

ATRIUS HEALTH IS NO LONGER IN-NETWORK FOR TUFTS HEALTH DIRECT

Frequently Asked Questions

What is happening to Atrius Health's status as a provider in *Tufts Health Direct* plans, and when?

As of January 1, 2020, Atrius Health and its providers will no longer be contracted as in-network providers for *Tufts Health Direct*. This includes Atrius Health primary care physicians (PCPs), specialists, certain on-site laboratory services, behavioral health clinicians and other ancillary services.

Does this change affect any other Tufts Health Plan products?

No. It does not affect:

- Employer-based or individual health plans offered by Tufts Associated Health Maintenance Organization, Inc. or Tufts Insurance Company, including *Tufts Health Premier* (also available on the Health Connector and HSA Insurance)
- MassHealth (Medicaid MCO and ACO) members (e.g., *Tufts Health Together*, *Tufts Health Together with Atrius Health*)
- Senior Products (Medicare) members
- Dually-eligible members (Senior Care Options (SCO) and One Care (*Tufts Health Unify*))

Which providers are part of Atrius Health?

Atrius Health includes providers from the following practices: Dedham Medical Associates, Granite Medical, Harvard Vanguard, and PMG Physician Associates.

Why is Atrius Health leaving the *Tufts Health Direct* network?

Health plans often make decisions about the providers that participate in their network. Similarly, health care providers often make decisions about the health plans they participate with. The contract terms between a health plan and a provider need to be agreeable to both organizations. In this case, the two organizations could not reach mutually agreeable terms.

Which Tufts Health Direct plans does this network change impact?

This change is for all *Tufts Health Direct* plans, including ConnectorCare and small-group plans, regardless of whether the plan was sold via the Health Connector or another enrollment agency (i.e. HSA insurance).

Is there any difference if a member is enrolled through the Connector or HSA?

No. This change is for all *Tufts Health Direct* plans, regardless of how a member enrolled in the plan (via Health Connector or another enrollment broker (i.e. HSA)).

What if I have an Atrius Health PCP?

What does this mean for members who are receiving care from an Atrius Health PCP?

Current *Tufts Health Direct* members who receive care from their Atrius Health PCP and who continue to be enrolled in a *Tufts Health Direct* plan into 2020 will be able to continue to see that provider through January 30, 2020. In certain cases (see “Continuity of Care” section below), members may be able to see their provider for a longer period of time.

For the avoidance of doubt, this scenario includes members who are enrolled as of October 2019, and those new members who enroll beginning November 2019 or December 2019, in each case, subject to the member continuing to be enrolled in *Tufts Health Direct* into 2020.

What options are there for individual members (i.e. members not enrolled as part of a small group) who have an Atrius Health PCP?

If a member wants to stay enrolled in their current *Tufts Health Direct* plan, or enroll in another *Tufts Health Direct* plan, they can select a new PCP (as they can at any time), by calling Tufts Health Plan at **888.257.1985** (TTY: 711), or online at tuftshealthplan.com/memberconnect.

If a *Tufts Health Direct* member wants to continue to see their Atrius Health PCP, they will need to enroll in a new plan that includes Atrius Health, during the Open Enrollment period. The member can select a new plan using their current enrollment agency (Health Connector or HSA Insurance). The member can log into their Health Connector account at www.MAhealthconnector.org, or visit www.HSAinsurance.com, as applicable.

For ConnectorCare members, AllWays Health Partners offers plans with Atrius Health PCPs in-network.

For non-ConnectorCare members, Atrius Health will be in network for the following plans:

- AllWays Health Partners
- Blue Cross Blue Shield of Massachusetts
- Harvard Pilgrim Healthcare
- Fallon Health Select only (Atrius Health is not included in Fallon Health Direct or Fallon Community Care network)
- *Tufts Health Premier*

What will happen to members on individual plans who are affiliated with an Atrius Health PCP if they take no action?

If a member does not take any action, and otherwise continues to remain enrolled in their current or in a new *Tufts Health Direct* plan, they will be assigned to a new PCP and notified via mail before January 1, 2020. Members will be assigned to PCPs near where they live and that have open panels.

What options are there for members who are enrolled in a *Tufts Health Direct* plan as part of a small group and have an Atrius PCP?

