

SAMPLE

We may change the terms of this Notice at any time in the future and make the new Notice effective for all PHI that we maintain - whether created or received before or after the effective date for the new Notice. Whenever we make an important change, we will publish the updated Notice on our Web site at www.tuftshealthplan.com. In addition, we will use one of our periodic mailings to inform subscribers about the updated Notice.

Who to Contact for Questions or Complaints

If you would like more information or a paper copy of this Notice, please contact a Member Services Coordinator at the number listed above. You can also download a copy from our Web site at www.tuftshealthplan.com. If you believe your privacy rights may have been violated, you have a right to complain to TUFTS HEALTH PLAN by calling the Privacy Officer at 1-800-208-9549 or writing to:

Privacy Officer

Compliance Department

TUFTS HEALTH PLAN

705 Mount Auburn Street

Watertown, MA 02472-1508

You also have a right to complain to the Secretary of Health and Human Services. We will not retaliate against you for filing a complaint.

Tufts Associated Health Maintenance Organization, Inc., Total Health Plan, Inc., Tufts Benefit Administrators, Inc., and Tufts Insurance Company do business as TUFTS HEALTH PLAN. TUFTS HEALTH PLAN is a registered trademark of Tufts Associated Health Maintenance Organization, Inc.

© Tufts Associated Health Maintenance Organization, Inc. All rights reserved.