



Member Benefits:

Healthcare providers, employer groups, individuals, and business partners benefit from our provider network.

High-Value Medical Care: All providers must meet stringent credentialing/recredentialing criteria to participate in our network.

Freedom of Choice: Members may select from any participating provider within our network and are not required to choose a primary care physician.

No Referrals Required: A referral to an in-network specialist is not required, members are free to go to any participating specialist at any time for medical services.

Member Advocate and Education: Case managers coordinate care prescribed by the member's physician, provide education, act as a resource, and offer coordination following the benefit plan to avoid gaps in care. Support during and after treatment is also offered to both the member and their family.

No Balance Billing: Our participating providers accept Berkshire Health Partners' fee schedule as the total payment for any covered medical services. Providers are not permitted to bill to collect the difference between the charge and fee schedule. Providers will bill for the deductible, coinsurance, or elective services.

Provider Network: Members may choose from a comprehensive network of hospitals, physicians, and ancillary providers for healthcare needs. All network providers are committed to high quality and affordable medical care to our members.

No Claim Forms to Complete: Participating hospitals, physicians, or other providers; will submit your claim on your behalf.

Health Club and Spa Discounts: Members are eligible to receive discounts at participating health clubs and spas in our service area.



Berkshire Health Partners' members have access to quality healthcare close to home including hospitals, physicians, and ancillary providers.

Personalized Member Services: Members have access to a case manager or customer service representative by calling 866-257-0445. An up-to-date, online provider directory is also available by visiting us on the web at www.bhp.org.

Local Presence with National Coverage: To better accommodate our members, we are locally owned and operated and also have affiliations with statewide and national payors and networks.



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