



**Attention Be Healthy
Providers: Important Note
about CarePlus**

Inst Name
Address 1
Address 2
City, ST Zip

Dear Provider:

Health New England (HNE) is pleased to announce that the Executive Office of Health and Human Services has selected HNE as one of the plans to provide coverage to individuals in Western Massachusetts who qualify for the new MassHealth CarePlus program. HNE will be administering this program under our Be Healthy Plan so there is no action required on your part. If you are currently a participating provider with HNE's Be Healthy Plan then you will automatically be considered a participating provider for CarePlus. The start date for the program is January 1, 2014.

The contact numbers for member and provider inquiries will be the same as the existing Be Healthy Program, as well as any of our vendor relationships for imaging services, non-emergent transportation, pharmacy, and behavioral health. The same contracted rates and claims processing guidelines apply. Member Identification Cards will also be handled in the same manner as Be Healthy.

While the program is virtually identical to the existing Be Healthy Program, there may be some differences in the covered services. The *HNE Be Healthy Addendum to the HNE Provider Manual* will be modified to reflect the new benefit grids and is available on line at http://hne.com/HNE_Providers/ProviderManual. We anticipate having the updated manual posted on line by the end of December.

If you have any questions, please contact Provider Relations at 800.842.4464, extension 5000. A representative is available Monday through Friday between the hours of 8:00 a.m. and 4:30 p.m.

Sincerely

A handwritten signature in black ink that reads 'Erik B. Johnson'.

Erik B. Johnson
Provider Relations Manager
Phone: 413.233.3405