

ADDITIONAL RESOURCES FOR FINDING A PROVIDER

If you are having trouble locating an in-network provider, find your health plan's member assistance tools below.



Boston Medical Center HealthNet Plan

Member services representatives are available to assist in locating a provider.

For MassHealth Members:
888-566-0010

For ConnectorCare/QHP Members:
855 833-8120



ConnectiCare of Massachusetts, Inc.

Member services representatives are able to assist in locating a provider.

For All Members:
860-674-5757 or
800-251-7722



Fallon Health

Each line will have an option to press for assistance in locating a provider.

Staff will be available to assist in making an appointment.

For Commercial Members:
800-868-5200

For Medicaid Members:
Wellforce: 855-508-4715
Fallon365: 855-508-3390
Berkshire: 855-203-4660



Harvard Pilgrim Health Care

Member services representatives are able to assist in selecting a provider.

For All Members: 888-333-4742

Behavioral Health Access Center:
(888) 777-4742



Health New England

Member service representatives are able to assist in locating a provider.

For All Members:
413-787-4004 or
800-310-2835



Neighborhood Health Plan

Each line will have an option to press for assistance in selecting a provider.

Staff will be available to assist in making an appointment.

For Commercial Members:
866-414-5533

For Medicaid Members:
800-462-5449



Tufts Health Plan

Member services representatives are able to assist in selecting a provider.

For Commercial Members:
800-462-0224

For Behavioral Health:
800-208-9565



Tufts Health Public Plans

Member services representatives are able to assist in selecting a provider.

For Commercial Members:
888-257-1985

For Medicaid Members:
888-257-1985



UnitedHealthcare

Staff will be available to assist in making an appointment.

For All Members: Members should call the UHC phone number on the back of their ID card and make the appointment request.



United Behavioral Health (Optum)

Staff will be available to assist in making an appointment.

For All Members: Members should call the Optum mental health phone number on the back of their ID card and make the appointment request.