Note: This includes members enrolled in *Tufts Health Direct* through the Health Connector for Business's "One Plan", "One Level" or "One Carrier" employee choice options.

Members enrolled in a small group plan will no longer be able to be assigned to their PCP beginning on January 1, 2020, and will no longer be able receive care from that PCP after January 30, 2020, with the exception of certain scenarios outlined in the "Continuity of Care" section.

Members can select a new PCP by calling Tufts Health Plan at **888.257.1985** (TTY: 711), or online at tuftshealthplan.com/memberconnect.

If a member already has an appointment scheduled after January 30, 2020, including an appointment that requires a prior authorization, the member should contact their Atrius Health office to confirm the provider is able to render services pursuant to the Continuity of Care considerations detailed below. Atrius Health will coordinate payment approval from Tufts Health Plan.

When the member's employer chooses a plan as part of its annual health plan renewal process, if they choose a plan which has Atrius Health providers in-network, then that member can once again receive care from their Atrius Health PCP. However, this will only be possible when the employer sponsor's current plan year is over and that employer's open enrollment period occurs, which varies by employer (i.e., could be any month of the year).

Members should contact their employer with questions about their plan year, and/or their employer's choice of health plan enrollment.

Employers should refer to the employer section below for more details.

What happens to a member who has an Atrius Health PCP and joins a *Tufts Health Direct* plan after January 1, 2020?

New members receive the continuity of care support described in the [Member Handbook](#), including 30 days of ongoing care with your PCP. This would be business as usual for both Atrius Health and *Tufts Health Direct*.

What if I see an Atrius Health specialist?

What does this mean for members who are receiving care from an Atrius Health specialist?

Members who are receiving care from their Atrius Health specialist and who continue to be enrolled in a *Tufts Health Direct* plan into 2020 will be able to continue to see that provider through January 30, 2020. In certain cases (see "Continuity of Care" section below), members may be able to see

their provider for a longer period of time.

What options exist for individual members (i.e. members not enrolled as part of a small group) who are seeing an Atrius Health specialist?

If a member wants to continue to be enrolled in their current *Tufts Health Direct* plan, or another *Tufts Health Direct* plan, they can search the specialists in their area by using the Find a Doctor, Hospital or Pharmacy tool at tuftshealthplan.com/directproviders. They can also call Tufts Health Plan at **888.257.1985** (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m.

If a *Tufts Health Direct* member wants to continue to see their Atrius Health specialist, they will need to enroll in a new plan that includes Atrius Health during the Open Enrollment period. The member can select a new plan using their current enrollment broker (Health Connector or HSA).

The member can log into their Health Connector account at www.MAhealthconnector.org, or visit www.HSAinsurance.com if they enrolled through HSA, as applicable.

For ConnectorCare members, AllWays Health Partners is the only available plan with Atrius Health.

For non-ConnectorCare members, Atrius Health specialists will be in-network for the following plans:

- AllWays Health Partners
- Blue Cross Blue Shield of Massachusetts
- Harvard Pilgrim Healthcare
- Fallon Health Select only (Atrius Health is not included in Fallon Health Direct or Fallon Community Care network)
- Tufts Health Premier

What options exist for members who are enrolled in *Tufts Health Direct* as part of a small group and have an Atrius specialist?

Note: This includes *Tufts Health Direct* members enrolled through the Health Connector's "One Plan", "One Level" or "One Carrier" employee choice options.

Members enrolled in a small group plan will no longer be able to receive care from their Atrius Health specialist after January 30, 2020, with the exception of certain scenarios outlined in the "Continuity of Care" section.

Members can find a new specialist using the Find a Doctor, Hospital or Pharmacy tool at tuftshealthplan.com/directproviders, or by calling Tufts Health Plan at **888.257.1985** (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m.

If a member already has an appointment after January 30, 2020, including an appointment that requires a prior authorization, the member should contact their Atrius Health office to confirm the provider is able to render services. Atrius Health will coordinate payment approval from Tufts Health Plan.

When the member's employer chooses a plan as part of its annual health plan renewal process, if they choose a plan which has Atrius Health providers in-network, then that member can once again receive care from their Atrius Health specialist. However, this will only be possible when the employer sponsor's current plan year is over, which could be any month of the year.

