

Tufts Health Unify |2018 Provider and Pharmacy Directory

- ❖ *Tufts Health Unify* is a health plan that contracts with both Medicare and MassHealth to provide benefits of both programs to enrollees.
- ❖ The *List of Covered Drugs* and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.
- ❖ Benefits may change on January 1 of each year.
- ❖ This Directory lists health care professionals (such as doctors, nurse practitioners, and psychologists), facilities (such as hospitals or clinics), and support providers (such as adult day health and home health providers) that you may see as a *Tufts Health Unify* member. We also list the pharmacies that you may use to get your prescription drugs.
- ❖ We will refer to these groups as “network providers” in this Directory. These providers signed a contract with us to provide you services. This is a list of *Tufts Health Unify’s* network providers for Suffolk County and Worcester County. Our service area includes parts of Middlesex County with the following ZIP codes.

City/Town	Zip Code
Billerica	01821, 01822
Chelmsford	01824
Dracut	01826
Lowell	01850, 01851, 01852, 01853, 01854
North Billerica	01862
North Chelmsford	01863
Tewksbury	01876
Tyngsborough	01879
Westford	01886

If you have questions, please call *Tufts Health Unify* at **1.855.393.3154** (TTY: 711), seven days a week, from 8 a.m. to 8 p.m. The call is free. **For more information**, visit TuftsHealthUnify.org.

- ❖ If you speak Spanish, language assistance services, free of charge, are available to you. Call **1.855.393.3154** (TTY: 711), seven days a week, from 8 a.m. to 8 p.m. The call is free.
- ❖ Si habla español, tiene disponible los servicios de asistencia de idioma gratis. Llame al **1.855.393.3154** (TTY: 711), siete días de la semana, de 8 a.m. a 8 p.m. La llamada es gratuita.
- ❖ You can get this document for free in other formats, such as large print, braille, or audio. Call **1.855.393.3154** (TTY: 711), seven days a week, from 8 a.m. to 8 p.m. The call is free.
- ❖ Call Member Services to request materials in languages other than English or in an alternative format.

The list is up-to-date as of July 1, 2018, but you need to know that:

- Some *Tufts Health Unify* network providers may have been added or removed from our network after this Directory was published.
- Some *Tufts Health Unify* providers in our network may no longer be accepting new members. If you are having trouble finding a provider who will accept new members, call Member Services at **1.855.393.3154** and we will help you.

To get the most up-to-date information about *Tufts Health Unify's* network providers in your area, visit TuftsHealthUnify.org or call Member Services at **1.855.393.3154** (TTY: 711), seven days a week, from 8 a.m. to 8 p.m. The call is free.

Doctors and other health care professionals in *Tufts Health Unify's* network are listed in the Provider section. Pharmacies in our network are listed in the Pharmacy section.

Providers

Getting started in *Tufts Health Unify*

Tufts Health Public Plans, Inc. is licensed as a health maintenance organization in Massachusetts but does business under the name Tufts Health Plan.

We provide care management services to all members enrolled in the *Tufts Health Unify* plan. Our care management services can help you:

- Get health information just for you from a care manager
- Contact a long-term services (LTS) coordinator to find out what resources and benefits (such as day habilitation or personal care assistants) you can get in your community
- Get access to peer support and counseling
- Coordinate transportation to medical appointments

What is a care manager?

Your *Tufts Health Unify* care manager is a dedicated health care professional, such as a nurse,

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behavioral health (mental health and/or substance abuse) clinician, or a social worker, who will act as your key point of contact to coordinate your services with your providers, family and/or appointed representative, and other members of your care team. Your care manager works with all your care providers to make sure you get high-quality care at the right time and in the right place — at home, at a provider's office, at a community center, at a hospital, in school, in person, or by phone — to help you manage your health.

Your care manager will work with you to answer your questions, address your needs, develop a care plan to get you feeling better, and monitor your health. Within 90 days of becoming a *Tufts Health Unify* member, you will meet with a care manager (in your home, our offices, or a mutually agreed upon location, such as a community center) to do a complete health needs assessment. Completing this health needs assessment may require several visits with a care manager. The care manager will also explain how you can manage your condition and will arrange for services and equipment, if needed. Your care manager may put you in contact with other medical, and behavioral health providers, if necessary. You also have access to an LTS coordinator at this time or at your convenience.

This section explains key terms you'll see in our *Provider and Pharmacy Directory*.

