Health Insurance Carrier Information for Consumers Related to COVID-19 (Coronavirus)

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| **Carrier Name** | **Contact Information** |
| **AllWays Health Partners** | **Contact Info:** Members should call the Member Services phone number on the back of their member ID card, and follow COVID-19 prompts  **Consumer Website Info:**   * [https://www.allwayshealthpartners.org/](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.allwayshealthpartners.org_&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=ZlecZ0bqYW3DwsUilwO9dn4ioMzM8-naJZxz_YAa7ww&s=-Ly1fssefL0RU-22gB5RMrJ1I3Urr3vq3o1ipCus2mM&e=) * [https://www.allwayshealthpartners.org/meet-us/Newsroom/Coronavirus-Notice](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.allwayshealthpartners.org_meet-2Dus_Newsroom_Coronavirus-2DNotice&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=ZlecZ0bqYW3DwsUilwO9dn4ioMzM8-naJZxz_YAa7ww&s=zZBghURU4UOXMk_f5XZ2mZntZm_md-3IW7-W6AcqOGU&e=)   (there are various other links throughout this page for helpful resources) |
| **Aetna** | **Contact Info:** Members should call the Member Services phone number on the back of their member ID card  **Consumer Website Info:**   * [COVID-19 resource center](https://c212.net/c/link/?t=0&l=en&o=2742940-1&h=2922395032&u=https%3A%2F%2Fcvshealth.com%2Fnewsroom%2Farticles%2Fwhat-you-need-know-about-new-coronavirus-outbreak&a=COVID-19+resource+center); <https://www.aetna.com/individuals-families.html> * <https://cvshealth.com/newsroom/press-releases/cvs-health-announces-covid-19-resources-aetna-members>   **Provider Info:**   * <https://www.aetna.com/health-care-professionals.html> |
| **BMC HealthNet Plan** | **Contact Info:** Members should call the Member Services line, which includes a prompt for COVID19 as follows:   1. Call BMCHP Member Services at 855-833-8120 2. Select preferred language 3. Press # for COVID-19 information   **Consumer Website Info:**   * [https://www.bmchp.org/Why-BMC-HealthNet-Plan/News/COVID-19-News](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.bmchp.org_Why-2DBMC-2DHealthNet-2DPlan_News_COVID-2D19-2DNews&d=DwMFAw&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=KjdX9rqoWDr1XEP1MzjxbIeLYy9yef2ptGhowPCYjvY&s=z7J-rV8mYdY9hXNZ2OdiNqjyEdCrmM2XNlIUTU6yZGs&e=) |
| **Blue Cross and Blue Shield of MA** | **Contact Info:**   * Member Help Line: 1-888-372-1970 * 24-hour Nurse hotline: 1-888-247-2583   **Consumer Website Info:**   * [https://home.bluecrossma.com/](https://urldefense.proofpoint.com/v2/url?u=https-3A__home.bluecrossma.com_&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=UMJTCEEUI7eiaQmW7O3QoSuinDm0SMDejD51vVMNMGY&s=kADby6PueNifUEbgKjwky8pPZagPC3Ah9389u3g7I4E&e=)   (click on “important information about coronavirus)   * [https://home.bluecrossma.com/coronavirus](https://urldefense.proofpoint.com/v2/url?u=https-3A__home.bluecrossma.com_coronavirus&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=UMJTCEEUI7eiaQmW7O3QoSuinDm0SMDejD51vVMNMGY&s=LAgcSxJtYVF_1Mvbhvt0kgdgvn0ahgwWgDDb1UV_yts&e=) |
