

Direct ConnectorCare I

Benefit and Cost-Sharing Summary



This *Benefit and Cost-Sharing Summary* gives you information about your *Tufts Health Direct* Covered Services and costs you may have to pay. Make sure you review the services you're eligible for under the *Benefit and Cost-Sharing Summary* for your specific Plan level. To see which *Tufts Health Direct* Plan level you have, check your Tufts Health Plan Member ID card.

Your *Tufts Health Direct* Plan may also have a Deductible. A Deductible is the amount you pay for certain Covered Services in a Benefit Year before Tufts Health Plan will begin to pay for those Covered Services. You are responsible for paying the Deductible, Copayment, and/or Coinsurance amounts listed in this document.

This summary gives you a general understanding of your benefits. If you want more information about your benefits and capitalized terms, see your [Tufts Health Direct Member Handbook](https://tuftshealthplan.com/documents/members/handbooks/direct-member-handbook-2022) (<https://tuftshealthplan.com/documents/members/handbooks/direct-member-handbook-2022>).

You must go to Providers (doctors, Hospitals, and other health care professionals) who are part of the Tufts Health Direct Provider Network to get services. For Primary Care, you must see the Primary Care Provider (PCP) you have on record in the Member Portal. Services are only covered with In-Network Providers, except for Emergency care and out of the Service Area Urgent Care.

Out-of-Network services require Prior Authorization, except for Emergency care and out of the Service Area Urgent Care. The Service Area is all of Massachusetts EXCEPT Dukes and Nantucket Counties.

Always check for the most up-to-date In-network Provider information. If you have questions about your *Tufts Health Direct* benefits, or you need help locating an In-network Provider, call us at **888.257.1985** (TTY: 711).

ANNUAL COMBINED DEDUCTIBLE

| | |
|-------------------|-----|
| Individual | \$0 |
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|---------------|-----|
| Family | \$0 |
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ANNUAL COMBINED OUT-OF-POCKET MAXIMUM

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|-------------------|---------------------------------|
| Individual | \$0 (medical), \$250 (pharmacy) |
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|---------------|---------------------------------|
| Family | \$0 (medical), \$500 (pharmacy) |
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Deductible, Coinsurance, and Copayments apply toward your Out-of-pocket Maximum. The family Deductible and Out-of-pocket Maximum on this Plan have embedded individual Deductibles and Out-of-pocket Maximums, meaning the individual Deductible and Out-of-pocket Maximum above applies to each individual Member of the family. This ensures that no single Member on a family Plan will ever have to satisfy the full family Deductible or Out-of-pocket Maximum on their own. Once any combination of family Members meets the family Deductible and/or Out-of-pocket Maximum, the entire family is considered to have met the Deductible and/or Out-of-pocket Maximum.

| COVERED SERVICES | COST-SHARING | BENEFIT LIMITS & NOTES |
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| Emergency Room Care | No charge | Notification required within 48 hours, if admitted to the Hospital. Copayment waived, if admitted. |

