



## DOCTORS LOVE WORKING WITH US

Doctors themselves rate Tufts Health Plan No. 1 for Care Management programs among the leading Massachusetts health plans.\* And our members highly value our programs as well, giving them a 98% satisfaction rating. Just read what two of them had to say:



“We were in crisis mode upon coming home with lots of holes in our discharge plans. She [the Care Manager] was a godsend!”



“My Care Manager was so kind and caring. She gave me help during my chemo treatments and was very sympathetic during a difficult time.”

\*According to a 2017 provider-satisfaction survey of primary care providers and specialists conducted by Tufts Health Plan.

## WE'RE WITH YOU ON YOUR HEALTH CARE JOURNEY

Providing Compassionate Support Each Step of the Way



## WE'RE HERE TO HELP

To find out how our Care Managers can help you manage a condition or illness, call us at

**888.766.9818 EXT 53532.**

Care-Management-Brochure-0718



## CARING ASSISTANCE WHEN YOU NEED IT MOST

We know that coping with a chronic condition or serious illness is not easy. You live with the symptoms from day to day, but you want to feel more in control of your health. The good news is that a dedicated Care Manager can help you as a member of Tufts Health Plan.

**Available at no additional cost, a Care Manager provides compassionate, personalized support over the telephone and can help you:**

- + Follow your provider's plan for your care
- + Develop an action plan to manage your condition
- + Achieve your optimal health as quickly as possible
- + Work effectively with other providers involved in your care
- + Make the most of your insurance benefits and available resources
- + Take advantage of community services
- + **And much more**

## SUPPORT FOR A VARIETY OF CONDITIONS

**This voluntary program can help you with a variety of conditions. Some of the more common ones we support include:**

- + Asthma and other respiratory conditions
- + At-risk pregnancy
- + Cancer
- + Diabetes
- + Heart disease
- + Kidney disease



We support many other conditions and illnesses as well. To find out how our Care Managers can help you with your health care journey, call **888.766.9818 EXT 53532**.



**Our Care Management team consists of registered nurses who have an average of more than 20 years of clinical nursing experience in specialties:**

**ranging from oncology and obstetrics...**

**...to cardiopulmonary and pediatrics.**

This breadth allows us to take a holistic approach toward managing your care. We work to make sure that the needs of the entire person are met – physically, emotionally and psychologically.