TUFTS Health Plan

Tackling substance use disorder and the opioid crisis



More than 48 million Americans suffer from a substance use disorder.[1] Overdoses now surpass falls and car accidents as the number one cause of accidental death in the U.S.[2]

In all six New England states, opioid-related death rates are above the national average of 16 per 100,000. In some New England states, the rate is as high as 29 per 100,000.

Unfortunately, many people face barriers to accessing high-quality care, including issues related to cost, availability and treatment effectiveness.

Comprehensive treatment options

We believe that addiction treatment is essential to overall wellness. That's why we have been working to find innovative treatment options, form provider partnerships for better care delivery and offer comprehensive behavioral health benefits designed to treat addiction. Our addiction coverage includes:

- 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
- Telehealth virtual behavioral health therapy, which is available to many members for a $0 copay
- Alternative options, including non-opioid pain management, medication and acupuncture

Our approach

We offer a whole-person, holistic approach that combines early identification strategies with targeted interventions to support our members throughout their recovery journey. This approach includes:

- **Behavioral Health Service Navigation** – Specially trained service navigators are available to discuss behavioral health program options, and help members find outpatient providers and facilities that offer intermediate levels of care.
- **Substance use disorder care management** – Behavioral health staff who specialize in addiction recovery are available to help members and their families understand treatment options, maximize benefits, and find resources and solutions that fit their individual situation.
- **Dedicated team of clinicians** – Our behavioral health team includes licensed clinicians, psychiatrists, nurse practitioners and persons with recovery experience who provide members with addiction services and improved care coordination. The team also works with treatment facilities to coordinate members care — from detox to outpatient — with continued support by care management in the community.
- **Peer specialists** – Individuals with lived experience offer members judgment-free, recovery-oriented support.



"We are breaking the silence around opioid and substance use," says Tammy Waterman, a peer recovery specialist at Point32Health. "Recovery is a journey, and every step forward is a win. Providing community support to our members turns their struggles into stories of strength. We have the opportunity to build a future where everyone feels supported, heard and connected."

Where we serve

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

Need for information?

To learn more about the resources and support Tufts Health Plan offers for substance use disorder, call the Member Services number on the back of your member ID card.

[1] SAMHSA, 2024 National Survey on Drug Use and Health

[2] National Safety Council Report, Mortality Data from National Center for Health Statistics 2024

[3] National Institute on Drug Abuse