



**TUFTS**  
Health Plan



# SmartStart

We make it easy to make the switch.

SmartStart, our fully integrated clinical and administrative transition program is unique in the industry, servicing employer groups of all sizes across New England. The program has an outstanding track record for seamlessly onboarding new employer groups and supporting existing ones.



Make the transition for your organization, your employees and their families easy and seamless



Support from your dedicated account management team every step of the way



Develop a comprehensive and customized implementation project plan, including open enrollment activities



Facilitate clinical data transfer from prior carrier into our systems.\*



Train HR staff on self-service tools to better support your business practices



Develop a custom well-being program from flu clinics to pop-up wellness events

## Engaging and supporting employees early—even before they enroll



### Pre-enrollment phone line

Our pre-enrollment call center is staffed with licensed insurance producers specially trained on your plan options. They answer employees' questions about your new benefits including prior authorizations and clinical transitions—providing needed support even before their new plan is active.



### Clinical transition support

Nurse care managers are available before and after enrollment for employees and dependents living with complex medical conditions, to ensure a smooth clinical transition process and to help them navigate the care system.



### On-site education

Your dedicated sales team is available for formal presentations, drop-in sessions and benefit fairs and tables. Fully versed on your plan options, our representatives can answer employees' questions and talk with them about the plan that best suits their needs.



### Secure member account

Once employees are enrolled, they can activate their online account at [tuftshealthplan.com/create](https://tuftshealthplan.com/create) or via the Tufts Health Plan mobile app, to quickly and securely access their health plan benefits information such as:

- › Finding a doctor or a hospital
- › Selecting a Primary Care Provider (PCP)
- › Estimating their out of pocket costs and more

\* Contingent upon your prior carrier's ability to provide the necessary clinical data.