| **Cigna** | **Contact Info:**   * General: 1-855-287-8400 * COVID-19: 1-866-912-1687   **Consumer Website Info:**   * [https://www.cigna.com/individuals-families/health-wellness/topic-disaster-resource-center/coronavirus-public-resources](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.cigna.com_individuals-2Dfamilies_health-2Dwellness_topic-2Ddisaster-2Dresource-2Dcenter_coronavirus-2Dpublic-2Dresources&d=DwMGaQ&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=AesXgJyThL4RyviRDGvGsW0AlPWl6tKLgLRkJ5t4XtU&s=fnEHAACaQBmcOXxUWnILMhDPrPdGB_xbTMBwnLWNdJA&e=)   **Provider Information:**   * [https://static.cigna.com/spa/chcp/assets/Cigna-COVID-19-Billing-Guidiance-for-Providers-3-17.pdf](https://urldefense.proofpoint.com/v2/url?u=https-3A__static.cigna.com_spa_chcp_assets_Cigna-2DCOVID-2D19-2DBilling-2DGuidiance-2Dfor-2DProviders-2D3-2D17.pdf&d=DwMGaQ&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=AesXgJyThL4RyviRDGvGsW0AlPWl6tKLgLRkJ5t4XtU&s=E4NFaSyOW2jJ5F9DeXfZ0XOlQ_jXhcJkdB8iFwTyZek&e=) |
| **ConnectiCare of Massachusetts** | **Contact Info:**  1-800-251-7722  **Consumer Website Info:**   * [https://blog.connecticare.com/coronavirus/](https://urldefense.proofpoint.com/v2/url?u=https-3A__blog.connecticare.com_coronavirus_&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=x0_n8wrYxVPSFSpSgt_tH1Z0WVORfYkDvCwVKpkCQ2w&s=M5hmAhJq1vktFwKIK6mOFpqevabMO8jRMOhFhO6sXz8&e=) |
| **Fallon Health** | **Contact Info:**   * 1-877-835-8440 (TRS 711)   **Consumer Website Info:**   * [http://fallonhealth.org/coronavirus.aspx](https://urldefense.proofpoint.com/v2/url?u=http-3A__fallonhealth.org_coronavirus.aspx&d=DwMGaQ&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=C1YafgrJQYlcwBtxmv2ZI6zdgjcv9R8qRTvpZ6qKOdI&s=vcbXL2kPbB2FekhaGu8k1--6oBhWZHTQUluCrPPxH20&e=) |
| **Health New England** | **Contact Info:**   * HNE phone line: 800-310-2835 * 24/7 Nurse Line: 866-389-7613   **Consumer Website Info:**   * **Member FAQs:** [https://healthnewengland.org/Coronavirus-FAQ](https://urldefense.proofpoint.com/v2/url?u=https-3A__healthnewengland.org_Coronavirus-2DFAQ&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=ipXIxlpwSgiFfGqS_gBVMe5Xt7mF7Btnp2S6jmkjrx0&s=FDvaF5Hfi5D-lI-i8uJxzoid4zxDs_BO8qVgxdqlRqk&e=) * **Member Coverage and Cost Share Info:**   [https://healthnewengland.org/COVID-19-Coverage](https://urldefense.proofpoint.com/v2/url?u=https-3A__healthnewengland.org_COVID-2D19-2DCoverage&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=ipXIxlpwSgiFfGqS_gBVMe5Xt7mF7Btnp2S6jmkjrx0&s=sZi9X4Z0zkBobuwpSUhjot_Q8r-5ACdPfi4jtUqvRQI&e=)  **Provider Information:**   * **Provider Tab:** [https://healthnewengland.org/provider](https://urldefense.proofpoint.com/v2/url?u=https-3A__healthnewengland.org_provider&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=ipXIxlpwSgiFfGqS_gBVMe5Xt7mF7Btnp2S6jmkjrx0&s=qwXPKWHHVdPI8UMVtr0WxSS_wuLc4EPE-BG6KV6p1Mc&e=) * **Provider Matters:** [http://hnetalk.com/provider/coronavirus-covid-19-provider-update/](https://urldefense.proofpoint.com/v2/url?u=http-3A__hnetalk.com_provider_coronavirus-2Dcovid-2D19-2Dprovider-2Dupdate_&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=ipXIxlpwSgiFfGqS_gBVMe5Xt7mF7Btnp2S6jmkjrx0&s=7ycS1o9Ba5dxmcdsOm3Z61ROEkc9VES7EBqyQO2Bse0&e=) * **Physician Tip Sheet:** [https://healthnewengland.org/Portals/\_default/Shared%20Documents/providers/COVID-19%20II%20Physician%20Tip%20Sheet.pdf](https://urldefense.proofpoint.com/v2/url?u=https-3A__healthnewengland.org_Portals_-5Fdefault_Shared-2520Documents_providers_COVID-2D19-2520II-2520Physician-2520Tip-2520Sheet.pdf&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=ipXIxlpwSgiFfGqS_gBVMe5Xt7mF7Btnp2S6jmkjrx0&s=3SISbHapXQMVAlG7XCxInJ3gyEvkDdYOkmO0SXCm834&e=) |
