

**Additional resources at Fenway**

**Mental Health Support:**  
617.927.6202

**Violence Recovery Program (VRP):**  
617.927.6250 or 800.834.3242

**Addiction, Recovery, and Wellness:**  
617.927.6202

**Financial Assistance/Insurance:**  
617.927.6000

**Food, Housing, Transportation:**  
Contact your care team

**Medical Care Available at Fenway**

- Primary Care
- Family Medicine
- Gender Affirming Care
- Behavioral Health
- Hormone Therapy
- Reproductive Health
- Alternative Insemination
- Obstetrics & Gynecology
- Endocrinology
- Podiatry
- Nutrition
- Dental
- Optometry
- Dermatology
- Radiology
- Pulmonology
- HIV/STI Counseling and Testing
- Violence Prevention and Recovery
- Addiction, Recovery and Wellness
- Acupuncture

**Toll-Free:** 888.242.0900  
**Spanish:** 617.927.6460  
**HIV Testing:** 617.267.0159

**Clinic and Pharmacy Locations:**  
1340 Boylston Street, Boston, MA  
142 Berkeley Street, Boston, MA

**Have Questions?**

Email us at [transhealth@fenwayhealth.org](mailto:transhealth@fenwayhealth.org)

**We want to hear from you**

Go to [fenwayhealth.org](http://fenwayhealth.org), scroll to the bottom, and select “give us your feedback”.

Fenway Health is a nationally recognized leader in gender affirming care. We conduct research and provide direct care, education, and advocacy. Please consider supporting Fenway’s Gender Affirming Care efforts.



**Trans and Gender Diverse Care**

Answers to common questions

*Image: The Gender Spectrum Collection*

## How do I access gender affirming hormone therapy?

To get started, schedule an initial medical visit by calling Patient Services at **617.927.6000** or reach out to your provider if you are already a patient of Fenway Health.

You may be asked to discuss your health history and goals with a provider. This is part of the informed consent process. Additional screening or evaluations will be determined by the medical provider and in consultation with you.

## How do I access gender affirming surgery?

### Initial Steps:

1. Choose a surgeon by doing your own research or email [transhealth@fenwayhealth.org](mailto:transhealth@fenwayhealth.org) for a list of affirming providers.
2. Request a referral from your primary care provider.
3. Call the number on the back of your insurance card to check the need for required letters, hormone therapy, and any other criteria. You'll likely need letters from your primary care provider and one or two from a behavioral health provider will be needed.
4. Call the surgeon's office to schedule a consultation. Be clear about the reason: "I would like to request a consultation for [surgery type] surgery." Confirm if letters are required prior to or after the consultation is scheduled.
5. Coordinate with your surgeon's office on costs, insurance coverage, hair removal (if needed for bottom surgery), etc. See [fenwayhealth.org/transhealth](https://fenwayhealth.org/transhealth) for a list of surgery fund resources.
6. Tell your primary care provider when your consult(s) and surgery are scheduled for.

## How do I get a letter for surgery?

You need to be a Fenway Medical or Behavioral Health patient to receive surgical referrals from Fenway. Just let your Fenway Medical or Behavioral Health provider know if you need a letter. If you are not a Fenway Patient, visit [thegalap.org/directory](https://thegalap.org/directory) to find a provider near you.

For information on insurance coverage and requirements, call the member services phone number on the back of your insurance card.

## What if my chart name and the name I use do not match?

For billing purposes, your name on insurance must be the name reflected in your medical record on the registration page. That said, our current medical record does allow for the name you use to be displayed. If you do not see the name you use displayed, you may request this to be adjusted. Once a legal name change is complete, contact your insurance to update your name. Once that is done, you can contact patient services at Fenway, and we can ensure this name is reflected correctly throughout the medical record.

## How do I access mental health services?

If you are seeking therapy or mental health care for on-going support, not just accessing surgical referral letters, please call our Behavioral Health line for the most up-to-date information about waitlists and eligibility at 617.927.6202, and indicate that you would like to initiate mental health care.

## Are there any support groups available?

Peer Support Groups are available at Fenway each month for Trans, Non-Binary, Gender Diverse, and Questioning folks. A separate group for Parents and Guardians is available as well. Email us at [transhealth@fenwayhealth.org](mailto:transhealth@fenwayhealth.org) to learn more and join.



*Image: The Gender Spectrum Collection*

Fenway's Trans Health Program also offers regularly occurring one-on-one info sessions known as All Access Hours.

Sign up at [fenwayhealth.org/transhealth](https://fenwayhealth.org/transhealth)