



How a Tufts Health Together member can request linguistic interpreters and other linguistic and/or physical accommodations?

Translation and other formats for member documents

If you have questions, need any of your health plan documents translated, need someone to read this or other printed information to you, want to learn more about any of our EXTRAS and benefits, or need access to Covered Services, call us at **888.257.1985**, Monday through Friday, from 8 a.m. to 5 p.m., excluding holidays.

We can give you this information in other formats, such as Braille and large type size, and different languages. We have bilingual staff available, and we offer translation services in up to 200 languages. All auxiliary aids and translation services are available upon request and free of charge to Members.

Provider offices linguistic and/or physical accommodations

Our *Provider Directory* lists the following types of Providers by county and town:

- Primary care sites
- Primary Care Providers (PCPs)
- Hospitals
- Specialists
- Behavioral Health (mental health and/or substance use disorder) Providers
- Urgent care centers

In our *Provider Directory*, you can find important information like a Provider's address, phone number, hours of operation, interpreter services availability, handicap accessibility and languages spoken.

Our *Provider Directory* also lists all in-network pharmacies, facilities (such as skilled nursing facilities), ancillary Providers (such as chiropractic or Hospice Services), hospital emergency services, Community Behavioral Health Centers (CBHC) for Behavioral Health, and suppliers of durable medical equipment — including walkers, wheelchairs, hospital beds and home oxygen equipment.

If you want a copy of our *Provider Directory*, please call and ask us to send one to you. We can also give you information about a Provider that we don't list in the *Provider*



Directory or information about PCPs and other Providers listed in the *Provider Directory*, such as a Provider's professional qualifications, the names of any medical or professional school(s) attended, where a residency or training took place, and for doctors, board certification status. Just give us a call at **888.257.1985**. We are happy to help.

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