

Notice Informing Individuals of Nondiscrimination and Accessibility

Health New England complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Health New England does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Health New England:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Susan O'Connor, Vice President and General Counsel.

If you believe that Health New England has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Susan O'Connor, Vice President and General Counsel, One Monarch Place, Suite 1500, Springfield, MA 01104-1500, Phone: (888) 270-0189, TTY: 711, Fax: (413) 233-2685 or ComplaintsAppeals@hne.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Susan O'Connor, Vice President and General Counsel, is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, (800) 368-1019, (800) 537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Multi-Language Services

We're here to help you. We can give you information in other formats and different languages. All translation services are free to members. If you have questions regarding this document, please call the toll-free member phone number listed on your health plan ID card, (TTY:711), Monday through Friday, 8:00 a.m. - 6:00 p.m.

BeHealthy Partnership members, this information is about your BeHealthy Partnership benefits. If you have questions, need this document translated, need someone to read this or other printed information to you, or want to learn more about any of our benefits or services, call the toll-free member phone number listed on your health plan ID card, (TTY: 711), Monday through Friday, 8:00 a.m. – 6:00 p.m. For questions about your Behavioral Health, call MBHP at: (800) 495-0086 (TTY: (617) 790-4130) 24 hours a day, 7 days a week, or visit www.masspartnership.com.

Medicare Advantage members, Health New England Medicare Advantage is an HMO and HMO-POS Plan with a Medicare contract. Enrollment in Health New England Medicare Advantage depends on contract renewal. If you have any questions regarding this document, please contact the toll-free member phone number listed on your health plan ID card, (TTY: 711).