| **Harvard Pilgrim Health Care** | **Contact Info:**   * (888) 333-4742 (General) * (866) 750-2068 (Nurse Care Manager)   **Consumer Website Info:**   * **Main Webpage:** [https://www.harvardpilgrim.org/public/home](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.harvardpilgrim.org_public_home&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=MTUTWBnc0NZHLhEI38LUlmHNx5ejT2nUoN0pFGCPq5c&s=7e2W3kufVDqnvbtqGlo1GmQYZ2XK9i6-4hhQ4F1Gaw4&e=) * **Coronavirus Information:** [https://www.harvardpilgrim.org/public/news-detail?nt=HPH\_News\_C&nid=1471929052125](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.harvardpilgrim.org_public_news-2Ddetail-3Fnt-3DHPH-5FNews-5FC-26nid-3D1471929052125&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=MTUTWBnc0NZHLhEI38LUlmHNx5ejT2nUoN0pFGCPq5c&s=yZQbie2xwNKNBnBZN8onBvbi20v2eqGib0kAOEDI6Rk&e=) * **FAQs:** [https://www.harvardpilgrim.org/public/news-detail?nt=HPH\_News\_C&nid=1471929138048](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.harvardpilgrim.org_public_news-2Ddetail-3Fnt-3DHPH-5FNews-5FC-26nid-3D1471929138048&d=DwMFAg&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=MTUTWBnc0NZHLhEI38LUlmHNx5ejT2nUoN0pFGCPq5c&s=V5KrCms25Ovf05NrIbnA2d1Xom95ZcXAsBk85TuDe0k&e=) |
| **Tufts Health Plan**  **and**  **Tufts Health Public Plan (Tufts Direct)** | **Contact Info:**   * Members should call the member services phone number on ID card * Commercial Members Nurse Line: 866-201-7919 * Tufts Direct Members Nurse Line: 888-697-6546   **Consumer Website Info:**   * <https://tuftshealthplan.com/visitor/company-news/coronavirus-updates> * **Tufts Direct:**   <https://tuftshealthplan.com/member/tufts-health-direct-plans/information-tools/your-information/helping-members-prepare-for-coronavirus>  **Provider Information:**   * <https://tuftshealthplan.com/provider/provider-information/coronavirus-updates-for-providers> |
| **UnitedHealthcare Insurance Company** | **Contact Info:**   * A member with a question may contact the Company at any time by calling the number on the back of his/her identification card or 866-414-1959   **Consumer Website Info:**   * [www.uhc.com](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.uhc.com&d=DwMFAw&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=H0eNceKcNvlfwk6rkDQ-8_kUSxady8KMXRqCXl8tMSc&s=H3aHVTjU_2ImJCjNaXiHaegE1lLIPAC1xTGiZ4aJYEI&e=) – information on COVID-19 resources is located on the home page * [https://www.uhc.com/health-and-wellness/health-topics/covid-19#faq](https://urldefense.proofpoint.com/v2/url?u=https-3A__www.uhc.com_health-2Dand-2Dwellness_health-2Dtopics_covid-2D19-23faq&d=DwMFAw&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=H0eNceKcNvlfwk6rkDQ-8_kUSxady8KMXRqCXl8tMSc&s=5LwYGJRDiLn-Fu7frGdberpZs3dpxaBJ_fTLiIIy-dg&e=) – Frequently Asked Questions   **Provider Information:**   * [www.uhcprovider.com](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.uhcprovider.com&d=DwMFAw&c=lDF7oMaPKXpkYvev9V-fVahWL0QWnGCCAfCDz1Bns_w&r=1aVnHtbVIx5ezw_G1_0amRV8iBHYExJfnsvZGLQ_MeY&m=H0eNceKcNvlfwk6rkDQ-8_kUSxady8KMXRqCXl8tMSc&s=FZGzGQ8CLBtRdpQm3bPV2RVIM9QIGFk8cBJOuXdBWYE&e=) – updates and resources for COVID-19 are located on the home page |