Members should contact their employer with questions about their plan year, and/or their employer's choice of health plan enrollment.

What will happen to members who are affiliated with an Atrius Health specialist if they take no action?

When booking an appointment for any date after January 30, 2020, members will be informed by Atrius Health that they are no longer accepting *Tufts Health Direct*. This member will need to find a new specialist who is in-network for *Tufts Health Direct*.

Members can find a new specialist using the Find a Doctor, Hospital or Pharmacy tool at tuftshealthplan.com/directproviders, or by calling Tufts Health Plan at **888.257.1985** (TTY: 711), Monday through Friday, 8 a.m. to 5 p.m.

What if I want to keep seeing my Atrius Health provider?

Can members see their Atrius Health PCPs and specialists after December 31, 2019?

For current members (and those members who enroll for December 2019) who are continuously enrolled with *Tufts Health Direct*, they will be able to see their PCPs and specialists at Atrius Health until January 30, 2020. In certain cases (see examples below), members may be able to see their provider for a longer period of time.

If a current member disenrolls from their plan in December 2019, and chooses to re-enroll in January (i.e. there is a gap in their *Tufts Health Direct* coverage), they will no longer be able to select an Atrius Health PCP or receive care from an Atrius Health specialist as in-network providers.

Continuity of Care.

When can a member see their Atrius Health providers after January 30, 2020?

For members who are enrolled with *Tufts Health Direct* as of December 31, 2019, and whose coverage is continuous into 2020, who are seeing Atrius Health PCPs or specialists, in the following scenarios they will be able to continue seeing their providers after January 30, 2020:

- If the member is in a hospital for **inpatient treatment**. The member may continue to see their Atrius Health providers until discharge from the hospital or until alternative arrangements have been made.
- If the member is undergoing a **course of outpatient treatment**, the member may continue to receive care from their providers until the treatment is completed. Members should contact their Atrius Health provider office to confirm their provider is able to render services. Atrius Health will coordinate payment approval from Tufts Health Plan.
- For members who are **at least three months pregnant** (i.e. starting their fourth month, or second trimester, based on expected due date), they can continue seeing their current OB/GYN until they have the baby and have a follow-up checkup within the first six weeks after delivery.
- For members receiving **ongoing covered treatment or management of chronic or acute conditions** (such as dialysis, home health, chemotherapy and radiation), they may continue

to see their Atrius Health providers for up to 90 Days (3/31/20), including for previously approved services or Covered Services. Members should contact their Atrius Health provider office to confirm their provider is able to render services. Atrius Health will coordinate payment approval from Tufts Health Plan.

- Members who are **terminally ill** and in active treatment, may continue to see their Atrius Health providers.

Can members go see their providers without prior authorization or do they need to contact Tufts Health Plan after December 31, 2019?

For any care on or after January 1, 2020, that would have otherwise required a prior authorization, those requirements will remain in place. This is business as usual.

For any care on January 31, 2020, or later, the same prior authorization requirements will remain in place, however, members should contact their Atrius Health provider office to confirm their provider is able to render services as part of Continuity of Care. If the services you are receiving qualify for Continuity of Care, Atrius Health will coordinate payment approval from Tufts Health Plan, in addition to following the normal prior authorization procedures.

What if I'm an employer with impacted employees?

What options are there for employers who are enrolled in *Tufts Health Direct* as part of a small group and have employees who have an Atrius Health provider?

Note: This includes employers with employees enrolled in *Tufts Health Direct* through the Health Connector for Business' "One Plan", "One Level" or "One Carrier" employee choice options.

Employers have the option to end their *Tufts Health Direct* coverage and start a new plan year with another health plan carrier.

Employers enrolled through HSA Insurance: submit a carrier change application by January 23, 2020, to select a different health plan with a February 1, 2020, effective date. For more information, contact HSA Insurance customer service at 877.777.4414, Monday through Friday, 8:30 a.m. to 5 p.m.

Employers enrolled through the Health Connector for Business: for more information about changing your health plan carrier, contact the Health Connector for Business customer service at 888.813.9220 (TTY: 711), Monday through Friday, 8 a.m. to 6 p.m.