- **Providers** are professionals such as doctors, nurses, pharmacists, therapists, and other people who provide care and services. **Services** include medical care, long-term services and supports, supplies, prescription drugs, equipment and other services.
 - The term providers also includes facilities such as hospitals, clinics, and other places that provide medical services, medical equipment, and long-term services and supports.
 - Providers that are a part of our plan's network are called **network providers**.
- **Network providers** are the providers that have contracted with us to provide services to members in our plan. When you see a network provider, you usually pay nothing for covered services.
- A **Primary Care Provider or Physician (PCP)** is a doctor, nurse practitioner, or physician assistant who gives you routine health care. Your PCP will keep your medical records and get to know your health needs over time. Your PCP will also give you a **referral** if you need to see a specialist or other provider.
- **Specialists** are doctors who provide health care services for a specific disease or part of the body. There are many kinds of specialists. Here are a few examples:
 - **Oncologists** care for patients with cancer.
 - **Cardiologists** care for patients with heart conditions.
 - **Orthopedists** care for patients with certain bone, joint, or muscle conditions.
- You may need a **referral** or **prior authorization** to see a specialist or someone that is not your PCP. A **referral** means that your network PCP must give you approval before you can see the other provider. **Prior authorization** means that *Tufts Health Unify* must give you approval before we will provide coverage for a specific service, item, or drug or out-of-network

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provider. If you don't get a referral or prior authorization, *Tufts Health Unify* may not cover the service, item, or drug.

- Referrals or prior authorization are not needed for:
 - Emergency care;
 - Urgently needed care;
 - Kidney dialysis services that you get at a Medicare-certified dialysis facility when you are outside the plan's service area;
 - Services from a women's health specialist;
 - Family-planning services from any MassHealth-contracted family-planning services provider;
 - The first 12 in-network outpatient behavioral health therapy visits each benefit year; or
 - The first 26 in-network outpatient medical specialty (e.g., orthopedist, neurologist, oncologist) visits each benefit year.

When you travel

If you're traveling and need emergency or urgent health care, go to the nearest emergency room or urgent care facility. For other routine medical issues, call your PCP. For routine behavioral health issues, contact your behavioral health provider. We do not cover any services received outside of the U.S. or its territories, including emergency or urgent care.

Additionally, if you are eligible to get services from Indian health providers, you may see these providers without a referral. We must pay the Indian health provider for those services even if they are out of our plan's network.

More information on referrals and prior authorization is available in Chapter 3 of the *Member Handbook*.

Your Care Team

You will have a **Care Team** that you choose. Your **Care Team** is a group of people that you choose with the help of your care manager. The team may include family, trusted friends, advocates, or any of the following providers, based on your care plan needs. Everyone on the Care Team works together to make sure your care is coordinated. This means that they make sure that you get all of the tests, labs, and other care that you need, and the results are shared with the appropriate providers. It also means that your PCP should know all medicines you take so that he or she can reduce any negative effects. Your PCP will always get your permission before sharing your medical information with other providers. Members of your Care Team may include:

- A **care manager** that helps you manage your medical providers and services
- Your **primary care provider or physician**

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- A **long-term supports (LTS) coordinator** to help you find and access support services available to you in the community. Both the care manager and LTS coordinator can work as a part of your Care Team to make sure you get the care you need.
- **Specialists and other health care providers** who are involved in caring for you. Some examples are behavioral health providers or physical therapists.

Your Care Team will also help you find other providers of medical, behavioral health, or long-term services and supports if you need to see a specialist or other health care provider. That way, you will see the right provider to help you with your concerns.

Choosing a Primary Care Provider (PCP)

First, you need to choose a Primary Care Provider *or* Physician. You can choose any PCP in our network who is accepting new members.

Our plan's PCPs are affiliated with medical groups. When you choose your PCP, you are also choosing the affiliated medical group. This means that your PCP will be referring you to specialists and services that are also affiliated with his or her medical group.

→ If there is a particular specialist or hospital that you want to use, it is important to see if they are affiliated with your PCP's medical group. You can check the Directory or ask *Tufts Health Unify's* Member Services to see if the PCP you want makes referrals to that specialist or uses that hospital. If you don't stay within your PCP's medical group, *Tufts Health Unify* may not cover the service.

To choose a PCP, go to the Find a Doctor, Hospital and Pharmacy tool and choose a provider:

- That you use now, **or**
- Who has been recommended by someone you trust, **or**
- Whose offices are easy for you to get to.

