

# COMMERCIAL SUMMARY OF PAYMENTS



## FAQ FOR MASSACHUSETTS PLANS (FULLY INSURED PLANS ONLY)

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### WHAT IS A SUMMARY OF PAYMENT (SOP)?

The Summary of Payment (SOP) document is a quarterly summary of the claims your health care providers sent to your health plan for health services provided to you during the coverage period. Your SOP is not a bill. It is a statement that shows what health services you received, what claims your health plan paid, and what you may still owe to a health care provider in a given quarter.

### WHAT DOES AN SOP INCLUDE?

- Plan Accumulations: The amount of money you have paid to date for covered health care services, the amount you are subject to pay before your out-of-pocket maximum is reached, and the amount remaining until you meet your annual limit.
- Claims Details: Specific information for each claim that is submitted to your health plan. It includes the date the service was received, the procedures performed, the charges for that claim, and how your health plan processed the claim.
- If you do not receive health services during a given quarter, then you may not receive an SOP.
- You can obtain your SOP by logging into your secure online account. If you need to create an account, visit **mytuftshealthplan.com**.
- You also have the right to request your SOP be delivered in an alternative method and/or address of your choice.
- To request an alternate method delivery, please email us through **tufthealthplan.com** and select “Contact”, click on “Member” (under the Looking for Specific Contact Information), select your plan, and then click on “email Member Services Department”. Or, call Member Services using the telephone number on your Member ID card.