

## Getting ready to go to the doctor?

### Ask these 3 questions

Before you go for your doctor visit, it's always a good idea to think about what information you want from the doctor. If you're not sure what to ask, you can start with these three questions:\*

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

If you don't understand what your doctor tells you, make sure to ask him or her to explain it to you. You need to know what is happening with your care so you can get better and stay healthy.

And before making an appointment with your primary care provider, make sure that he or she is part of the BMC HealthNet Plan Commonwealth Care network.

\* For more information, read about Ask Me 3 at [npsf.org/askme3](http://npsf.org/askme3).



## Health Risk Assessments - a great way for us to help you get the care you need

We want you to stay healthy. That's why you should complete a Health Risk Assessment.

Our Health Risk Assessment is a short list of questions that asks about your health. It helps us find out if you have any special health needs. If you do, we can help you get the care you need through our care management program.

It's important for all of our members to complete a Health Risk Assessment. If you have already completed one, thank you. If you'd like to fill one out, go to our Web site and use your secure member login. Or call our Member Services department to have one sent to you. The number is 1-877-957-5300.

## Your Healthiest You comes to our Web site

Being well means having both a healthy mind and body. That's why we offer printed materials and online information about wellness. We have information on why it's important to eat right and get plenty of exercise – and hints on how to do it. We also get involved in community activities that help Massachusetts families get and stay healthy.

You'll hear and see more from us about wellness as we offer new materials and activities.

To start taking steps to *your healthiest you*, visit the Wellness Center in the Commonwealth Care member section of our Web site at [bmchp.org](http://bmchp.org). You'll find information that will help you set goals – like eating healthy foods and getting exercise – and make a plan to reach them. We want to help you make and follow your wellness plan. It's all about helping you be *your healthiest you*.



Two Copley Place  
Suite 600  
Boston, MA 02116

## how to **reach us**

**Commonwealth Care Member Services:**  
1-877-957-5300; (8 a.m. - 6 p.m., M - F)  
1-866-765-0055 (TTY/TDD)

**Nurse Advice Line:** 1-800-765-7344  
(24 hours, 7 days)

**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)

## Questions about your health? Call the free Nurse Advice Line from BMC HealthNet Plan

Wouldn't it be nice to have someone to call, day or night, when you get sick? You do.

As a BMC HealthNet Plan Commonwealth Care member, you have access to our free Nurse Advice Line from BMC HealthNet Plan. You will talk with a registered nurse who can help answer your health questions and advise you whether you need to go to the doctor, the hospital, or how to take care of yourself at home.

You can call our Nurse Advice Line 24 hours a day, seven days a week. Translation services are also available.



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HealthNet Plan Commonwealth Care  
1-800-765-7344**