→ When you first enroll in *Tufts Health Unify*, you can keep seeing your current PCP and your other providers for 90 days, or until you and your Care Team complete a comprehensive assessment of your needs and goals, and develop your Individualized Care Plan. After that, if you do not choose a PCP in our network, *Tufts Health Unify* will choose one for you.

→ If you want help in choosing a PCP, please call Member Services at **1.855.393.3154** (TTY: 711), seven days a week, from 8 a.m. to 8 p.m. The call is free. Or, visit TuftsHealthUnify.org.

→ If you have questions about whether any service or care that you want or need is covered, talk to your Care Team or call Member Services and ask **before** you get the service or care.

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Getting long-term services and supports

As a *Tufts Health Unify* member, you will be able to get long-term services and supports (LTSS) if you need them, such as peer-to-peer services, personal care attendant service referrals, mentoring, day habilitation, adult foster care, and community resources and connections. Long-term services and supports are help for people who need assistance to do everyday tasks like taking a bath, getting dressed, making food and taking medicine. Most of these services are provided at your home or in your community but could be provided in a nursing home or hospital. If you need LTSS, an LTS coordinator can help you and your Care Team determine what options are available to support you in the way you want. You always have the right to have an LTS coordinator on your Care Team.

Who should a member contact to get LTSS?

Your *Tufts Health Unify* care manager will discuss the LTS coordinators in the area and work with you to select the LTS coordinator who is the best fit. You can contact your care manager to learn more. During your assessment phase, your care manager will call an LTS coordinator in your area to participate in the assessment process at that time or at your convenience. The LTS coordinator will help identify any social or community issues and barriers, and make appropriate referrals to community-based organizations. The LTS coordinator may remain on your Care Team, or you can request someone else.

How can a member get behavioral health services?

Your care manager can help you connect with behavioral health services in your area.

How can a member get transportation services?

Transportation to medical and behavioral health visits is covered, and we will assist you in getting services. Your care manager will also work with your providers to see if they can provide transportation. You can also call Member Services at **1.855.393.3154** to get transportation services.

Identifying providers in *Tufts Health Unify's* network

You may need a referral to see someone who is not a Primary Care Provider. There is more information about referrals in the "Getting started in *Tufts Health Unify*" section of this document. You must get all of your covered services from providers within our network. If you go to providers who are not in *Tufts Health Unify's* network **(without prior authorization or approval from us), you will have to pay the bill.**

The only exceptions to this rule are when you need urgent or emergency care or dialysis and cannot get to a provider in the plan, such as when you are away from home. You can also go outside the plan for other non-emergency services if *Tufts Health Unify* gives you permission first. Also, when you first enroll in *Tufts Health Unify*, you can keep seeing your current providers for 90

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days, or until you and your Care Team complete a comprehensive assessment of your needs and goals and develop your Individualized Care Plan.

- You may change providers within the network at any time. If you have been going to one network provider, you do not have to keep going to that same provider. For some providers, you may need a referral from your PCP.
- *Tufts Health Unify* works with all the providers in our network to accommodate the needs of people with disabilities. As applicable, the list of network providers in the Directory includes information about the accommodations they provide. If you need to see a provider and are not sure if they offer the accommodations you need, *Tufts Health Unify* can help you. Talk to your care manager for assistance.

Finding *Tufts Health Unify* providers in your area

We work hard to make sure the information in the *Provider and Pharmacy Directory* is accurate. But information changes, so you should always call your provider's office to check addresses, office hours and other information. You can also use the Find a Doctor, Hospital or Pharmacy tool at TuftsHealthUnify.org for the most up-to-date information about providers.

To speak with Member Services to get help finding a provider, please call us at **1.855.393.3154** (TTY: 711), seven days a week, from 8 a.m. to 8 p.m. The call is free.







List of network providers

The Directory of *Tufts Health Unify's* network providers contains:

- **Health care professionals**, including Primary Care Providers, specialists, behavioral health providers, dental service providers and vision service providers;
- **Facilities**, including hospitals, nursing facilities and behavioral health facilities; and
- **Support providers**, including long-term services and supports (LTSS) (e.g., adult day health) and community support services (e.g., peer supports).

If you have questions, please call *Tufts Health Unify* at **1.855.393.3154** (TTY: 711), seven days a week, from 8 a.m. to 8 p.m. The call is free. **For more information**, visit TuftsHealthUnify.org.

