

Frequently Asked Questions Regarding Tufts Health Plan Direct + Atrius Health

What are the options for your Tufts Health Direct clients?

1. Stay enrolled in their current or a new Tufts Health Direct plan
 - Tufts Health Direct has a robust network of PCPs and specialists, and can help members find a new a provider
 - Members can select a new PCP by calling Tufts Health Plan at 888.257.1985 (TTY: 711), or going online at tuftshealthplan.com/memberconnect
 - Members who take no action will be assigned a new PCP. THP Direct will mail a letter before 1/1/2020 informing them of their newly assigned PCP
2. Change carriers so they can continue to see Atrius Health providers
 - All options, rates, plan designs, and comparison tools for these carriers are just a click away. December 23, 2019 is the deadline to submit the application for a January 1, 2020 effective date. Atrius Health providers are in-network for the following carriers:
 - Tufts Health Plan – including Standard and Select Network plans
 - AllWays Health Partners
 - Harvard Pilgrim HealthCare
 - Fallon Health – Select Network plans only

What about Continuity of Care?

Direct Members are eligible to continue receiving care from Atrius Health providers through January 30, 2020. However, their Tufts Health Direct coverage must remain active through January 30, 2020 to qualify for continuity of care.

Members enrolled in group plans who wish to continue seeing an Atrius Health provider beyond this date will need to submit a carrier change application by January 23, 2020. They can then select a different health plan with a February 1, 2020 effective date

Direct Members may be able to receive services from Atrius Health providers for a longer time frame under certain circumstances. For example:

- If members are terminally ill, they may continue to see their provider
- If members are in the second or third trimester of their pregnancy, they may continue to see their provider until their first postpartum visit

What if members have questions?

Members should call Tufts Health Plan at 888.257.1985 (TTY: 711) for more details