

Frequently Asked Questions: Sugarloaf Pediatrics Transition

*I /my child has a Health Insurance Plan that is **not** Mass General Brigham (MGB) Health Plan or MassHealth, what action do I need to take?*

Below is a sample list of plans and action(s) required

<u>Insurance</u>	<u>Plan</u>	<u>Action Required</u>
Aetna	HMO Plan	Subscriber should contact member services at the number on the insurance card to change the PCP.
Aetna	PPO Plan	No Action Required
Blue Cross Blue Shield	HMO Blue, HMO Blue New England, Blue Choice, or Blue Choice New England	Sign into or create an account on MyBlue (https://member.bluecrossma.com/login?locale=en) or contact member services at the on the member's insurance card to change your PCP.
Blue Cross Blue Shield	Federal Blue Cross (policy begins with an R, Out of the state of MA Blue Cross PPO policies, or PPO policy (example XXP)):	No Action Required
<u>Cigna</u>	HMO Plan (very limited participation)	Subscriber should contact member services at the number on the insurance card to change the PCP.
<u>Cigna</u>	PPO Plan	No Action Required
Cigna	Local Plus	NAP does not accept this
Harvard Pilgrim	HMO Plan	Sign into or create an account on the member portal at https://www.harvardpilgrim.org/member/change-pcp or contact member services at 888-333-4742.
Harvard Pilgrim	PPO Plan	No Action Required
Health New England	HMO Plan	Sign into or create an account on the member portal at http://my.healthnewengland.org/ or contact member services at 800-310-2835.
Health New England	PPO Plan	No Action Required

Mass General Brigham Health Plan	HMO Plan	Sign in to the member portal at https://member.massgeneralbrighamhealthplan.org/ or call member services at 866-414-5533.
Mass General Brigham Health Plan	PPO Plan	No Action Required
Mass General Brigham Health Plan	* NAP does <u>not</u> accept Select HMO, Value HMO, Allies Health Care, Medicaid products*	
Mass Health		No Action Required; Northampton Area Pediatrics participates in a different Mass Health plan than Sugarloaf currently does. You will remain on your current Mass General Brigham's Mass Health ACO plan until December 31, 2024 at which time you will be automatically reassigned to Wellsense Boston Children's ACO for January 1, 2025. NAP does not accept any other MH products, such as Health Safety Net, PCC Plan, MH Limited, etc.
Tufts Health Plan	HMO	Sign in to the member portal at https://tuftshealthplan.com/memberlogin or call 800-257-1985
Tufts Health Plan	PPO	No action required
Commonwealth of Massachusetts Group Insurance Information	Harvard Pilgrim Access America PPO	No Action Required
Commonwealth of Massachusetts Group Insurance Information	Harvard Pilgrim Explorer POS	Subscriber should contact member services at the number on the insurance card to change the PCP.
Commonwealth of Massachusetts Group Insurance Information	Harvard Pilgrim Quality HMO	Subscriber should contact member services at the number on the insurance card to change the PCP.
Commonwealth of Massachusetts Group Insurance Information	Health New England HMO	Subscriber should contact member services at the number on the insurance card to change the PCP.
Commonwealth of Massachusetts Group Insurance Information	Mass General Brigham Health Plan Complete HMO	Subscriber should contact member services at the number on the insurance card to change the PCP.

Commonwealth of Massachusetts Group Insurance Information	Wellpoint Total Choice Indemnity	No Action Required
Commonwealth of Massachusetts Group Insurance Information	Wellpoint Plus PPO-type	No Action Required
Commonwealth of Massachusetts Group Insurance Information	Wellpoint Community Choice PPO	No Action Required

For a full list of frequently asked questions about this transition, [click here.](#)