



**Senior Whole Health**<sup>®</sup>  
BY MOLINA HEALTHCARE

## **Senior Whole Health (HMO D-SNP) and Senior Whole Health NHC (HMO D-SNP) | 2022 *Provider and Pharmacy Directory***

### **Introduction**

This *Provider and Pharmacy Directory* includes information about the provider and pharmacy types in Senior Whole Health (HMO D-SNP) and Senior Whole Health NHC (HMO D-SNP) and listings of all the plan's providers and pharmacies as of the date of this Directory. The listings contain address and contact information as well as other details such as days and hours of operations, specialties, and skills. Key terms and their definitions appear in alphabetical order in the last chapter of the *Evidence of Coverage*.

### **Disclaimers**

- ❖ This Online Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists) and facilities (such as hospitals or clinics). This Directory also lists Long-term Services and Supports (LTSS) providers (such as Adult Day Health and Home Health providers) that you may use as a Senior Whole Health's member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ These are referred to as "network providers" in this Directory. These providers signed a contract with us to provide you services. This searchable online directory contains all Senior Whole Health's full network of providers for the state of Massachusetts. For additional information contact Member Services at (888) 794-7268, (TTY: 711), 7 days a week, 8 a.m. to 8 p.m., local time.
- ❖ This Directory includes providers of both Medicare and MassHealth services.
- ❖ Senior Whole Health (HMO SNP) and Senior Whole Health NHC (HMO SNP) are Coordinated Care plans with a Medicare Advantage contract and a contract with the Commonwealth of Massachusetts/EOHHS MassHealth program. Enrollment depends on annual contract renewal.

- ❖ Senior Whole Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, ethnicity, national origin, religion, gender, sex, age, mental or physical disability, health status, receipt of healthcare, claims experience, medical history, genetic information, evidence of insurability, geographic location.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call (888) 794-7268, (TTY: 711), 7 days a week, 8 a.m. to 8 p.m., local time. The call is free.
- ❖ ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-794-7268 (TTY 711).
- ❖ ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-794-7268 (TTY 711).
- ❖ Call Senior Whole Health Member Services to request materials in your preferred language.
  - To request your preferred language other than English and/or alternate format, call Member Services at (888) 794-7268, (TTY: 711), 7 days a week, 8 a.m. to 8 p.m., local time.
  - Senior Whole Health will maintain a record of our members preferred language preference and we will keep this information as a standing request for future mailings and communications. This will ensure that our members will not have to make a separate request each time.
  - Please call Member Services at (888) 794-7268, (TTY: 711), 7 days a week, 8 a.m. to 8 p.m., local time if your language preferences (other than English) change at any time.
- ❖ The list is up-to-date as of the current date shown at the bottom page of the searchable online directory, but you need to know that:
  - Some Senior Whole Health network providers may have been added or removed from our network after this Directory was published.
  - Some Senior Whole Health providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at the numbers in the footer of this document and we will help you.
  - To get the most up-to-date information about Senior Whole Health's network providers in your area, visit [MolinaHealthcare.com/Medicare](https://MolinaHealthcare.com/Medicare) or call Member Services at the numbers in the footer of this document, 8 a.m. to 8 p.m., 7 days a week. The call is free.

Doctors and other health care professionals in Senior Whole Health's network are listed on pages based on your Provider Search. Pharmacies in our network are listed on pages based on your Pharmacy Search.

## Background Information about Senior Whole Health's Network Providers

### Key terms

This section explains key terms in our Directory.

- **Providers** are professionals such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, Long-term Services and Supports (LTSS), supplies, prescription drugs, equipment, and other services.
  - The term providers includes facilities such as hospitals, clinics, and other places that provide medical services and medical equipment. It also includes LTSS providers that you may use as a Senior Whole Health member.
  - Providers that are a part of our plan's network are called network providers.
- **Network providers** have contracted with us to deliver services to members of our plan. Network providers participate in our plan. That means they accept members of our plan and provide services our plan covers. When you use a network provider, you usually pay nothing for covered services.
- A **Primary Care Provider (PCP)** is a *licensed physician or nurse practitioner* who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time.
- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
  - Oncologists care for patients with cancer.
  - Cardiologists care for patients with heart conditions.
  - Orthopedists care for patients with certain bone, joint, or muscle conditions.
- You may need **prior authorization** to see a specialist or someone that is not your PCP. A **prior authorization** is different than a referral. It means that **Senior Whole Health** (not your network PCP) must give you approval **before** we will cover a specific service, item, or drug or an out-of-network provider. If you don't get prior authorization, Senior Whole Health may not cover the service, item, or drug.
  - Prior authorization is **not** needed for:
    - Emergency care;

