



**Purpose of this communication:**

- To inform Fallon Health providers that, effective March 1, 2018, Fallon is supporting 3 new Accountable Care Organizations (ACOs) to manage Medicaid members:
  - Reliant ACO /Fallon 365 Care
  - Wellforce ACO/Wellforce Care Plan
  - Berkshire ACO/Berkshire Fallon Health Collaborative.

**What do I need to know?**

- These Fallon members will be supported the same as all other Fallon MassHealth Medicaid business.
- For NEW services required by these Fallon members on or after 3/1/18, contact CareCentrix for authorizations.
- Providers should work directly with Fallon when:
  - The service or product was authorized prior to March 1, 2018 but has not yet been fulfilled
  - The provider is seeking payment for a claim that was authorized prior to March 1, 2018
  - The phone number for Fallon Provider Services: 1-866-275-3247, option 2

**What do I need to do?**

- Verify any current authorizations for service, and identify which health plan organization generated the authorization.
- Proceed with the direction above for claims submission and new authorizations.

**Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned Network Management representative for assistance.**