



TUFTS
Health Plan

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**Your Tufts Health One Care
information kit**

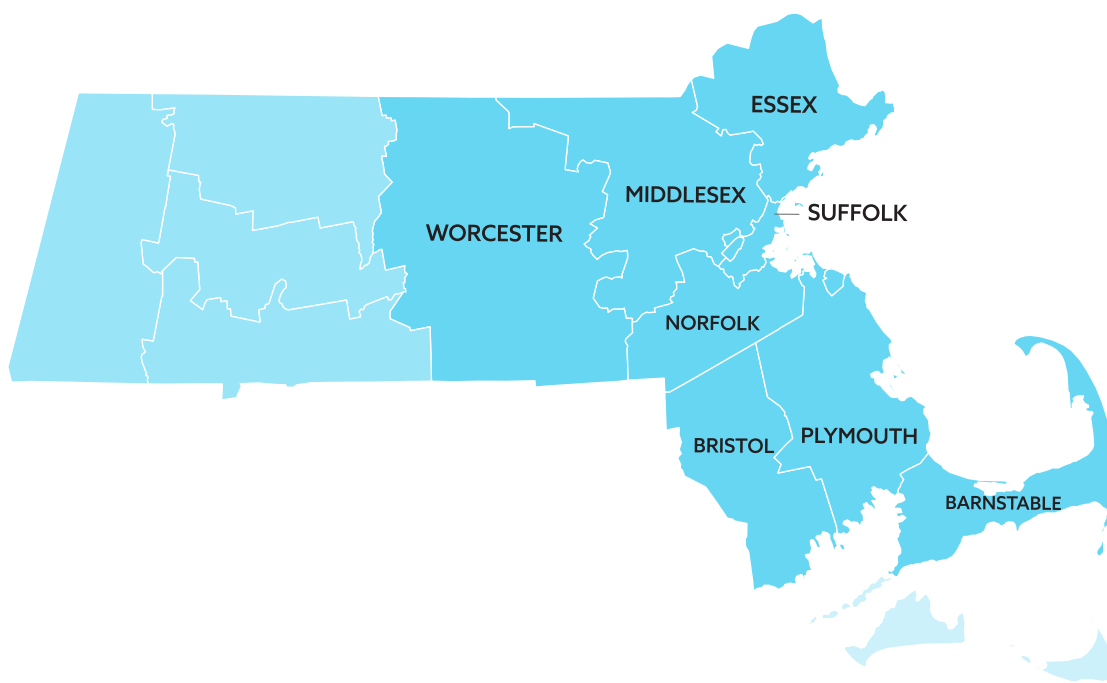
One Care fact sheet

Did you know that if you live in Massachusetts and have both Medicare and MassHealth, you can enroll in a One Care plan, like Tufts Health One Care (Medicare-Medicaid plan), that provides extra benefits?

Why choose Tufts Health One Care? We take the hassle out of having two separate plans, Tufts Health One Care brings your Medicare and MassHealth benefits together. You'll have one health plan, one insurance card and one care coordinator who helps you get the care you need. And you'll get **more** benefits than you have with separate Medicare and MassHealth plans at \$0 cost to you.

You may be eligible for Tufts Health One Care, if:

- ✓ You have MassHealth
- ✓ You have Medicare (All part A [hospitals], part B [doctors] and part D [prescriptions])
- ✓ You are between the ages of 21 and 64
- ✓ You live in one of the following counties: Barnstable, Essex, Middlesex, Suffolk, Worcester, Bristol, Plymouth and Norfolk.



Have Medicare and MassHealth? You can enroll in Tufts Health One Care today!

To learn more, call us at **1-855-393-3154** (TTY: 711) or visit TuftsHealthPlan.com/ChooseOneCare.

One Care benefits

With Tufts Health One Care, you get all your MassHealth and Medicare benefits and more at **no cost to you**. You'll pay **no deductible, no monthly premiums and no copayments**.

That means you'll pay nothing when you get health care services, tests, prescriptions and prescribed over-the-counter medications that are covered by One Care.

Here is a list of some of the **\$0 cost benefits** you'll get:

- Visits to doctors and specialists
- Behavioral health (mental health and substance use) services
- Hospital stays
- X-rays and lab tests
- Prescriptions
- Covered over-the-counter medications
- Rides to medical appointments. You also may get rides to non-medical activities that are part of your Care Plan.



The Tufts Health One Care difference

We're proud to be one of the original One Care plans in Massachusetts. And, we're the only One Care plan in the state that offers its members exceptional care management services through Cityblock Health.

When you become a member, Tufts Health One Care and Cityblock will work with you to help you reach your health goals. Here are some of the services we offer to help you feel your best:



You can schedule an in-home or virtual health and wellness visit at no cost to you. (See: Frequently asked questions about your in-home or virtual wellness visit).



You'll have a care coordinator who will talk with you about the health goals that are most important to you. They'll listen to what you want. Then they'll work with you to create a personal care plan.



You'll have your own care team of doctors, nurses, mental health advocates, and social workers. They'll be dedicated to you and your health.



Your team members will meet you wherever and whenever works for you - at home, in the community, or by phone or video visit.



Your team will work with you, listen and do whatever it takes to get you the care you need.



Your team will help streamline your care, and coordinate your services, tests and appointments with your providers and specialists.



Your care team can answer your health questions 24/7.

We're beside you on your health care journey

If you join Tufts Health One Care:

1. You'll have a personal care coordinator.

Your Cityblock care coordinator will be more than a member of your care team. Your care coordinator will be a go-to person who can make a real difference in your life. Your care coordinator will contact you and your caregivers frequently to check on your progress and find out what you really need. And you'll have someone to call, text or email whenever you have questions or need support.