- Urgently needed care;
- Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan’s service area; or
- Services from a women’s health specialist.
- Office visits with a network specialist.
- Flu shots, Hepatitis B vaccinations and pneumonia vaccinations.
- Additionally, if you are eligible to get services from Indian health providers, you may use these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan’s network.
- More information on referrals and prior authorization is available in Chapter 3 of the *Evidence of Coverage*.
- You will also be assigned a **Care Team**. Your **Care Team** includes your Nurse Care Manager, PCP and other providers involved in your care. You can also choose family members or caregivers to be part of your Care Team. Just let your Nurse Care Manager know who you'd like to include. Everyone on the Care Team works together to make sure your care is coordinated. This means that they make sure that you get all of the tests, labs, and other care that you need, and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that they can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers. Members of your Care Team may include:
  - A **Nurse Care Manager (NCM)** that helps you manage your medical providers and services. Your NCM helps you get care, answers questions and more.
  - Your **Primary Care Provider**
  - **Geriatric Support Services Coordinator (GSSC)** to help you find and access support services available to you in the community. The GSSC is based out of your local Aging Services Access Point (ASAP). The ASAPs are listed on pages based on your Provider Search. (Both the Care Coordinator and GSSC may work as a part of your Care Team to make sure you get the care you need.)

Your Care Team will also help you find other providers of medical, behavioral health, or Long-term Services and Supports (LTSS) if you need a specialist or other health care provider. That way, you will get the right provider to help you with your concerns.

## How to choose a Primary Care Provider (PCP)

First, you will need to choose a Primary Care Provider (PCP). You may be able to have a specialist act as your PCP. If you're getting ongoing specialty care from a provider who is credentialed as a dual PCP and specialist (such as a PCP and a Cardiologist), you may choose your specialist as your PCP. If you have questions, call Member Services at the number in the footer of this document. You can choose any PCP in our network who is accepting new members.

To choose a PCP, refer to the list of providers on page based on your search results and choose a provider:

- that you use now, **or**
- who has been recommended by someone you trust, **or**
- whose offices are easy for you to get to.
- You may also search for a PCP on our Find a Doctor or Pharmacy search tool at [MolinaHealthcare.com/Medicare](https://MolinaHealthcare.com/Medicare). Search by name, specialty and proximity to your home.
- If you do not choose a PCP in our network, Senior Whole Health will choose one for you.
- If you want help in choosing a PCP, please call Member Services at the numbers in the footer of this document. The call is free. Or, visit [MolinaHealthcare.com/Medicare](https://MolinaHealthcare.com/Medicare).
- If you have questions about whether any service or care that you want or need is covered, talk to your Care Team or call Member Services at the numbers in the footer of this document and ask **before** you get the service or care.

## Long-term Services and Supports (LTSS) providers

As a Senior Whole Health member, you will be able to get Long-term Services and Supports (LTSS) if you need them, such as Adult Day Health, Adult Foster Care, Group Adult Foster Care and Personal Care Attendant. LTSS help people who need assistance to do everyday tasks like taking a bath, getting dressed, making food, and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital.

If you need LTSS, your Care Coordinator or Geriatric Support Services Coordinator can help you and your Care Team determine what options are available to support you in the way you want.

## How to access Senior Whole Health's network providers

You must get all of your covered services from providers within our network. If you use providers who are not in Senior Whole Health's network (**without prior authorization**), **you will have to pay the bill.**

A **prior authorization** is an approval from Senior Whole Health to seek services outside of our network or to get services not routinely covered by our network **before** you get the services.

The only exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also go outside the plan for other non-emergency services if Senior Whole Health gives you permission first.

- You may change providers within the network at any time during the year. If you have been using one network provider, you do not have to keep using that same provider.
- Senior Whole Health works with all the providers in our network to accommodate the needs of people with disabilities. As applicable, the list of network providers in this Directory includes information about the accommodations they provide.
- If you need a provider and are not sure if they offer the accommodations you need, Senior Whole Health can help you. Talk to your Nurse Care Manager or Member Services for assistance.

### **How to find Senior Whole Health providers in your area**

To learn how to search for providers, refer to the “Search Help – FAQ” link on the bottom portion of each page.

To request a hard copy of Senior Whole Health’s provider directory, please call our Member Service Department at (888) 794-7268, (TTY: 711), 7 days a week, 8 a.m. to 8 p.m., local time. Senior Whole Health will mail a hard copy of the provider directory to you within three (3) business days of your request. Senior Whole Health may ask whether your request for a hard copy is a one-time request or if you are requesting to receive the provider directory in hard copy permanently. If you request it, your request for hard copies of the provider directory remains until you leave Senior Whole Health or request that hard copies be discontinued.

### **Senior Whole Health’s List of Network Providers**

**This Online Directory includes a list of Senior Whole Health’s network providers who participate in and accept Senior Whole Health.** It contains:

- **Health care professionals** including primary care providers, specialists, behavioral health providers, dental service providers, and vision service providers;
- **Facilities** including hospitals, nursing facilities, and behavioral health facilities; and

- **Support providers** including Long-term Services and Supports (LTSS) and community support services (for example, Adult Day Health, Social and Environmental Supports, Adult Foster Care and Group Adult Foster Care).

In addition to contact information, provider listings also include specialties and skills, such as languages spoken or completion of cultural competence training.

