



Membership Services for Behavioral Health for Children and Adolescents contact list

Carrier name	Phone number	Other information	Denial appeal information
Aetna Health Inc.	800-424-4047	Behavioral Health Customer Service Team	Claim Denials
Allways Health Partners. Inc.	844-451-3518, Behavioral Health topic service line	customerservice@allwayshealth.org	
Blue Cross/Blue Shield of Massachusetts HMO Blue, Inc.	1-800-444-2426		Appeal and Grievance Program
BMC Health Net Plan, Inc.	888-217-3501, ask for a CBHI Clinician	781-507-3900 Elizabeth Bosworth, might take 1-2 business days to get a response	Sign in - Member Portal
Cigna Health & Life Insurance Company	800-244-6224, general line		How to File an Appeal or Grievance
ConnectiCare of Massachusetts, Inc.	888-946-4658, general line		Members - Secure messaging
Fallon Community Health Plan, Inc.	888-421-8861, Beacon Customer Service		Appeals and Grievances
Harvard Pilgrim Health Care, Inc.	888-777-4742, general line		Log in to Harvard Pilgrim
Health New England, Inc.	413-787-4004 or 800-310-2835, general line		Complaint/Appeal Request Form
Tufts Associated Health Maintenance Organization, Inc.	800-208-9565, commercial plans 888-257-1985, public plans		Complaints, Grievances and Appeals
Tufts Health Public Plans, Inc.	800-208-9565, commercial plans 888-257-1985, public plans		Complaints, Grievances and Appeals
UnitedHealthcare Insurance Company	1-888-735-5842, Massachusetts health insurance options	Please use FIRST the number that is listed on your member ID card	Sign in

Revised 03/2020