Last Reviewed: 7/31/2019

English	You have the right to get help and information in your language at no cost. To request an interpreter, call the toll-free member phone number listed on your health plan ID card, press 0. (TTY: 711)
Spanish	Tiene derecho a recibir ayuda e información en su idioma sin costo. Para solicitar un intérprete, llame al número de teléfono gratuito para miembros que se encuentra en su tarjeta de identificación del plan de salud y presione 0. (TTY: 711)
Portuguese	Você tem o direito de obter ajuda e informação em seu idioma e sem custos. Para solicitar um intérprete, ligue para o número de telefone gratuito que consta no cartão de ID do seu plano de saúde, pressione 0. (TTY: 711)
Chinese	您有權免費以您使用的語言獲得幫助和訊息。如需口譯員，請撥打您的保健計劃 ID 卡上列出的免費會員電話號碼，按 0。(TTY: 711)
French Creole	Ou gen dwa pou jwenn èd ak enfòmasyon nan lang natifnatal ou gratis. Pou mande yon entèprèt, rele nimewo gratis manm lan ki endike sou kat ID plan sante ou, peze 0. (TTY: 711)
Vietnamese	Quý vị có quyền được giúp đỡ và cấp thông tin bằng ngôn ngữ của quý vị miễn phí. Để yêu cầu được thông dịch viên giúp đỡ, vui lòng gọi số điện thoại miễn phí dành cho hội viên được nêu trên thẻ ID chương trình bảo hiểm y tế của quý vị, bấm số 0. (TTY: 711).
Russian	Вы имеете право на бесплатное получение помощи и информации на вашем языке. Чтобы подать запрос переводчика позвоните по бесплатному номеру телефона, указанному на обратной стороне вашей идентификационной карты и нажмите 0. Линия (телетайп: 711)
Arabic	يحق لك الحصول على المساعدة والمعلومات بلغتك مجانًا. لطلب مترجم، اتصل برقم هاتف العضو المجاني على بطاقة تعريف خطتك الصحية، ثم اضغط على 0. (TTY:711)
Mon-Khmer, Cambodian	អ្នកមានសិទ្ធិទទួលបានជំនួយ និងព័ត៌មាន ជាភាសារបស់អ្នក ដោយមិនអង្វរថ្លៃ។ ដើម្បីសុំសេវាសន្តិសុខ អ្នកបកប្រែ សូមទូរស័ព្ទទៅដល់ខេត្តកម្ពុជាសុខាភិបាលសម្រាប់សមាជិក ឬ លមានកត់ដៅកន្លែងប័ណ្ណ ID ក្នុងរាងស ខេត្តរបស់អ្នក រ្យេង រើយេ ១០ ០។ (TTY: 711)
French	Vous avez le droit d'obtenir gratuitement de l'aide et des renseignements dans votre langue. Pour demander à parler à un interprète, appelez le numéro de téléphone sans frais figurant sur votre carte d'affilié du régime de soins de santé et appuyez sur la touche 0. (ATS: 711).
Italian	Hai il diritto di ottenere aiuto e informazioni nella tua lingua gratuitamente. Per richiedere un interprete, chiama il numero telefonico verde indicato sulla tua tessera identificativa del piano sanitario e premi lo 0. Dispositivi per non udenti (TTY: 711).
Korean	귀하는 도움과 정보를 귀하의 언어로 비용 부담없이 얻을 수 있는 권리가 있습니다. 통역사를 요청하기 위해서는 귀하의 플랜 ID카드에 기재된 무료 회원 전화번호로 전화하여 0번을 누르십시오. TTY 711
Greek	Έχετε το δικαίωμα να λάβετε βοήθεια και πληροφορίες στη γλώσσα σας χωρίς χρέωση. Για να ζητήσετε διερμηνέα, καλέστε το δωρεάν αριθμό τηλεφώνου που βρίσκεται στην κάρτα μέλους ασφάλισης, πατήστε 0. (TTY: 711).
Polish	Masz prawo do uzyskania bezpłatnej informacji i pomocy we własnym języku. Po usługi tłumacza zadzwoń pod bezpłatny numer umieszczony na karcie identyfikacyjnej planu medycznego i wcisnij 0. (TTY: 711).
Hindi	आप के पास अपनी भाषा में सहायता एवं जानकारी निःशुल्क प्राप्त करने का अधिकार है। दुआषिए के लिए अनुरोध करने के लिए, अपने हेल्थ प्लान ID कार्ड पर सूचीबद्ध टोल-फ्री नंबर पर फोन करें, 0 दबाएं। TTY 711
Gujarati	તમારી ભાષામાં વિના મૂલ્યે મદદ અને માહિતી મેળવવાનો તમને અધિકાર છે. દુઆષિયાની વિનંતી કરવા માટે તમારા હેલ્થ પ્લાન ID કાર્ડ પર જણાવેલા ટોલ-ફ્રી નંબર પર કોલ કરો અને 0 દબાવો. (TTY: 711).
Lao	ທ່ານມີສິດທິຈະໄດ້ຮັບການຊ່ວຍເຫຼືອແລະຂໍ້ມູນຂ່າວສານທິດປັນພາສາຂອງທ່ານບໍ່ມີຄ່າໃຊ້ຈ່າຍ. ເພື່ອຂໍ ຮ້ອງນາຍພາສາ, ໂທພຣິຫາຫມາຍເລກໂທລະສັບສາວລັບສະມາຊິກທີ່ໄດ້ລະບຸໄວ້ໃນບັດສະມາຊິກຂອງທ່ານ, ກົດເລກ 0. (TTY: 711).
Albanian	Ju keni të drejtë të merrni ndihmë dhe informacion falas në gjuhën tuaj. Për të kërkuar një përkthyes, telefononi në numrin që gjendet në kartën e planit tuaj shëndetësor, shtypni 0. (TTY: 711).
Tagalog	May karapatan kang makatanggap ng tulong at impormasyon sa iyong wika nang walang bayad. Upang humiling ng tagasalin, tawagan ang toll-free na numero ng telepono na nakalagay sa iyong ID card ng planong pangkalusugan, pindutin ang 0. (TTY: 711).