| COVERED SERVICES | COST-SHARING | BENEFIT LIMITS & NOTES |
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| Abortion Services | See "Outpatient Surgery" | |
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| Acupuncture | No charge | |
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| Ambulance | No charge | Emergency transport covered without Prior Authorization; non-Emergency ambulance transport may be covered with Prior Authorization. |
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| Autism Spectrum Disorder Treatment <ul style="list-style-type: none"> • Applied Behavioral Analysis (ABA) • Physical, occupational, and speech therapy benefits available | No charge | Requires Prior Authorization. Includes assessments, evaluations, testing, and treatment; covered in home, Outpatient, or office setting by board-certified behavior analyst or board-certified assistant behavior analyst. Physical, occupational, and speech therapy benefit limitations do not apply. |
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| Breastfeeding Services | No charge | Includes lactation consultants. |
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| Breast Pumps | No charge | <p>Covered for the purchase of a manual or electric pump, or the rental of a hospital-grade pump, when deemed appropriate by the ordering provider in accordance with the Preventive Services Policy. Limit of one pump per pregnancy.</p> <p>No Prior Authorization required. Prescription required. Pump must be obtained from contracting DME provider.</p> <p>No charge when billed in accordance with the Preventive Services Policy.* Otherwise, related DME Cost-Sharing may apply.</p> |
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| COVERED SERVICES | COST-SHARING | BENEFIT LIMITS & NOTES |
|---|--|--|
| Cardiac Rehabilitation | No charge | |
| Chemotherapy Administration | No charge | |
| Chiropractic Care | No charge | |
| Cleft Palate/Cleft Lip Care | No charge Additional Cost-Sharing may apply based on place of service | Covered for Members 18 and younger. Includes medical, dental, oral, and facial surgery, follow-up, and related services. |
| Clinical Trials (Qualified) | Depends on place of service | Routine patient care services covered for Members in a qualified clinical trial pursuant to state and federal mandates. |
| Dental (Pediatric Only), Non-Emergency (Delta Dental) | | Please call Delta Dental at 800.872.0500 for more information. |
| Type I Services: Preventive & Diagnostic | No charge | Covered 2 exams per year for pediatric dental checkup for Members 18 years and younger. Medically Necessary orthodontia requires Prior Authorization. More information about pediatric dental is available in the Covered Services section of the Tufts Health Direct Member Handbook . |
| Type II Services: Basic Covered Services | No charge | |
| Type III Services: Major Restorative Services | No charge | |
| Type IV Services: Orthodontia (only as Medically Necessary) | No charge | |
| Diabetes Education | | No charge when billed in accordance with the Preventive Services Policy. * Otherwise, related office visit Cost-Sharing may apply. No charge for the Good Measures program available to Direct Members . |
| • Primary Care Provider non-Preventive office visit | No charge | |
| • Specialist | No charge | |
| Diagnostic Testing (including sleep studies outside of an Inpatient setting) | Related office visit or Inpatient Copayment/Cost-Share may be required | Sleep studies require Prior Authorization. No charge when billed in accordance with the Preventive Services Policy. * Otherwise, Cost-Sharing may apply based on type and place of service. |

| COVERED SERVICES | COST-SHARING | BENEFIT LIMITS & NOTES |
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| Dialysis Services | No charge | |
| Disease Management Programs: <ul style="list-style-type: none"> • Asthma • Diabetes • Chronic Obstructive Pulmonary Disease (COPD) • Congestive Heart Failure | No charge | If you have any of these conditions, please contact us at 888.257.1985 to discuss our disease management programs. |
| Durable Medical Equipment (DME) <ul style="list-style-type: none"> • Prosthetics • Orthotics • Oxygen and respiratory therapy equipment • Wigs | No charge | Coverage includes, but is not limited to, the rental or purchase of medical equipment, some replacement parts, and repairs. Prior Authorization is required for certain services, including prosthetic orthotics (see list at tuftshealthplan.com). |
| Early Intervention Services | No charge | Covered for Members up to age 3; includes intake screenings, evaluations and assessments, individual visits, and group sessions. Services must be provided by a certified early intervention Specialist. |
| Eye Care (Vision Care) | No charge (routine) No charge (non-routine) vision services | Coverage for routine eye exams for Members 18 years and younger once every 12 months. For Members older than 18 years, coverage for routine eye exams once every 12 months for diabetics and once every 24 months for non-diabetics. Eyeglasses covered once every 12 months for Members 18 years and younger. Collection frames only. You must receive routine eye examinations from a Provider in the EyeMed Vision Care Network in order to obtain coverage for these services. Call EyeMed at 866.504.5908 for the names of EyeMed Providers. For non-routine vision services, please visit |

COVERED SERVICES**COST-SHARING****BENEFIT LIMITS & NOTES**

tuftshealthplan.com/find-a-doctor.

Family Planning

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| • Preventive | No charge | No charge when billed in accordance with the Preventive Services Policy. * Otherwise, related office visit or lab Cost-Sharing may apply. |
| • Non-Preventive | Related office visit or lab Cost-Sharing may apply | |

Fitness Reimbursement

Covered for 3 months

Covered for 3 months of membership at a standard fitness center; excludes initiation fees. This benefit is available to Members once every Benefit Year after being a Member for 4 months. See the [Tufts Health Direct Member Handbook](#) for more information on limitations.

Habilitative Services (Physical/Occupational/Speech Therapy)

No charge

Maximum of 60 visits total combined Habilitative Physical and Occupational Therapy per Member per Benefit Year. No limit on Speech Therapy.

Physical Therapy and Occupational Therapy require a Prior Authorization after visit 12. Speech Therapy requires a Prior Authorization after visit 30.

