



MA HMO Small Group/Individual Plan Amendment

The following amendment is effective for all small group or individual plans that are new or renewing on or after 1/1/2019. This Amendment includes important information about your health care coverage under your Massachusetts Small Group/Individual HMO plan.

TUFTS HEALTH PLAN Address and Telephone Directory

The below information amends the language in the "Tufts Health Plan Address and Telephone Directory" in the benefit document you received.

If you have any questions, please call a Member Services Coordinator at **800-462-0224**.

- The "Member Services Department" provision has been amended to include information about finding a PROVIDER and now reads as follows:

Member Services Department

Call our Member Services Department at 1-800-462-0224 for general questions, assistance in choosing a PRIMARY CARE PROVIDER (PCP), benefit questions, and information regarding eligibility for enrollment and billing. For help finding a TUFTS HP PROVIDER in our network, call Member Services and follow the appropriate prompts. Our Member Services team can help you find a TUFTS HP PROVIDER who is appropriate for your age, condition and type of treatment.

- The following shaded box has been added to this provision to notify Members that changes may occur throughout the year:

CHANGES TO THIS EVIDENCE OF COVERAGE (EOC)

From time to time, certain sections in this EOC may change. This may happen to comply with a state or federal law or regulation. Or, this may happen to reflect an enhancement to your plan with us during the year. To check to see whether this EOC has been amended, please go to <https://tuftshealthplan.com/2019-EOC-Amendments> on the TUFTS HEALTH PLAN website.