Health New England Hospital and Emergency Services Network: Self-Funded

Massachusetts

Athol (1)

Athol Memorial Hospital
2033 Main St.
Athol, MA 01331
(978) 249-3511

Burlington (2)

Lahey Clinic Hospital
41 Mall Rd.
Burlington, MA 01805
(781) 744-5100

Clinton (3)

**Health Alliance Hospital
Clinton Hospital**
201 Highland St.
Clinton, MA 01510
(978) 368-3000

Gardner (4)

**Henry Heywood
Memorial Hospital**
242 Green St.
Gardner, MA 01440
(978) 632-3420

Great Barrington (5)

Fairview Hospital
29 Lewis Ave.
Great Barrington, MA 01230
(413) 528-0790

Greenfield (6)

**Baystate Franklin
Medical Center**
164 High St.
Greenfield, MA 01301
(413) 773-0211

Holyoke (7)

Holyoke Medical Center
575 Beech St.
Holyoke, MA 01040
(413) 534-2500

Leominster (8)

**Health Alliance Hospital
Leominster Campus**
60 Hospital Rd.
Leominster, MA 01453
(978) 466-2000

Marlborough (9)

Marlborough Hospital
157 Union St.
Marlborough, MA 01752
(508) 481-5000

North Adams (10)

**Northern Berkshire
Campus of BMC**
Non-admitting hospital
71 Hospital Ave.
North Adams, MA 01247
(413) 664-5000

Northampton (11)

Cooley Dickinson Hospital
30 Locust St.
Northampton, MA 01060
(413) 582-2000

Palmer (12)

Baystate Wing Hospital
40 Wright St.
Palmer, MA 01069
(413) 283-7651

Pittsfield (13)

Berkshire Medical Center
725 North St.
Pittsfield, MA 01201
(413) 447-2000

Southbridge (14)

**UMass Memorial Health
Harrington Hospital**
100 South St.
Southbridge, MA 01550
(508) 765-9771

Springfield (15)

Baystate Medical Center
759 Chestnut St.
Springfield, MA 01199
(413) 794-0000

Mercy Medical Center

271 Carew St.
Springfield, MA 01104
(413) 748-9000

Shriners Hospitals For Children

516 Carew St.
Springfield, MA 01104
(413) 787-2000

Westfield (16)

Baystate Noble Hospital
115 West Silver St.
Westfield, MA 01086
(413) 568-2811

Worcester (17)

Saint Vincent Hospital
123 Summer St.
Worcester, MA 01608
(508) 363-5000

UMass Memorial Medical Center Hahnemann Campus

281 Lincoln St.
Worcester, MA 01605
(508) 334-1000

UMass Memorial Medical Center Memorial Campus

119 Belmont St.
Worcester, MA 01605
(508) 334-1000

UMass Memorial Medical Center University Campus

55 Lake Ave. North
Worcester, MA 01655
(508) 334-1000

Vermont

Bennington (18)

**Southwestern Vermont
Medical Center**
100 Hospital Dr.
Bennington, VT 05201
(802) 442-6361

Brattleboro (19)

**Brattleboro Memorial
Hospital**
17 Belmont Ave.
Brattleboro, VT 05301
(802) 257-0341

Connecticut

Bridgeport (20)

St. Vincent's Medical Center
2800 Main St.
Bridgeport, CT 06606
(203) 576-6000

Hartford (21)

Hartford Hospital
80 Seymour St.
Hartford, CT 06102
(860) 545-5000

**Saint Francis Hospital
and Medical Center**
114 Woodland St.
Hartford, CT 06105
(860) 714-4000

Meriden (22)

MidState Medical Center
435 Lewis Ave.
Meriden, CT 06451
(203) 694-8200

New Britain (23)

**The Hospital of
Central Connecticut
New Britain General Campus**
100 Grand St.
New Britain, CT 06052
(860) 224-5011

Norwich (24)

William W. Backus Hospital
326 Washington St.
Norwich, CT 06360
(860) 889-8331

Southington (25)

**The Hospital of Central
Connecticut Bradley
Memorial Campus**
81 Meriden Ave.
Southington, CT 06489
(860) 276-5000

Stafford Springs (26)