Hearing Aids

No charge

Covered for Members 21 and younger. This includes the cost of one hearing aid per hearing-impaired ear up to \$2,000 per ear every 36 months. This includes both the amount *Tufts Health Direct* pays and the applicable Member cost share as listed in this document. Related services and supplies do not count toward the \$2,000 limit.

| COVERED SERVICES | COST-SHARING | BENEFIT LIMITS & NOTES |
|--|--------------|---|
| Home Health Care | No charge | Prior Authorization is required for all home care services and disciplines. |
| Hospice | No charge | Requires Prior Authorization. |
| Imaging Services | | |
| Preventive | No charge | Advanced imaging services require Prior Authorization. |
| X-ray Services and Diagnostic | No charge | No charge when billed in accordance with the Preventive Services Policy. * Otherwise, related office visit or lab Cost-Sharing may apply. |
| (Advanced: MRI, CT, PET) | No charge | |
| Individual Therapy/Counseling | No charge | No visit limits and no Prior Authorization required for Outpatient Behavioral Health therapy visits or substance use treatment. |
| Infertility Treatment | No charge | Requires Prior Authorization. |
| Inpatient Medical Care (including bariatric surgery) | | |
| <ul style="list-style-type: none"> Facility fee (includes room and board for maternity/surgery/radiology services and lab work) | No charge | <p>No Prior Authorization required for Inpatient admissions from the Emergency room. Notification to the Plan is required within 48 hours of the admission.</p> <p>Elective admissions require Prior Authorization and notification 5 business days before admission.</p> <p>Sleep studies may require Prior Authorization.</p> |
| <ul style="list-style-type: none"> Professional fee | No charge | |
| Inpatient Mental Health and/or Substance Use | No charge | No Prior Authorization required for admission. Notification to the Plan is required within 48 hours of the Inpatient admission. |

| COVERED SERVICES | COST-SHARING | BENEFIT LIMITS & NOTES |
|---|--------------|---|
| Intensive community based acute treatment (ICBAT) for children and adolescents | No charge | No Prior Authorization required for admission. Notification to the Plan is required within 48 hours of the Inpatient admission. |
| Intermediate care, including Behavioral Health services for children and adolescents | No charge | Prior Authorization is only required for certain Behavioral Health services for children and adolescents. Please see the "Covered Services" section of the Tufts Health Direct Member Handbook for more information about these services. |
| Laboratory Outpatient and Professional Services | | Includes blood tests, urinalysis, Pap smears, and throat cultures to maintain health and to test, diagnose, treat, and prevent disease. Laboratory must be In-network. Genetic testing may require Prior Authorization. No charge when billed in accordance with the Preventive Services Policy. * Otherwise, related lab Cost-Sharing may apply. |
| • Preventive Labs | No charge | |
| • Non-Preventive Labs | No charge | |
| Medication-Assisted Treatment (MAT) Services | No charge | Certain medication may require Prior Authorization. |
| Methadone Treatment (dosing, counseling, labs) | No charge | |
| MinuteClinic® | No charge | A walk-in clinic accessible at select CVS locations. |
| Nutritional Counseling | | No charge when billed in accordance with the Preventive Services Policy. * Otherwise, related Cost-Sharing may apply. |
| • Preventive | No charge | |
| • Non-Preventive | No charge | |

| COVERED SERVICES | COST-SHARING | BENEFIT LIMITS & NOTES |
|--|------------------------------|---|
| Office Visits | | |
| • Primary Care Provider Preventive care/ screening/immunization/vaccine | No charge | |
| • Primary Care Provider non-Preventive office visit | No charge | |
| • Specialist | No charge | |
| • Urgent Care Center (UCC) visit | No charge | <p>You must visit a UCC in our Service Area (all of Massachusetts EXCEPT Dukes and Nantucket Counties) that is in our Network to be covered for services. In our Service Area, if you obtain services at an Out-of-network UCC or at a UCC in an Out-of-network Hospital, you will not be covered.</p> <p>Outside of our Service Area, Free-standing Urgent Care Centers (UCC) are covered at Out-of-network Provider sites, including Hospitals and clinics.</p> <p>Cost share may vary depending on place of service.</p> |
| Organ Transplant (including bone marrow transplants) | See "Inpatient Medical Care" | Requires Prior Authorization. |
| Outpatient Surgery (Outpatient Hospital/ambulatory surgery centers) | | Prior Authorization required for certain services. Please call us at 888.257.1985 for more information. |
| • Professional/Surgeon Services | No charge | |
| • Surgery services and Facility Fee | No charge | |

