



## **Massachusetts 2023 Evidence of Coverage Amendment**

**The following amendment is effective for all fully-insured large group plans renewing on or after 1/1/2023.** This amendment includes important information about your health care coverage under your Massachusetts health insurance plan.

### **Standard Appeal Receipt Letter Turnaround Time**

Effective 4/10/2023, *Members* who file a standard verbal or written appeal with *Tufts Health Plan* will have a letter issued indicating that the appeal has been received within fifteen (15) days of receipt. Previously, these letters were sent within forty-eight (48) hours. The letter will also contain the name, address, and telephone number of the Appeals and Grievances Specialist coordinating the review of the appeal. For more information, please contact the Member Services Department.