Below is a key to identify provider and hospital accessibility:

This location provides access for individuals who are physically disabled.	
This location uses handicap-accessible medical equipment.	
This location can accommodate individuals who are intellectually or cognitively disabled.	
This location can accommodate individuals who are blind or visually impaired.	
This location can accommodate individuals who are deaf or hard of hearing.	
This location is accessible by public transportation.	

Pharmacies

The Pharmacies part of the Directory provides a list of pharmacies in *Tufts Health Unify's* network. These network pharmacies are pharmacies that have agreed to provide prescription drugs to you as a member of the plan.

Tufts Health Unify is happy to help you find a network pharmacy that meets your needs. For instance, we can help you find pharmacies that:

- Are accessible by public transit
- Have pharmacists that speak your language
- Offer specific accommodations

Please contact *Tufts Health Unify* Member Services at **1.855.393.3154** or your care manager for assistance.

We also list pharmacies that are in our network but are outside of the counties and zip codes in which you live. You may also fill your prescriptions at these pharmacies. Please contact

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Tufts Health Unify at **1.855.393.3154** (TTY: 711), seven days a week, from 8 a.m. to 8 p.m., for additional information.

Tufts Health Unify members must use network pharmacies to get prescription drugs.

- You must use network pharmacies except in emergency or urgent care situations. If you go to an out-of-network pharmacy for prescriptions when it is not an emergency, you will have to pay out-of-pocket for the service. Read the *Tufts Health Unify Member Handbook* for more information.
- Some network pharmacies may not be listed in the Directory.
- Some network pharmacies may have been added or removed from our plan after the Directory was published.

You can go to any of the pharmacies in our network.

For up-to-date information about *Tufts Health Unify* network pharmacies in your area, please visit our web site at TuftsHealthUnify.org or call Member Services at **1.855.393.3154** (TTY: 711), seven days a week, from 8 a.m. to 8 p.m. The call is free.

To get a complete description of your prescription coverage, including how to fill your prescriptions, please read the *Member Handbook* and *Tufts Health Unify's List of Covered Drugs*. You can find the *List of Covered Drugs* at TuftsHealthUnify.org.

Identifying pharmacies in our network

Along with retail pharmacies, your plan's network of pharmacies includes:

- Mail-order pharmacies
- Home-infusion pharmacies
- Long-term care (LTC) pharmacies

→ You are not required to continue going to the same pharmacy to fill your prescriptions.

→ You are not required to use a mail-order pharmacy to fill your prescriptions.

Long-term supplies of prescriptions

Mail-order programs

For certain kinds of drugs, you can use the plan's mail-order services. Generally, the drugs available through mail order are drugs that you take on a regular basis for a chronic or long-term medical condition.

If you have questions, please call *Tufts Health Unify* at **1.855.393.3154** (TTY: 711), seven days a week, from 8 a.m. to 8 p.m. The call is free. **For more information**, visit TuftsHealthUnify.org.

- Our plan's mail-order service requires you to order *at least* a 30-day supply of the drug and *no more than* a 90-day supply. Our mail-order program allows you to get up to a 90-day supply of your prescription drugs sent directly to your home. A 90-day supply has the same co-pay as a one-month supply.

To get information about filling your prescriptions by mail, call Member Services at **1.855.393.3154** (TTY: 711).

Usually, a mail-order pharmacy order will get to you in no more than 14 days. However, sometimes your mail order may be delayed. If your order is delayed, please call Member Services during business hours, and we will allow you to fill a partial supply of the medication at a network retail pharmacy. To learn more about mail order pharmacies, see your *Member Handbook*.

90-day retail pharmacy programs

Some retail pharmacies may also offer up to a 90-day supply of covered prescription drugs. A 90-day supply has the same co-pay as a one-month supply.

Home infusion pharmacies

Tufts Health Unify will cover home infusion drugs if:

- Your prescription drug is on our Drug List or an exception has been granted for your prescription drug;
- Your prescription drug is not otherwise covered under our plan's medical benefit;
- Our plan has approved your prescription for home infusion therapy; and
- Your prescription is written by an authorized prescriber.

Please note that the Directory lists home infusion pharmacies. These pharmacies are contracted to provide medications to support home infusion therapy, but they may not be contracted to provide nursing services to our members. For further information, see your *Member Handbook*.

