

2024 MASS ADVANTAGE QUICK REFERENCE GUIDE



Mass Advantage offers three Medicare Advantage Part D (MAPD) plans – Mass Advantage Basic HMO, Mass Advantage Plus HMO, Mass Advantage Premiere PPO – serving Medicare beneficiaries who reside in Worcester County, Massachusetts. Mass Advantage members are eligible for all benefits covered under the Original (fee-for-service) Medicare Program. In addition, Mass Advantage offers benefits for pharmacy, dental, vision, hearing and health and wellness services. For a complete list of covered benefits, please refer to the Evidence of Coverage documents found on our [website](#).

PLAN BENEFITS

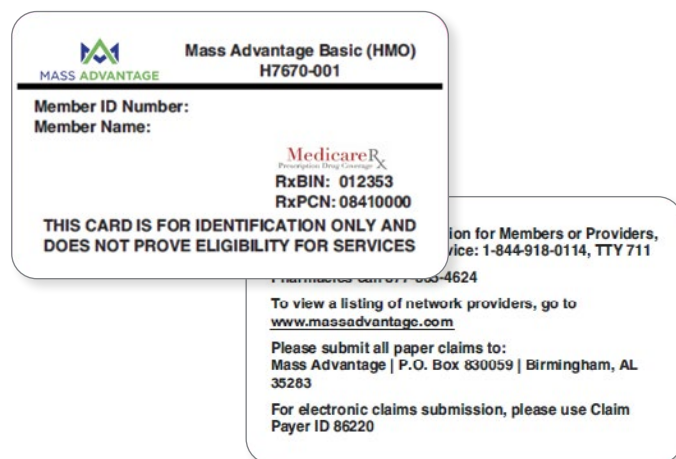
Mass Advantage’s plans offer comprehensive care at better value than Original Medicare. Our plans cover everything Original Medicare does, including routine care and wellness visits, plus these additional benefits depending on plan product:

- Dental Benefit
- Vision Benefit
- Hearing Services
- Over-the-Counter Benefit
- Flex Card allowance that can be used toward a gym membership, fitness-related items and programs, eyewear upgrades, and more.
- Benefits for Members with Diabetes
- Personal Medical Alert System
- Transportation Services

RECOGNIZING MASS ADVANTAGE MEMBERS AND VERIFYING ELIGIBILITY

You can recognize Mass Advantage Medicare Advantage members by their member ID card. The ID card includes the Mass Advantage logo and the appropriate plan name. Check the front of the member’s ID Card for plan name, member ID, and cost-sharing information.

You must verify eligibility to determine coverage when scheduling an appointment and at the time of service. You can do this online through the [Mass Advantage Provider Portal](#) or by calling Provider Services at (844) 918-0114 for HMO Basic and Plus products, (844) 915-0234 for PPO Premiere product.



AUTHORIZATION AND NOTIFICATIONS

Reference the [Prior Authorization Code List](#) for a list of Mass Advantage medical services that require authorization.

To request an authorization for your patient for medical or Part B, please complete the [Mass Advantage Authorization Request Form](#) located on our website and fax it to Mass Advantage Utilization Management department at (888) 656-7783, or call (866) 312-8467.

For Part D, Providers may submit an electronic prior authorization (ePA) through their electronic medical record (EMR) system.

Requests for Part D drug authorizations may also be submitted to the Pharmacy Utilization Management Department online by completing the [Request for Medicare Prescription Drug Coverage Determination](#) on our website.

CLAIMS

For payment of Medicare claims, Mass Advantage has adopted all guidelines and rules established by CMS. Mass Advantage members may only be billed for their applicable copayments, coinsurance, non-Medicare covered services, and member cost share.

MASS ADVANTAGE PROVIDER PORTAL

Mass Advantage encourages participating providers to create a Provider Portal login by registering an account on the [Mass Advantage Provider Portal](#). On the portal, providers can check claims status, verify eligibility, and benefit information.

For Portal Technical support, call (877) 814-9909 from 8 am to 8 pm ET.

CONTACT US

BY PHONE:

- HMO Plan Products: (844) 918-0114
- PPO Plan Product: (844) 915-0234

HOURS OF OPERATION:

- October 1 to March 31, 7 days a week from 8 am to 8 pm EST.
- April 1 to September 30, Monday through Friday from 8 am to 8 pm EST.

BY MAIL:

Mass Advantage
P.O. Box 830059
Birmingham, AL 35283

BY EMAIL:

Provider Relations at
Provider.Relations@massadvantage.com.



MASS ADVANTAGE

A Medicare Advantage Plan