

## Keep your Commonwealth Care Benefits

The state reviews your Commonwealth Care benefits once a year to make sure you're still eligible. You'll get a notice and form from the state about renewing your eligibility.

**Do not throw out that notice and form.** You should get the packet from the state a few weeks before your eligibility review date.

Fill out the Eligibility Review Form and return it to the MassHealth Enrollment Center in the postage paid envelope that's in the packet. The address will also be on your notice. (MassHealth handles eligibility reviews for Commonwealth Care.)

You must stay eligible for Commonwealth Care to keep your BMC HealthNet Plan coverage.

## Commonwealth Care Plan - Voluntary and Involuntary Disenrollment Rates

In accordance with Massachusetts Division of Insurance regulations, and based on disenrollment information provided to BMC HealthNet Plan by the Commonwealth Health Insurance Connector, for the period January 1, 2007 through December 31, 2007, the Plan's average voluntary member disenrollment rate was 0.3% and its involuntary member disenrollment rate was 0%.

## Help yourself, save time with online Member Self Service

BMC HealthNet Plan Commonwealth Care members can use our Web site to take care of easy tasks. Our online Member Self Service lets you:

- Order ID cards
- Change your address and phone number
- Check the status of claims
- Change your primary care provider
- Fill out a Health Self-Assessment



If you haven't already signed up for Member Self Service, go to **bmchp.org** and click the Member tab. Then click Commonwealth Care. From the Commonwealth Care member page, click on the "Need a login" icon near the bottom. Then you can register to **get secure access** to Member Self Service. This is a special section of our Web site just for you.

## Is BMC HealthNet Plan different from the Commonwealth Insurance Connector?

Yes. The Connector provides information on all your insurance options. They also collect premiums if you are a plan type II or III member. *So make sure that's where you send your premiums.*

However, BMC HealthNet Plan provides coverage for your health care. We also coordinate your care, including doctor and hospital visits. We do this through our statewide network of health providers. We also have special programs to help you if you have conditions like asthma, diabetes, congestive heart failure or if you're pregnant.

### How did I become a member of BMC HealthNet Plan?

We understand that many members have questions about their membership in BMC HealthNet Plan Commonwealth Care.

You chose or were assigned to BMC HealthNet Plan Commonwealth Care after applying for health insurance through MassHealth. BMC HealthNet Plan is one of four managed care organizations that provide coverage for Commonwealth Care members.

Two Copley Place  
Suite 600  
Boston, MA 02116

NONPROFIT ORG.  
U.S. POSTAGE  
**PAID**  
DENVER, CO  
PERMIT NO. 5064

## how to **reach us**

**Commonwealth Care Member Services**  
Call Center: 1-877-957-5300;  
1-866-765-0055 (TTY/TDD)

**Nurse Advice Line:** 1-800-765-7344

**Boston Area Main Office:**  
Two Copley Place  
Suite 600  
Boston, MA 02116

**Western Massachusetts Regional Office:**  
354 Birnie Avenue, 3rd Floor  
Springfield, MA 01107

**Southeastern Massachusetts Regional Office:**  
Bourne Counting House  
One Merrill's Wharf  
New Bedford, MA 02740

**Berkshire Regional Office:**  
66 West Street, Suite 205  
Pittsfield, MA 01201

[www.bmchp.org](http://www.bmchp.org)



## Don't share your BMC HealthNet Plan ID card

You should never let anyone else use your BMC HealthNet Plan ID card. If you do, you're in danger of having the wrong information added to your medical history. You also could be accused of fraud.

If you notice someone sharing a BMC HealthNet Plan ID card, call our Fraud & Abuse Hotline at 1-888-411-4959. This is a private line that allows you to leave information without using your name.

