Oxford, MA 01540
(508) 499-1760

Urgent Care of Holden
5 Shrewsbury Street
Holden, MA 01520
(413) 599-3800

For the most up to date listing of Urgent Care Providers visit: http://healthnewengland.org/provider-search and click on the search button next to Find an Urgent Care Facility. Hours and availability may vary by facility. Please call ahead.

Urgent Care of Wilbraham
2040 Boston Road
Wilbraham, MA 01095
(413) 599-3800
Choosing the Correct Care

What should you do if you or someone you love is sick or injured?

You may be faced with several choices. Do you call or see your primary care provider? Go to a walk-in health care center? Go to an urgent care center? Call 911 or go directly to a hospital emergency room?

At times like this, it can be hard to think clearly. The following information can help you plan ahead.

What is a medical emergency?

A medical emergency is when a medical condition causes serious and severe symptoms. In an emergency, not getting medical care right away might cause loss of life, lasting physical damage or serious injury to your body. If you feel your condition is a medical emergency, you should seek immediate emergency care.

Know your options

In an emergency situation:
Call 911 for an ambulance or go directly to an emergency room for life-threatening medical conditions.

If you aren’t sure if your condition is an emergency, call your primary care provider first. Your primary care provider can help you decide if there is a medical emergency and what the best action is for you to take.

For a non-emergency medical issue:
First, call your primary care provider. He or she may give you advice over the phone or schedule you for an appointment. Check to see if your primary care office offers extended care hours.

If you can’t reach your primary care provider, consider these options:

- **Teladoc™** — Through Teladoc,* our telehealth partner, you can request a phone or online consultation with a U.S. board-certified physician to treat non-emergency, non-chronic medical issues such as a cold, the flu, a urinary tract infection and more. Go to healthnewengland.org/Teladoc or call 1-800-Teladoc to learn more and set up your free account ahead of time.

*Teladoc is available for most members; however, some self-funded plan members are not eligible.

- **Nurse line** — For free health advice, call Health New England’s 24/7 health information line. Licensed nurses and clinicians are available to answer your questions about health-related issues and medications. Call (866) 389-7613 or email nurseline@hne.com.

Health New England
Choosing the Correct Care

- **Walk-in health care centers** are for treatment of non-life-threatening conditions. They are staffed by nurse practitioners and physician assistants who provide treatment for common family illnesses and injuries, administer vaccinations, conduct physicals and wellness screenings, and offer monitoring for chronic conditions.

- **Urgent care centers** are staffed by physicians and have capabilities to handle some minor medical emergencies like broken bones, sprains, bronchitis, pneumonia, insect bites and more. A list of contracted urgent care facilities is available at healthnewengland.org/provider-search.

### Know the difference

**Emergency rooms** are for the treatment of serious and life-threatening conditions. The use of an emergency room for non-urgent medical issues:

- Costs more - your emergency room copay is probably higher than your copay for other services. Emergency room costs are one of the leading factors contributing to high health care costs.
- Is inefficient - you and everyone else there will have to wait longer.
- Takes limited resources away from people who actually need them.

Emergency rooms also don’t offer the preventive health care services a primary care provider or a walk-in health care center can offer.

**Urgent care centers** have additional capabilities beyond the services you can get at a walk-in health care center. They have X-ray machines and can run other tests not available at a walk-in health care center. However, urgent care centers are also more costly than seeing your primary care provider or using Teladoc for non-emergency medical conditions. Wait times may also be longer.

**Primary care providers and walk-in health care centers** offer preventive services supporting your general health. They can include health evaluations, immunizations (shots to prevent disease), education and other services. These services can help you stay healthy, manage chronic health conditions, and prevent medical emergencies.

Seeing your **primary care provider** is the most beneficial and cost-effective option in non-emergency medical situations. They know your medical history and can help coordinate follow-up care. Some preventive visits may be at no cost based on your plan benefits.

**Teladoc** is an affordable and convenient alternative to the urgent care center or emergency room for non-emergency medical conditions because you can receive treatment without having to leave home. Teladoc guarantees to connect you with a doctor via phone or webcam in less than an hour and the cost is the same as your copay for a visit to your primary care provider.
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Where you matter.

At Health New England, our mission is to improve the health and lives of the people in our communities, and we are deeply committed to the individuals we serve every day. Based in Springfield, Massachusetts, we have been meeting the health care needs of our members for more than 30 years.