



## A Notice to Our HMO Patients

Thank you for choosing our office as your Primary Care Provider. We are committed to providing you with excellent care.

In order to better coordinate your care, we require initial consults for new problems to be scheduled within our network of specialists if we offer that service. If after your initial consults, you request a third opinion, that request will be honored and a referral for a third opinion consult will be granted. Patients who have established relationships with out of network providers will be evaluated on a case by case basis and redirected in-network when medically appropriate. We value our patients and are committed to providing the highest quality care in a timely manner in the right setting.

Please contact our external referral department directly so we can assist you in receiving specialty care within our extensive network of high quality providers.

External Referral Department: 781-744-8204

You may contact us to ask about the appeals process or to file a complaint. We will consider patient appeals and complaints about: referrals, including referrals for initial consults; timely access to care; limitations on the type or intensity of care; and other concerns. You can choose a person (such as a spouse, family member, friend, attorney or legal guardian) to act as your representative to help you with your complaint.

To file a complaint or appeal by phone: 781-744-8204

We will give you a written answer to your complaint in fourteen (14) days. If your complaint involves urgent medical needs, we will give you a written answer in three (3) days.

**This policy applies to patients with HMO coverage under any of the following plans:**

- Blue Cross Blue Shield of Massachusetts
- Harvard Pilgrim Health Care
- Tufts Health Plan

For more information on your right to file an appeal, contact the Massachusetts Office of Patient Protection via telephone at 800-436-7757, via email [at hpc-opp@mass.gov](mailto:hpc-opp@mass.gov), or visit the



Beth Israel Lahey Health  
Performance Network

Office of Patient Protection's website at [www.mass.gov/hpc/opp](http://www.mass.gov/hpc/opp)