**Cultural competence training** is additional instruction for our health care providers that helps them better understand your background, values, and beliefs to adapt services to meet your social, cultural, and language needs.

For some services, you may need prior authorization from Senior Whole Health.

## **Background Information about Senior Whole Health's Network Pharmacies**

This Directory lists the pharmacies that you may use to get your prescription drugs. These are referred to as **network pharmacies** in this Directory. These network pharmacies are pharmacies that **participate in and accept** Senior Whole Health and have agreed to provide prescription drugs to you as a member of the plan.

Please contact Senior Whole Health Member Services at the numbers in the footer of this document or your Nurse Care Manager for assistance.

We also list pharmacies that are in our network but are outside Bristol, Essex, Hampden, Middlesex, Norfolk, Plymouth, Suffolk, Worcester in which you live. You may also fill your prescriptions at these pharmacies. Please contact Senior Whole Health at (888) 794-7268, (TTY: 711), 7 days a week, 8 a.m. to 8 p.m., local time, for additional information.

Senior Whole Health members must use network pharmacies to get prescription drugs except in emergency or urgent care situation.

- If you use an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out of pocket for the service.
- Read the Senior Whole Health *Evidence of Coverage* for more information.

This Directory may not list all network pharmacies. We may have added or removed some network pharmacies from our plan after we published this Directory.

For up-to-date information about Senior Whole Health network pharmacies in your area, please visit our website at [MolinaHealthcare.com/Medicare](https://MolinaHealthcare.com/Medicare) or call Member Services at (888) 794-7268, (TTY: 711), 7 days a week, 8 a.m. to 8 p.m., local time. The call is free.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the *Evidence of Coverage* and Senior Whole Health's *List of Covered Drugs*. A complete list of covered drugs is provided in the plan's Formulary available on the website, at [MolinaHealthcare.com/Medicare](https://MolinaHealthcare.com/Medicare)

## **Types of pharmacies in Senior Whole Health's network**

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail-order pharmacies send covered prescription drugs to members through the mail or shipping companies.
- Home infusion pharmacies prepare prescription drugs that are given through a vein, within a muscle, or in another non-oral way by a trained provider in your home.
- Long-term care (LTC) pharmacies serve residents of long-term care facilities, such as nursing homes.
- Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies

You are not required to continue using the same pharmacy to fill your prescriptions.

### **Long-term supplies of prescriptions**

- **Mail-Order Programs.** We offer a mail-order program that allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same copay as a one-month supply.
- **90-Day Retail Pharmacy Programs.** Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. A 90-day supply has the same copay as a one-month supply.

### **Mail-order pharmacy**

You can get prescription drugs shipped to your home through our network mail-order delivery program which is called CVS Caremark Mail Service Pharmacy Program. The pharmacy will contact you, by phone, to get your approval before shipping any prescriptions. If we are unable to reach you for approval, your prescription will not be sent to you.

Typically, you should expect to get your prescription drugs within 14 days from the time that the mail-order pharmacy gets the order. If you do not get your prescription drug(s) within this time please contact us at (844) 757-0423, (TTY: 711), 24 hours a day, 7 days a week. To learn more about mail-order pharmacies, refer to Chapter 5 of the Evidence of Coverage.

### **Home infusion pharmacies**

Home infusion pharmacies are specialist pharmacies that provide only certain medications and supplies generally administered intravenously that are specifically ordered by your physician. The home infusion pharmacy works with a home infusion therapy provider to safely administer



intravenous therapies that would otherwise be provided in a hospital, outpatient clinic or provider's office.

### **Long-term care pharmacies**

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under Senior Whole Health through the facility's pharmacy or another network pharmacy. To learn more about drug coverage in special cases, refer to Chapter 5 of the *Evidence of Coverage*.

For more information on Long-Term Care services and pharmacies, contact Member Services at (888) 794-7268, (TTY: 711), 7 days a week, 8 a.m. to 8 p.m., local time.

### **Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) pharmacies**

Only Native Americans and Alaska Natives have access to Indian Health Service / Tribal / Urban Indian Health Program (I/T/U) Pharmacies through Senior Whole Health's pharmacy network. Those other than Native Americans and Alaskan Natives may be able to use these pharmacies under limited circumstances (for example, emergencies).

### **How to find Senior Whole Health pharmacy in your area**

You can get your drugs covered at any of our network pharmacies. This includes our network pharmacies outside of our service area.

To search for a pharmacy type within our network, start by selecting your plan under "Plan/Program" located at the top of the page. Right next to it, you have the option to enter "City", "State" or "Zip Code". Using the search bar, you can type the word "pharmacy" or the name of a specific pharmacy. As you start typing, a list of provider names that match your search will appear for you to select from. All pharmacies shown on the searchable online directory are available in our Network. You can also find a list of pharmacies under "Other Types of Care" and selecting "pharmacy".

If you have questions about any of the above, please contact Member Services or visit [MolinaHealthcare.com/Medicare](http://MolinaHealthcare.com/Medicare).