

## How to Reach Us

### MEMBER & OTHER LINES:

#### MassHealth Members

Member Services Department (888) 566-0010  
 Nurse Advice Line (800) 973-6273

#### Behavioral Health Hotline:

##### Beacon Health Strategies

Members: (888) 217-3501

Providers: (866) 444-5155

beaconhealthstrategies.com

#### QHP Members (including ConnectorCare)

Member Services Department (855) 833-8120  
 Nurse Advice Line (866) 763-4695

#### Behavioral Health Hotline:

##### Beacon Health Strategies

Members: (877) 957-5600

Providers: (866) 444-5155

beaconhealthstrategies.com

### PROVIDER LINES (All Plan Types):

Provider Services: (888) 566-0008

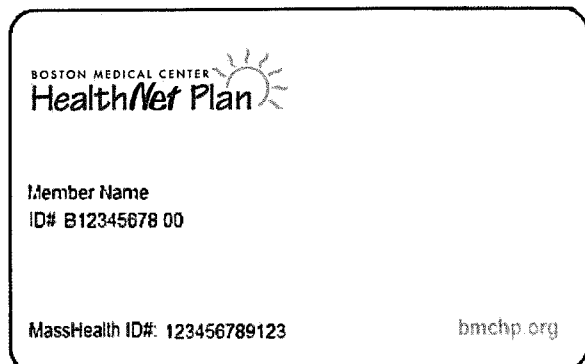
Care Management (866) 853-5241

#### Provider Line Prompts:

1. Claims, Eligibility (automated)
2. Claims or Provider Enrollment Status
3. Medical Services, Prior-Authorization & Notifications
4. Pharmacy Authorizations & Eligibility
5. Durable Medical Equipment

## Member ID Cards

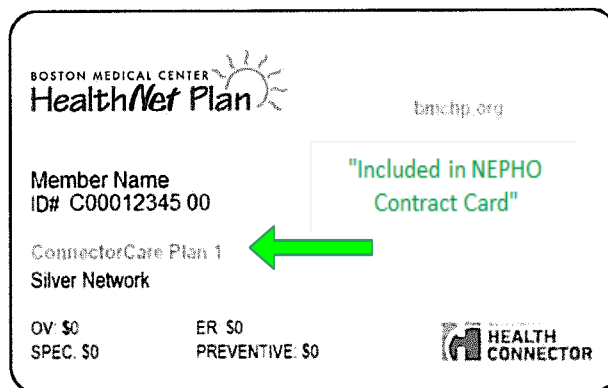
### MassHealth



## Member ID Cards

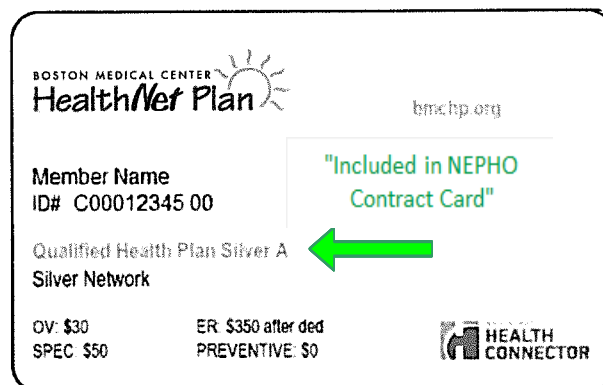
### ConnectorCare

SILVER (Plan type 1, 2, 3)



### Qualified Health Plan

QHP Silver (SILVER)



### Qualified Health Plan

QHP Select (PLATINUM, GOLD, BRONZE)