2. You can get care at home.

When you have symptoms, you can get hospital-quality urgent care services 24/7 without leaving home. Your care team can treat you for non-life-threatening situations if: you have the flu; feel nauseous; have abdominal, chest or general pain; or have cuts or burns. Some of the services they can provide in your home include:

- Checking your vital signs (Your temperature, blood pressure, etc.)
- Administering an electrocardiogram and interpreting the results
- Testing your blood glucose level
- Testing you for the flu, COVID-19, respiratory syncytial virus (RSV), strep throat and pregnancy
- Administering intravenous hydration and antibiotics
- Prescribing medications
- Treating wounds

3. You can get added support.

Your care coordinator can also help you find community resources to help with other issues that affect your health and wellbeing. For example, they can help you:

- Apply for nutritional support (food stamps, food pantries)
- Get medically tailored meals and/or groceries
- Get emergency housing
- Find programs that help pay for utilities (electricity or heat)
- Find support groups

4. We'll help when you're discharged from the hospital.

If you happen to have a hospital visit, we'll help you transition back home. Your care team will help you understand your discharge plan and answer your health questions 24/7. They will be on standby if case you need help with food, prescriptions, over-the-counter items, etc.

Help for behavioral health needs

At Tufts Health One Care, we know our members' emotional and physical well-being are connected. We encourage members to take advantage of their behavioral health (BH) benefits to help them deal with their challenges.

Tufts Health One Care covers different types and levels of mental health and/or substance use services depending on the care you need and/or any medical conditions you have. These benefits include:

- Outpatient mental health and substance use disorder treatment
- Emergency and inpatient mental health and substance use disorder services
- Applied behavioral analysis services for autism spectrum disorders

Whether you're dealing with depression, a substance use concern or another BH issue, your care coordinator will do all they can to help you on your journey. They'll:

- Monitor and coordinate your treatment
- Review your needs for ongoing care
- Make sure you have timely and easy access to the care you need
- Give you information about community-based services
- Work with you to improve your and your family's health
- Make sure your care continues smoothly, if you change doctors

When asked about their Tufts Health One Care BH benefits and provider network, members had very positive feedback. For example:

- **82%** said it was easy to get the BH treatment they needed
- **92%** were satisfied with their BH providers
- **91%** were satisfied with the results of their BH treatment
- **90%** said their BH treatment improved their mental health

*2023 BH member experience and service navigation survey results



Frequently asked questions about your in-home or virtual wellness visit

Q: What is a health and wellness visit?

A: When you enroll in our plan, we'll reach out to schedule a time to visit with you. This visit is a way for us to get to know you, understand your health needs and hear about what you want to focus on. And there's no cost to you for this visit. You can have the meeting in your home where you'll be comfortable, or you may be able to schedule a telehealth video wellness call.

Q: Is this visit required?

A: No. This visit is an added benefit that helps us give you the best care management services we can. We want to understand you and your health so that we can help you get care that fits your unique needs.

Q: How can this visit help me?

A: The visit is a way to bring you up to date on important preventive health care services. It also gives your care team a complete picture of you, your health and your health goals. Some the things a clinician may offer during the visit are:

- A comprehensive health and wellness exam
- A medication review to make sure the drugs you take are safe and effective
- Recommended screenings for common health issues, such as depression and high blood pressure
- A memory test

The clinician may also ask you if you have enough food, if your housing is stable and other things that affect your health. If you struggle with food insecurity, homelessness or other issues, the clinician can connect you with resources that can help.

Q: Does this take the place of seeing my primary care provider (PCP)?

A: No. This is an extra checkup that supports the care your PCP provides. It does not replace the care you get from your PCP. You and your PCP will get a personal health summary of the visit and your health, that includes a list of any health conditions you have, test results, medications you take, screening and immunization recommendations, lifestyle suggestions and more.

Can Tufts Health One Care make a difference?

Here's what some of our members say:

"With Tufts Health Plan, I've grabbed some of my independence back."

– **Christina H., Tufts Health One Care member**

"They comfort me all the way. They stand by me, they'll talk to me through everything. I just love how they treat me."

– **Easter B., Tufts Health One Care member**

"People reach out to me. I never had that experience before with other insurance companies."

– **Dennis L., Tufts Health One Care member**

"They help facilitate your care or just make your health care services better in some way. I think it's pretty amazing."

– **Kestrell V., Tufts Health One Care member**

"I rave to my friends about my insurance. It is a different approach, and I'm so grateful for it."

– **Jen C., Tufts Health One Care member**



How to enroll

Dealing with health insurance can be confusing. Here are some steps you can take to enroll in One Care.

If you have MassHealth and Medicare

You can enroll in One Care anytime online, by mail or by phone



Online – Go fill out a [One Care enrollment form](#) on the Mass.gov website and follow the directions.



Mail – Go to mass.gov/doc/one-care-enrollment-decision-form/download to download a paper enrollment form. The form includes information about where to mail or fax your completed form.



Phone – Call MassHealth at **1-800-841-2900** (TTY: 711), Monday through Friday, from 8 a.m. to 5 p.m.

You can choose Tufts Health One Care when you enroll in One Care.

If you have MassHealth but not Medicare



Call MassHealth at **1-800-841-2900** (TTY: 711), to find out if you may qualify for Medicare based on your health needs.

Let us help!

We're happy to talk with you about Tufts Health One Care and answer questions you may have about benefits or how to enroll.

To talk with a member services representative in your language, call **1-855-393-3154** (TTY: 711). Or visit our website at: TuftsHealthPlan.com/ChooseOneCare.