For more on information on home infusion pharmacies, please call Member Services at **888.257.1985**, seven days a week, from 8 a.m. to 8 p.m. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. TTY users call 711.

All home infusion pharmacies listed in the Directory serve all counties in *Tufts Health Unify's* service area.

Long-term care pharmacies

Residents of a long-term care facility, such as a nursing home, may access their prescription drugs covered under *Tufts Health Unify* through the facility's pharmacy or another network

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pharmacy. To learn more about drug coverage in special cases, see Chapter 5 of the *Member Handbook*.

Residents of a long-term care facility may access their prescription drugs covered under *Tufts Health Unify* through the facility's long-term care pharmacy or another network long-term care pharmacy. Please see your *List of Covered Drugs* for more information.

For more on information on long-term care pharmacies, please call Member Services at **888.257.1985**, seven days a week, from 8 a.m. to 8 p.m. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. TTY users call 711.

All long-term care pharmacies in the Directory serve all counties in *Tufts Health Unify's* service area.

Mail-order pharmacy

You can get prescription drugs shipped to your home through our network mail-order delivery program. Pharmacies must obtain your consent before shipping or delivering any prescriptions that you did not personally initiate. Please note: *Tufts Health Unify* does not offer the choice of signing up for automated mail order delivery.

For more on information on mail-order pharmacies, please call Member Services at **888.257.1985**, seven days a week, from 8 a.m. to 8 p.m. After hours, on weekends and on holidays, you may be asked to leave a message. Your call will be returned within the next business day. TTY users call 711.

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Discrimination against the law

Tufts Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Tufts Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Tufts Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Tufts Health Plan at **1.855.393.3154**.

If you believe that Tufts Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Tufts Health Plan

Attention: Civil Rights Coordinator, Legal Dept.

705 Mount Auburn St.

Watertown, MA 02472

Phone: 1.888.880.8699 ext. 48000, [TTY number 711 or 1.800.439.2370]

Fax: 1.617.972.9048

Email: OCRCoordinator@tufts-health.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Tufts Health Plan Civil Rights Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

Phone: 1.800.368.1019, 1.800.537.7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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For no-cost translation in English, call **855.393.3154**.

Arabic للحصول على خدمة الترجمة المجانية باللغة العربية، يرجى الاتصال على الرقم 855-393-3154

Chinese 若需免費的中文版本，請撥打**855.393.3154**。

French Pour demander une traduction gratuite en français, composez le **855.393.3154**.

German Um eine kostenlose deutsche Übersetzung zu erhalten, rufen Sie bitte die folgende Telefonnummer an: **855.393.3154**.

Greek Για δωρεάν μετάφραση στα ελληνικά, καλέστε στο **855.393.3154**.

Haitian Creole Pou tradiksyon gratis nan Kreyòl Ayisyen, rele **855.393.3154**.

Italian Per la traduzione in italiano senza costi aggiuntivi, è possibile chiamare il numero **855.393.3154**.

Japanese 日本語の無料翻訳については **855.393.3154**に電話してください。

Khmer (Cambodian) សម្រាប់សេវាបកប្រែដោយឥតគិតថ្លៃជា ភាសាខ្មែរ សូមទូរស័ព្ទទៅកាន់លេខ **855.393.3154**។

Korean 한국어로 무료 통역을 원하시면, **855.393.3154**로 전화하십시오.

Laotian ສໍາລັບການແປພາສາບັນພາສາລາວທີ່ບໍ່ໄດ້ເສຍຄ່າໃຊ້ຈ່າຍ, ໃຫ້ໂທຫາເບີ **855.393.3154**.

Navajo Dinek'ehgo shika at'ohwol ninisingo, kwijigo holne' **855.393.3154**.

naiserP برای ترجمه رایگان به فارسی به شماره تلفن **855.393.3154** زنگ بزنید.

Polish Aby uzyskać bezpłatne tłumaczenie w języku polskim, należy zadzwonić na numer **855.393.3154**.

Portuguese Para tradução grátis para português, ligue para o número **855.393.3154**.

Russian Для получения услуг бесплатного перевода на русский язык позвоните по номеру **855.393.3154**.

Spanish Para servicio de traducción gratuito en español, llame al **855.393.3154**.

Tagalog Kung kailangan ninyo ang tulong sa Tagalog tumawag sa **855.393.3154**.

Vietnamese Để có bản dịch tiếng Việt không phải trả phí, gọi theo số **855.393.3154**.

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