



Purpose of this communication:

- To inform Fallon Health providers that, effective March 1, 2018, Fallon is supporting 3 new Accountable Care Organizations (ACOs) to manage Medicaid members:
 - Reliant ACO /Fallon 365 Care
 - Wellforce ACO/Wellforce Care Plan
 - Berkshire ACO/Berkshire Fallon Health Collaborative.

What do I need to know?

- These Fallon members will be supported the same as all other Fallon MassHealth Medicaid business.
- For NEW services required by these Fallon members on or after 3/1/18, contact CareCentrix for authorizations.
- Providers should work directly with Fallon when:
 - The service or product was authorized prior to March 1, 2018 but has not yet been fulfilled
 - The provider is seeking payment for a claim that was authorized prior to March 1, 2018
 - The phone number for Fallon Provider Services: 1-866-275-3247, option 2

What do I need to do?

- Verify any current authorizations for service, and identify which health plan organization generated the authorization.
- Proceed with the direction above for claims submission and new authorizations.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned Network Management representative for assistance.