

About Fallon Health

Founded in 1977, Fallon Health provides health care services designed to meet the unique and changing needs of all we serve. Fallon is the only health plan in Massachusetts that is both an insurer and provider of care.

Health insurance products

Our insurance and self-insurance product portfolio includes a variety of group and non-group health plan options (HMO, POS and PPO, as well as Medicaid and Medicare Advantage plans) featuring flexible and innovative benefit designs. In addition, Fallon offers a Program of All-inclusive Care, called Summit ElderCare, and a Medicare Advantage Special Needs Plan/Senior Care Options program, called NaviCare.

Our uniquely developed provider networks offer high-quality, cost-effective, coordinated care and give our members access to physicians and hospitals throughout Massachusetts and southern New Hampshire. We also offer a broad spectrum of health and wellness services and programs to ensure our members, at every stage of life, remain as healthy and productive as possible.

Quality

Our continued commitment to deliver high-quality health care and exceptional customer service has earned Fallon consistent rankings from the National Committee for Quality Assurance (NCQA) as one of the nation's top health plans. Fallon maintains "Excellent" Accreditation with NCQA for our commercial, Medicare and Medicaid products, and is the only Massachusetts health plan to be accredited across all three product lines. NCQA is a private non-profit organization dedicated to improving health care quality.

Product and service milestones

- The first in the state to offer \$0 copayments for routine physicals and well-child care
- It Fits! fitness reimbursement program; the most flexible of its kind in the state. Fallon was also the first health plan in Massachusetts to reimburse members for school and town sports league fees.
- The Healthy Health Plan – members receive financial incentives for being, and becoming, healthy.
- The first in the state to offer qualified high-deductible HMO plans
- First federally qualified HMO in central Massachusetts
- First health plan in Massachusetts to offer a limited network product featuring access to high-quality, cost-efficient doctors and hospitals
- Care services programs in which nurses interact regularly with members to coordinate their care

