

Tufts Health Plan believes in whole person care and that addiction treatment is essential to overall wellness. Combining the expertise of mental health, substance use and physical care helps us better support our members' health goals.

We're taking action because there is an urgent demand for treatment options. Many individuals face limitations to accessing quality care, including affordability, availability and efficacy of available treatment.



We are committed to a holistic care approach, supporting an individual's psychological, emotional and social well-being on their pathway to recovery.

Nationally



21m+ Americans suffer from a substance use disorder.¹

Overdose now surpasses car accidents as the **#1** cause of accidental death in the U.S.²

Locally



ALL 6 New England states have opioid-related death rates above the national average.³

NH, MA and RI have the **TOP 3** highest opioid-related death rates in New England.

Heroin is the **2ND** most common underlying cause of opioid-related deaths in MA, behind only Fentanyl.

“We know how difficult it can be to start the recovery process — that’s why we’re always striving to make it easier for our members. My role is to connect members to critical resources and to provide continued support for them in their communities.”

– Charles Tuttle, *Licensed Alcohol and Drug Abuse Counselor*

Supporting our members

We combine early identification strategies with targeted interventions to support our members throughout their recovery journey.

Behavioral Health Phone Line

- Specially trained service coordinators available to help **navigate benefits** and provide information on treatment and facilities.

Substance Use Disorder Navigation

- Behavioral health staff specialized in addiction recovery, available to members and their families to help understand treatment options, maximize benefits and find resources and solutions that fit their situation **case-by-case**.

Dedicated Team of Clinicians

- Working with treatment facilities to support members by **ensuring coordinated care** — from detox to outpatient — with continued support by care management in the community.

Peer Specialists

- Individuals with lived experience providing care in a **judgment-free environment** because we believe in recovery-oriented support.

Addiction Recovery Care Management Program

- A **high-touch, community-based** program designed to walk with a member through the early transition between detox and their community, optimizing success in the member's recovery journey.

¹ SAMHSA, 2018 National Survey on Drug Use and Health

² National Safety Council Report, Mortality Data from National Center for Health Statistics 2017

³ National Institute on Drug Abuse

Our Behavioral Health Team is made up of licensed clinicians, psychiatrists, nurses and persons with recovery experience to provide members with addiction services and improved care coordination.



Where we serve

We believe in locally-based treatment, which allows for recovery in a familiar environment. Strengthening an individual's ability to identify and cope with triggers provides an easier transition back into the community.

- Contracting with **200+** facilities and **12,000+** behavioral health care providers within our service area.
- Expanding our network by **4,000** behavioral health providers since June 2019.
- Supporting our provider network to integrate addiction treatment in primary care settings through provider education.
- National access to over **145,000** behavioral health care providers through CareLink.⁴



Comprehensive treatment options

We are finding innovative treatment options, forming provider partnerships for better care delivery and offering comprehensive behavioral health benefits designed to treat addiction, including:

- Inpatient detoxification and acute residential treatment.
- Partial hospital programs and intensive outpatient programs.
- Outpatient therapy and medication management.
- Pharmacy coverage for medication-assisted treatment, including methadone maintenance, Suboxone and Naltrexone.
- \$0 copay for medications that can reverse opioid overdose.
- Many members have access to Telehealth virtual behavioral health therapy for a \$0 copay — ideal for out-of-state young adults or members without transportation.
- Alternative options, including non-opioid pain management medication and acupuncture.



Fostering innovation

Substance Use Disorder Centers of Excellence

- In 2018, Tufts Health Plan and The Boston Medical Center's Grayken Center for Addiction launched a center of excellence to provide evidence-based and effective treatment of opioid use disorders as well as efforts to increase timely access to care.
- We are planning the expansion of the Centers of Excellence Program with other provider partners.

Expanding Access to Medication Assisted Treatment (MAT)

- Tufts Health Plan has created a program to increase access to a Suboxone, a critical evidence-based treatment, by offering reimbursement to providers for the federally-mandated training.
- Examining new solutions in telehealth and collaborations with network providers and community agencies on innovative SUD models of care.



Collaboration in the community

- Supporting MASS C.A.R.E.S. by signing their employer pledge⁵ to support employers obtaining the information and resources needed to help employees affected by the opioid epidemic.
- Adopting Shatterproof's eight "National Principles of Care" for the treatment of addiction to improve outcomes and save lives.
- Working with Delta Dental to improve safe prescribing practices and to promote alternative pain medication treatment options, through messaging all dentists on best practices to reduce SUD.
- Advocacy through partnership with multiple care organizations and policy makers to address behavioral health issues across industries and at the state level.
- Investing **\$350,000+** in community organizations addressing the opioid epidemic since 2018, including a **\$50,000** donation to Rize Massachusetts Naloxone Trust Fund, which allows many cities/towns to buy **12,000+** doses of naloxone subsidized at **\$40**.⁶

FOR MORE INFORMATION:

www.tuftshealthplan.com/opioidcrisis

617.972.9400

⁴ An exclusive alliance between Tufts Health Plan and Cigna

⁵ <https://mass-cares.com/>

⁶ According to the Mass. Department of Public Health