

# BMC HealthNet Plan Member Services Department

## FOR GENERAL AND MEDICAL BENEFITS QUESTIONS:

FOR OUR **MASSHEALTH** MEMBERS

1-888-566-0010

1-866-765-0055 (TTY/TDD)

Monday - Friday, 8:00 a.m. to 6:00 p.m.

FOR OUR **COMMONWEALTH CARE** MEMBERS

1-877-957-5300

1-866-765-0055 (TTY/TDD)

Monday – Friday, 8:00 a.m. – 6:00 p.m.

## FOR BEHAVIORAL HEALTH (MENTAL HEALTH & SUBSTANCE ABUSE) QUESTIONS:

If you are dealing with anxiety or depression, a dependency on alcohol or drugs, or another behavioral health (mental health & substance abuse) condition or issue, you can call our Mental Health/Substance Abuse Line, **24 hours a day, 7 days a week.**

FOR OUR **MASSHEALTH** MEMBERS

1-888-217-3501

866-727-9441 (TTY/TDD)

FOR OUR **COMMONWEALTH CARE** MEMBERS

1-877-957-5600

866-727-9441 (TTY/TDD)

### A Member Services department representative can:

- Answer questions about this provider-lookup or about your benefits and services.
- Read any part of this provider-lookup or new-member information to you.
- Send you a copy of the printed directory in Spanish.
- Help you get a medical or behavioral health (mental health & substance abuse) appointment.
- Help you get a ride if you need a ride to a medical appointment (if you're eligible).
- **Should you need a ride to a medical or behavioral (mental health & substance abuse) appointment**, please call the phone number listed under General and Medical Benefits Questions above.