



MA PPO 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 PPO 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 **1-800-423-8080**.

- 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 1-800-423-8080 for general questions, benefit questions, and information regarding eligibility for enrollment and billing. For help finding a NETWORK PROVIDER, call Member Services and follow the appropriate prompts. Our Member Services team can help you find a 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 CERTIFICATE OF INSURANCE ("CERTIFICATE")

From time to time, certain sections in this CERTIFICATE 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 CERTIFICATE has been amended, please go to <https://tuftshealthplan.com/2019-EOC-Amendments> on the TUFTS HEALTH PLAN website.