

Information for Members Affected by California Wildfires

We are working hard to assure our members affected by wildfires in California have access to the care they need.

We are expediting calls and claims for our members impacted by the devastating wildfires. If you are a member in the affected area, please call the number on your member ID card if you need help in any way accessing care, getting required medications, or need help navigating the health care system. **When calling, please tell the member service representative you are calling from the affected area, and you will be connected to a supervisor who can help guide you through the process.**

If you do not have your member ID card, please call our main line at 617.972.9400.

For added convenience, if your plan allows, you may want to consider using our telehealth service powered by Teladoc®. It gives you 24/7 access to an in-network counselor by phone, web or mobile app! Find out more at teladoc.com/tuftshealthplan.