

# WELCOME TO TUFTS HEALTH PLAN!



## WE KNOW HEALTH INSURANCE CAN BE COMPLICATED, SO WE DO OUR BEST TO MAKE THINGS UNDERSTANDABLE.

We passionately believe that the journey to better health should be simpler than it is. Rewarding, even. And we're with you every step of the way. If you ever have any questions about your coverage, call our dedicated member services department at the number on your ID card and a representative will be happy to help you.

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### 5 IMPORTANT THINGS TO KNOW ABOUT YOUR PLAN

#### 1. YOU HAVE BROAD ACCESS TO QUALITY CARE

Our robust provider network includes every hospital in Massachusetts, Rhode Island and New Hampshire—along with more than 51,000 primary care providers, specialists and other health care professionals. And, for prescription drugs, you can go to any of the nearly 68,000 pharmacies that are part of the CVS Caremark® network, which includes most national retail chains and independent pharmacies.

#### 2. YOUR MEMBER PORTAL HAS INFORMATION AND RESOURCES JUST FOR YOU

Be sure to register on our member portal at [mytuftshealthplan.com](http://mytuftshealthplan.com), where you have 24/7 access to all kinds of personalized information to help manage your health—and your health plan. View your benefits and claims history, change your Primary Care Provider, take a personal health assessment, explore our health and wellness resources, and much more.

#### 3. YOU HAVE POWERFUL DECISION-SUPPORT TOOLS AT YOUR FINGERTIPS

We're connecting members with our digital tools to provide a more unified, engaging experience that will be available in January of 2018. Take advantage of our new secure-messaging portal that delivers, automated texts with important health reminders, offers and plan updates. Be a savvy health care consumer with our integrated provider search and treatment cost estimator. You can view actual costs for services based on your specific health benefits. And our innovative treatment timeline lets you know what to expect during an episode of care—from diagnosis through treatment and recovery. Be sure to also download our new free mobile app so you can check your benefits, look up claims, find a doctor or view your ID card—all right on your smartphone.

#### 4. YOU HAVE EXTRA SUPPORT WHEN YOU NEED IT

Our caring and compassionate nurse care managers are ready to help you. They provide that extra touch to help find a care plan that works. Our nurse care managers have a proven track record—and members tell us they've been a key part of their recovery.

#### 5. WE TAKE A HOLISTIC APPROACH TO YOUR CARE

Our medical and behavioral health clinicians work side-by-side to manage the whole person. This includes members who are suffering from substance use disorder, a condition we know affects many families today. We have dedicated staff members—known as substance use disorder navigators—who help members and their families understand addiction, treatment options, benefits and the health care system.

#### WE'RE HERE FOR YOU

At Tufts Health Plan, we're here to support not just your health care benefits, but your overall health. As one of the top-ranked health plans in the country for quality, we're redefining what it means to have access to the best possible care.

#### P.S. DON'T FORGET YOUR NEXT STEPS!

1. Register for access to our member portal at [mytuftshealthplan.com](http://mytuftshealthplan.com).
2. Call If you have any questions about your plan, be sure to call our dedicated member services department at the phone number on your ID card if you need any assistance.