Johnson Memorial Hospital
201 Chestnut Hill Rd.
Stafford Springs, CT 06076
(860) 684-4251

Torrington (27)

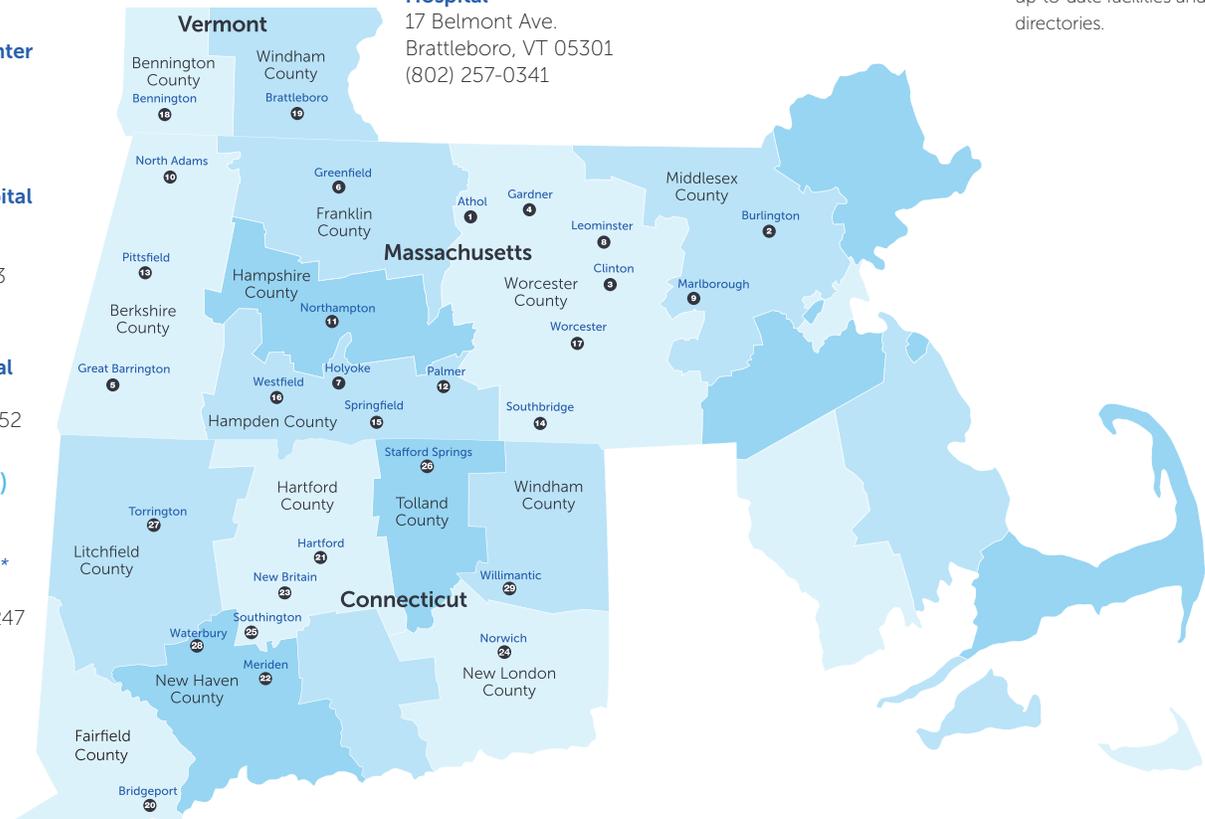
**The Charlotte
Hungerford Hospital**
540 Litchfield St.
Torrington, CT 06790
(860) 496-6666

Waterbury (28)

Saint Mary's Hospital
56 Franklin St.
Waterbury, CT 06706
(203) 709-6000

Willimantic (29)

**Windham Community
Memorial Hospital**
112 Mansfield Ave.
Willimantic, CT 06226
(860) 456-9116



Please visit healthnewengland.org and click **Find A Provider** at the top of the page for the most up-to-date facilities and provider directories.