| COVERED SERVICES | COST-SHARING | BENEFIT LIMITS & NOTES |
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| Pharmacy | | |
| Retail drugs (up to 30-Day supply) | | |
| • Tier 1 (primarily generic focused) | \$1.00 Copayment | See Formulary for specific Prior Authorization requirements. <ul style="list-style-type: none"> Some drugs included in Preventive services mandates are covered with no Cost-Share. Refer to Formulary for a complete list. <p>NOTE: Prescribed, self-administered anticancer medications used to kill or slow the growth of cancerous cells are covered at no Cost-Share for up to a 30-day supply.</p> |
| • Tier 2 (includes some non-preferred generics and preferred) | \$3.65 Copayment | |
| • Tier 3 (includes high-cost generics and non-preferred brands) | \$3.65 Copayment | |
| Mail-order drugs (up to 90-Day supply) | | |
| • Tier 1 (primarily generic focused) | \$2.00 Copayment | See Formulary for specific Prior Authorization requirements. <ul style="list-style-type: none"> Some drugs included in Preventive services mandates are covered with no Cost-Share. Refer to Formulary for a complete list. <p>NOTE: Prescribed, self-administered anticancer medications used to kill or slow the growth of cancerous cells are covered at no Cost-Share for up to a 30-day supply.</p> |
| • Tier 2 (includes some non-preferred generics and preferred brands) | \$7.30 Copayment | |
| • Tier 3 (Non-Preferred Brand Drugs) | \$7.30 Copayment | |
| Physical/Occupational/Speech Therapy (Short-term Outpatient Rehabilitation) | No charge | Maximum of 60 visits total combined Rehabilitative Physical and Occupational Therapy per Member per Benefit Year. No limit on Speech Therapy. <p>Physical Therapy and Occupational Therapy require a Prior Authorization after visit 12. Speech Therapy</p> |

| COVERED SERVICES | COST-SHARING | BENEFIT LIMITS & NOTES |
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| | | requires Prior Authorization after visit 30. |
| Podiatry | No charge | <p>Non-routine podiatry services covered when medically necessary. Prior authorization may be required.</p> <p>Routine foot care is covered only for Members with diabetes and other systemic illnesses that compromise the blood supply to the foot.</p> |
| Prenatal care | | |
| <ul style="list-style-type: none"> Preventive | No charge | <p>No charge when billed in accordance with the Preventive Services Policy.* Otherwise, related Cost-Sharing may apply.</p> |
| <ul style="list-style-type: none"> Non-Preventive | Related office visit or lab Cost-Sharing may apply | |
| Radiation Therapy | No charge | May require Prior Authorization. |
| Reconstructive Surgery and Procedures | See "Outpatient Surgery" | Please see the "Covered Services" section of the Tufts Health Direct Member Handbook for limitations. May require Prior Authorization. |
| Rehabilitation Hospital or Chronic Disease Hospital | No charge | Maximum of 60 Days total per Member per Benefit Year. May require Prior Authorization. |
| Skilled Nursing Facility | No charge | Maximum of 100 Days total per Member per Benefit Year. Prior Authorization required. |
| Substance Use Treatment Programs | Related Outpatient or Inpatient Cost-Sharing may apply | Please see the "Covered Behavioral Health (mental health and/or substance use) services" section of the Tufts Health Direct Member Handbook for more information about these services. |

| COVERED SERVICES | COST-SHARING | BENEFIT LIMITS & NOTES |
|-----------------------------|--|--|
| Telemedicine | Related Outpatient Medical Care Cost-Sharing may apply | Please ask your Provider's office for information on telemedicine availability and access. |
| Urgent Care | No charge | <p>You must visit a UCC in our Service Area (all of Massachusetts EXCEPT Dukes and Nantucket Counties) that is in our Network to be covered for services. In our Service Area, if you obtain services at an Out-of-network UCC or at a UCC in an Out-of-network Hospital, you will not be covered.</p> <p>Outside of our Service Area, Free-standing Urgent Care Centers (UCC) are covered at Out-of-network Provider sites, including Hospitals and clinics.</p> <p>Cost share may vary depending on place of service.</p> |
| Weight Loss Programs | No charge for first 3 months of approved programs | <p>You must be a <i>Tufts Health Direct</i> Member for three months and participate in a qualified weight loss program (current programs are Jenny Craig, Weight Watchers, and Nutrisystem) for at least three consecutive months. Each Member on a family Plan can request a weight loss program reimbursement once per Benefit Year.</p> <p>Must complete a weight loss programs reimbursement form.</p> <p>See the Tufts Health Direct Member Handbook for more information on limitations.</p> |

Services not covered

See the section "Services not covered" in the [Tufts Health Direct Member Handbook](#) for the list of services not covered.